Reviewing & Processing Transfer Requests in VAOS

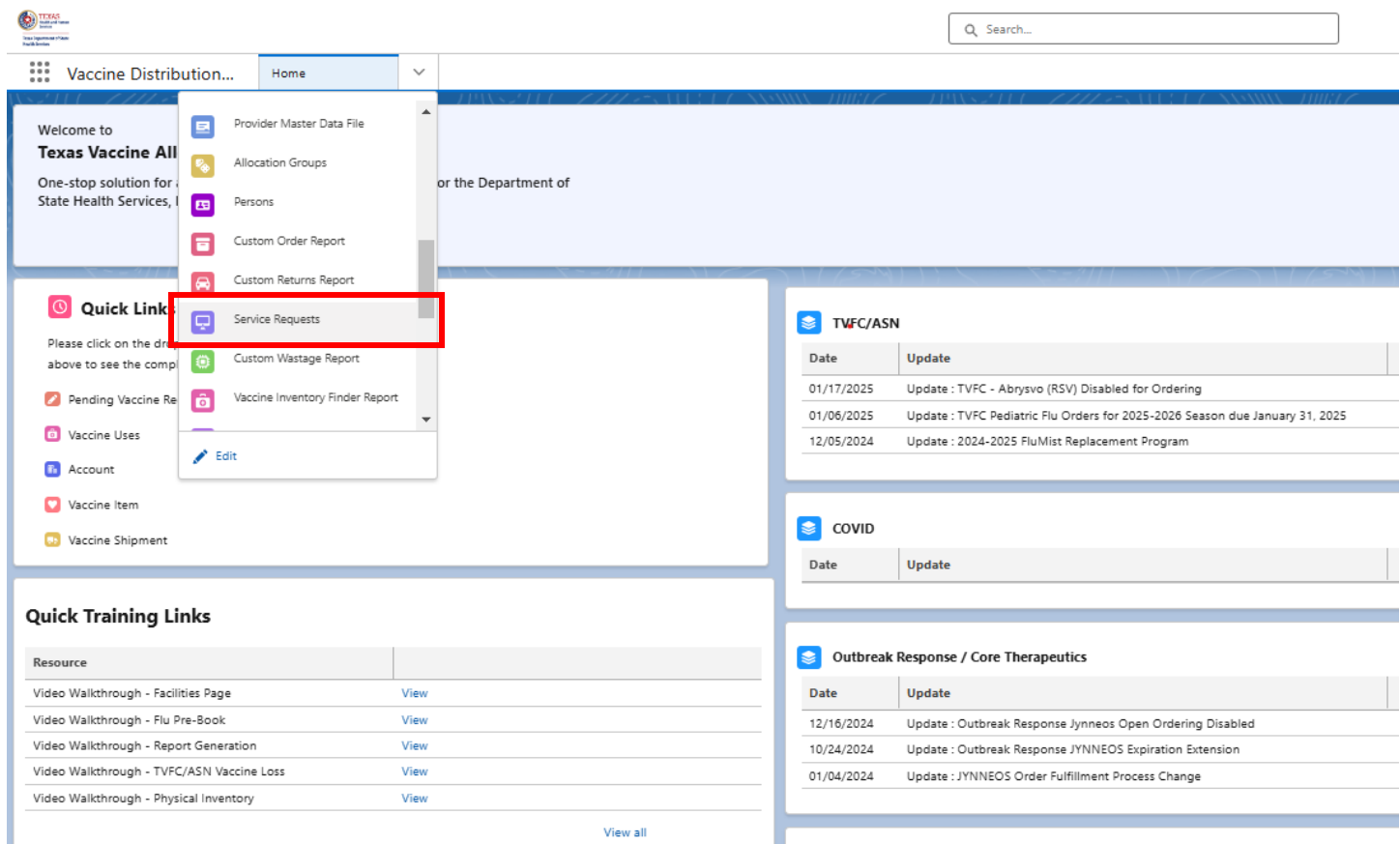## Responsible Entity (RE) Job Aid

Last Updated 09/25/2025

Overview

This job aid explains how Responsible Entities can review and process TVFC/ASN Transfer requests submitted by providers under their jurisdiction. This document will cover two methods of locating a Transfer request, what considerations should be made while processing the request, and how to approve or deny the Transfer in VAOS.

Accessing an Overview of TVFC/ASN Transfer Requests

Step 1: Login to VAOS as an RE

Log in to your VAOS RE account at https://txhhs-covid.my.salesforce.com/ and select the Service Requests page from the dropdown menu.

Step 2: Navigate to your Regional List View

On the Service Requests page, where it currently states, 'Recently Viewed', click the dropdown menu and select 'My Region/LHD Transfers and Returns'. Depending on the number of requests, this page may take a moment to load as it is pulling every transfer request in your jurisdiction. Note that this list view can be filtered or cloned for your personal use.

Accessing a Specific Provider's TVFC/ASN Transfer Requests

Step 1: Login to VAOS as an RE

Login to your RE account of VAOS at https://txhhs-covid.my.salesforce.com/ and navigate to your VAOS Homepage.

Step 2: Search for Provider PIN

Using the VAOS search bar, enter your Provider's PIN and select their account from the search results. Click on the account name to open the Provider's account overview.

Step 3: Scroll down to the Service Requests tile

On the Provider's account page, scroll down on the right-hand side of the page until you see the Service Requests tile. To open the full list, either click on the tile's label or click 'View All' at the bottom of the tile.

Step 4: Selecting TVFC/ASN Transfer Request

After opening the Provider's Service Request list, we recommend clicking the 'Created Date' header of the table (so the arrow is pointed down) so that the most recent Transfer Requests are listed first. You can open a specific Transfer Request by clicking on the 'SR-######'.

Processing Individual Transfer Requests

Step 1: Confirm that Transfer Details are Correct

Please check to ensure that the following details of the Transfer Request are correct:

- Selected **'Reason for Transfer'** is accurate (should be approved beforehand by RE)

- Correct **'Receiving Provider'** is listed

- Correct vaccine **Lot Number** and **Expiration Date** are listed

- Correct **'Quantity to Transfer'** is listed

Step 2: Download TVFC/ASN Transfer Form

After confirming that all the details above are correct, you should click the 'Download TVFC/ASN Vaccine Transfer Form' button. This will open the document viewer, featuring the transfer form, which you can download by clicking the download symbol, highlighted in the second image below.

Step 3: Save Completed Transfer Form Locally

After printing out the TVFC/ASN Transfer form and having all the necessary parties (Transferring Provider, Receiving Provider, RE) sign where indicated, scan the Transfer form and save it for your local records. Transfer documentation may need to be revisited, so ensure that it is saved somewhere easily accessible.

Approving Transfer Requests in Bulk

Step 1: Navigate to the "My Region/LHD Bulk Transfer Approval" List View
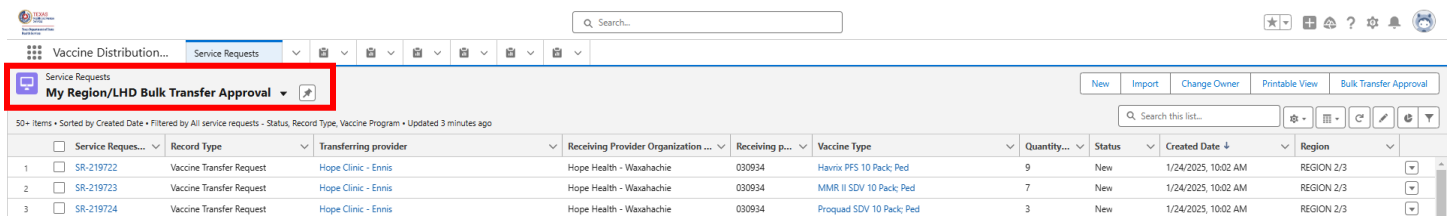
Step 2: Select the Transfer(s) to Bulk Approve

Select each transfer service request using the checkbox on the left-hand side of the list view. After selecting the number of transfers to approve, click the "Bulk Transfer Approval" button at the top-right of the list view.

Step 3: Add Comments and Click "Save"

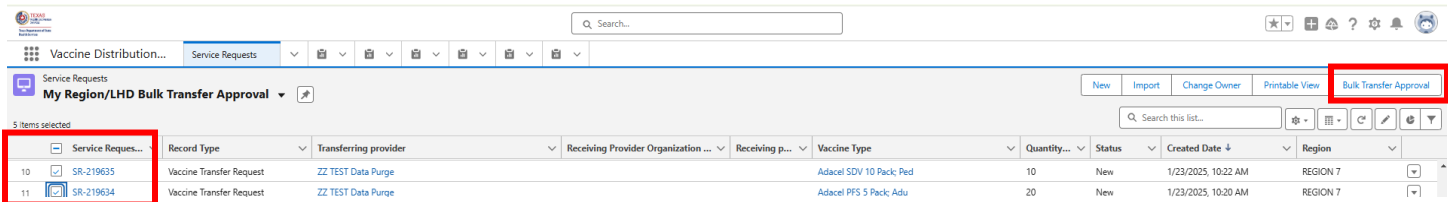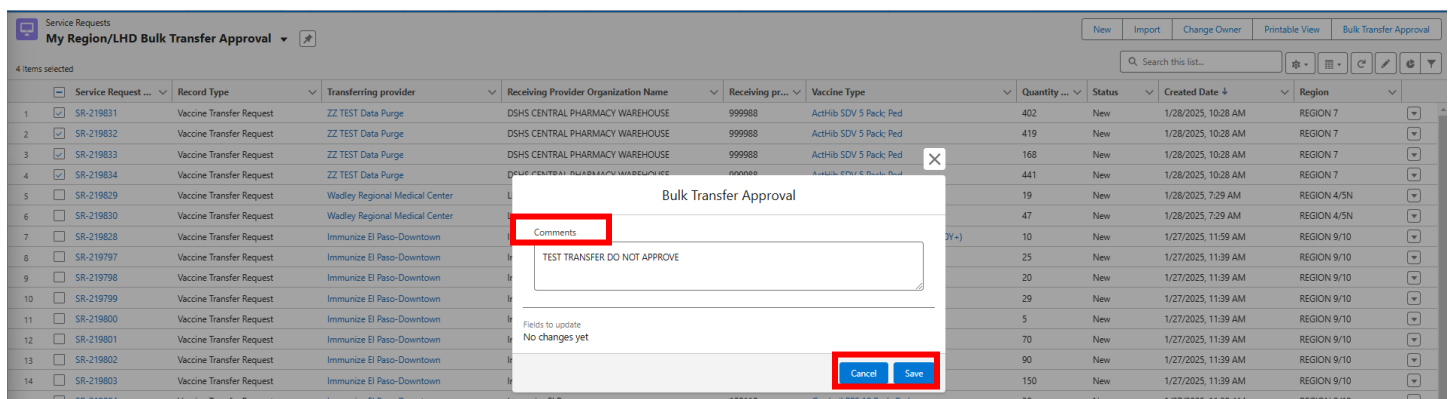After clicking the "Bulk Transfer Approval" button, a pop-up window will appear, allowing you to enter Comments. Once the appropriate review is conducted, comments added, and you're ready to approve the selected transfer(s), click "Save" to Approve the records.
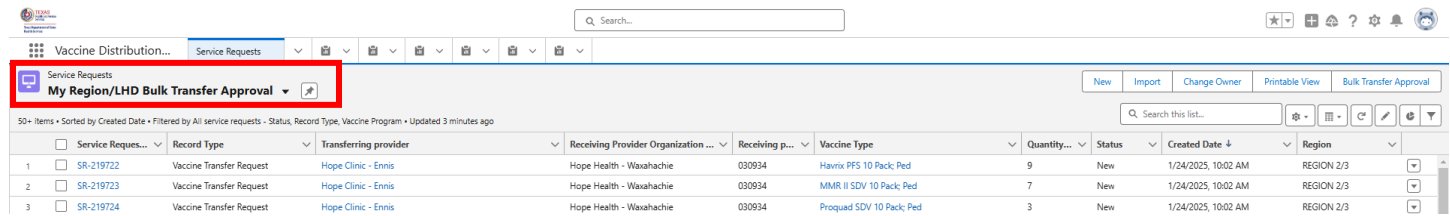

Step 4: Review Any Errors

If there are errors in the selected transfer records, a secondary pop-up window will appear at the bottom right of the page to prevent approval. Resolve the errors directly with the provider before attempting re-approval.
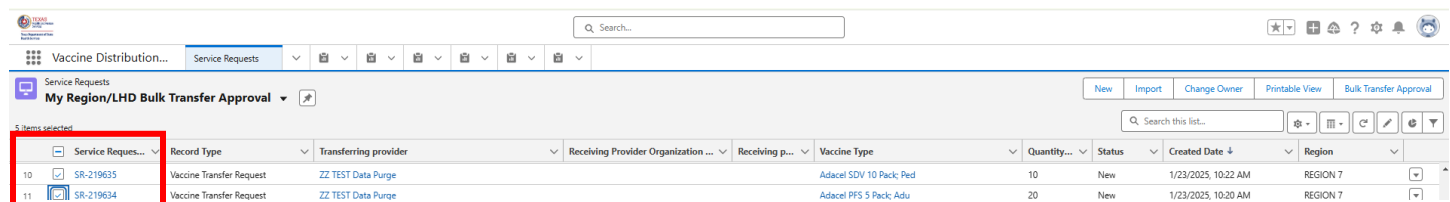
Denying Transfer Requests in Bulk

Step 1: Navigate to the "My Region/LHD Bulk Transfer Approval" List View


Step 2: Select the Transfer(s) to Bulk Deny

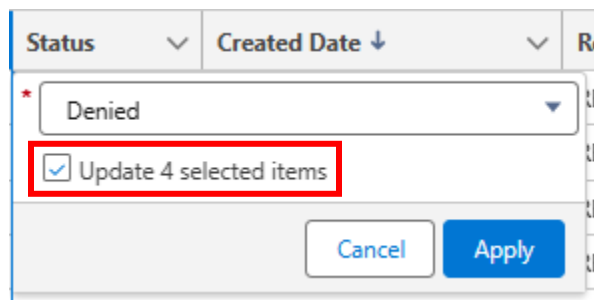Select each transfer service request using the checkbox on the left-hand side of the list view.

Step 3: Bulk Update the Service Request Status

Once you have selected each transfer service request, navigate to the "Status" column in the list view and click the pencil icon next to "New." Then, select the "Denied" status to update the transfer service request's status.
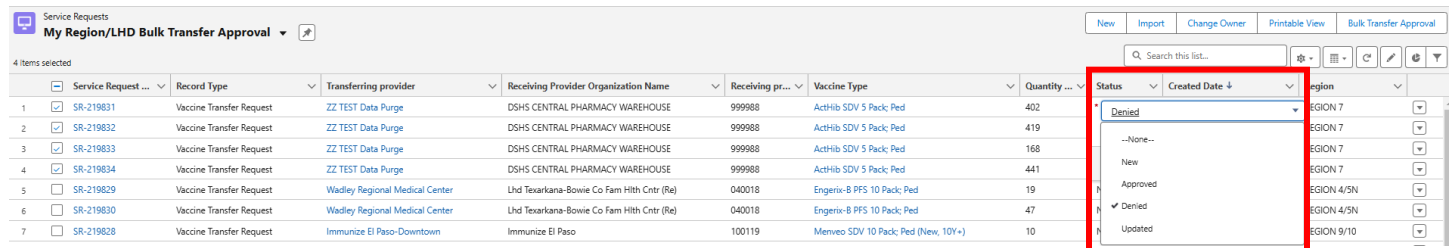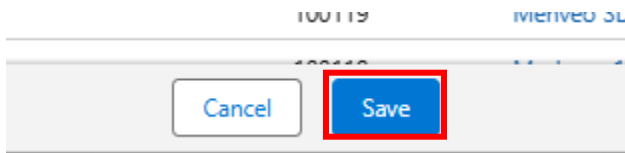

Next, click the "Update X selected items" checkbox to apply the status update to all the selected records in the list view. After clicking "Apply", the selected records' status will update, and unsaved changes are shown in yellow.

Step 4: Save the Transfer(s) in Denied Status

After updating statuses to "Denied," click "Save" at the **bottom** of the list view to apply the changes. Once the changes are saved a green banner will appear at the top of the page.

Additional Resources

VAOS Ordering Inquiries – TXVaccineOrders@DSHS.Texas.Gov

DSHS Immunization Program Website

Immunization Program Homepage for Health Departments

TVFC/ASN Operations Manual for Responsible Entities