

TVFC/ASN Vaccine Loss

*Reporting Wasted or Expired Vaccines and
Generating Vaccine Loss Reports in the Vaccine
Allocation and Ordering System (VAOS)*

Last Updated September 25th, 2025



TEXAS
Health and Human
Services

Texas Department of State
Health Services

TVFC/ASN Vaccine Loss in VAOS

- 1. Report Vaccine Loss**
- 2. Access a Vaccine Loss Report**



Overview

Purpose

- The Vaccine Loss job aid provides instructions for TVFC/ASN providers to enter vaccine loss and generate a Vaccine Loss Report for their respective facilities in the Vaccine Allocation and Ordering System (VAOS).

Audience

- TVFC and ASN providers who access VAOS



VAOS Tips & Tricks

Keep in mind...



VAOS works best with **Chrome** as your browser.



Please **check your Spam** folder for emails from noreply@salesforce.com as needed. You may also receive emails from CDCCustomerService@McKesson.com.

If possible, flag these addresses as safe-senders to avoid emails being sent to Spam.



Regardless of the number of facilities you are associated with, you will have **one set of login credentials**.

Report Vaccine Loss

How to Report Waste in VAOS



TEXAS
Health and Human
Services

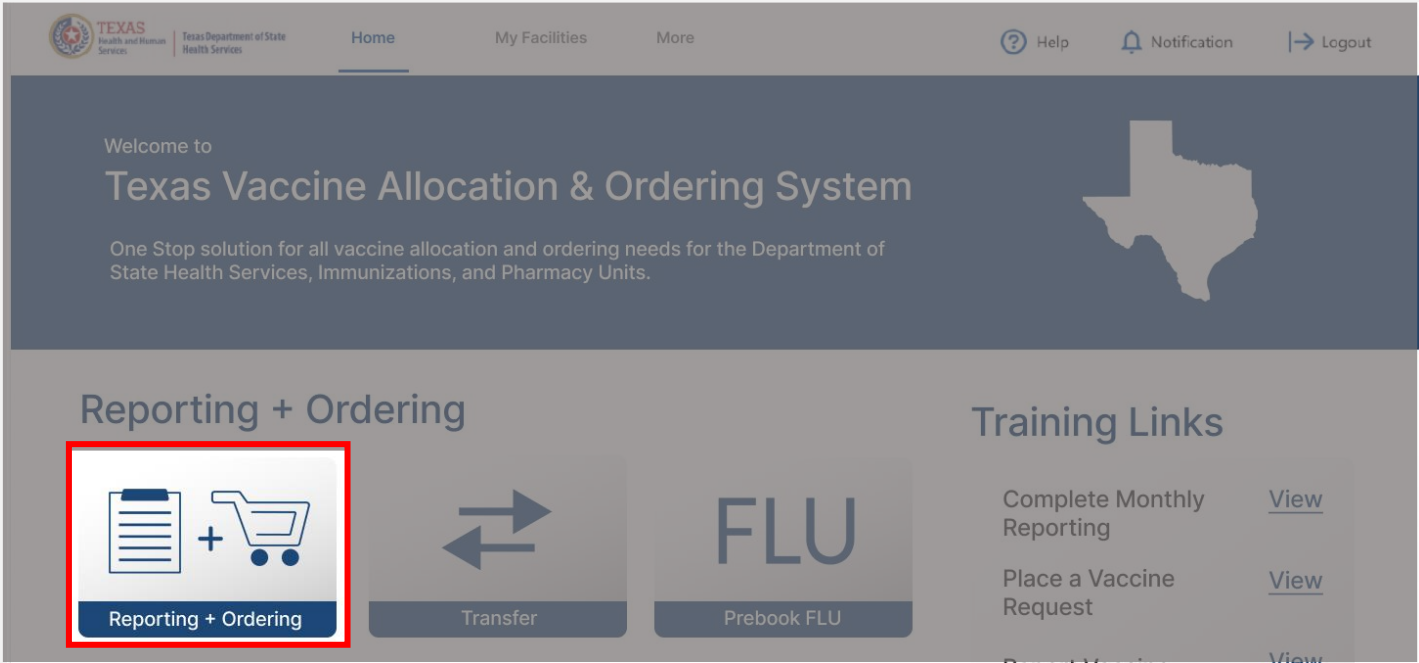
Texas Department of State
Health Services

When to Report Waste

Situation	Explanation
Expired vaccine	Ex: vaccine expires at date set by manufacturer
Mechanical failure	Ex: refrigerator loses power, causing vaccines to thaw.
Spoiled—other	Ex: patients don't show up to an appointment, but vaccines have already been thawed and cannot be refrozen.
Natural disaster/power outage	Ex: winter storm caused refrigerators to lose power.
Refrigerator too warm	Refrigerator temperature above EUA-listed optimal storage temperature.
Vaccine spoiled in transit	If the vaccine was spoiled before delivery to your facility , do not report it as waste. Contact the manufacturer and DSHS to arrange for replacement doses and report doses as spoiled when you confirm shipment in VAOS.
	If vaccines spoil as a result of a temperature excursion that resulted during a transfer , the receiving provider of the transfer reports the doses as waste.
	If vaccines spoil during or in transit to or from an off-site clinic , report the doses as waste.
Recall	The DSHS Immunization Unit would communicate necessary actions to impacted providers.

Navigate to the VAOS Provider Portal

Log into your VAOS Provider Portal and navigate to the **Reporting and Ordering** tile.



Navigate to Reporting

1. Select the facility you wish to transfer vaccine from by clicking the drop-down menu under ***Ordering facility**.
2. Verify your shipping information and click Continue.

Open Ordering

FACILITY SHIPMENTS REPORTING INVENTORY INPUT ORDER ORDER REVIEW CONFIRMATION

1. Select Facility and Upload Temperature Log

Please select your facility name and upload your temperature log to begin the reporting process.
Please Note: All fields marked with * are required.

* Ordering facility
ZZ TEST Data Purge

Temperature Log:
Upload Files Or drop files

2. Verify Shipping Information

Please confirm that you have complied with the required conditions for your vaccine order that are listed below.
If there are changes needed to address or normal hours of operation, please reach out to the enrollment team at VacCallCenter@dshs.texas.gov.

Shipping Address

Shipping Address: Preston Smith Road, Odessa, TX 79762

Please list all dates in the next two months when your office will be closed outside of your normal business hours:

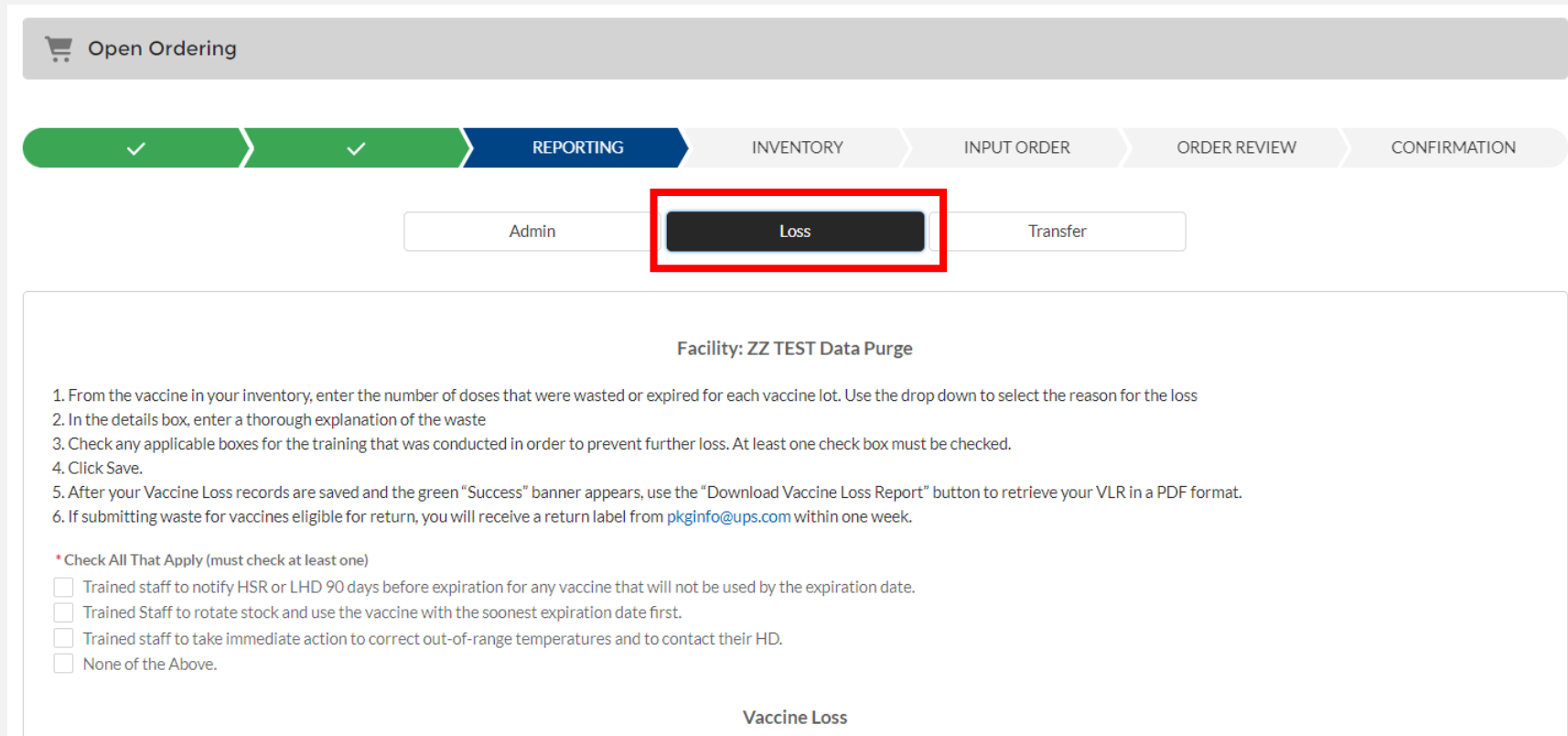
I verify that the above shipping address and my hours of operation are correct; and that staff are available to receive and store vaccine deliveries promptly during these times.

Back Continue

NOTE: The **Continue** button will be greyed out until you verify that your shipping information is correct.

Navigate to Reporting

Click **Continue** until you reach the **Reporting** page of the Ordering and Reporting module. Click on the **Loss** tab.



The screenshot shows a web interface for the Reporting module. At the top, there is a grey bar with a shopping cart icon and the text "Open Ordering". Below this is a horizontal navigation bar with six tabs: "REPORTING" (highlighted in blue), "INVENTORY", "INPUT ORDER", "ORDER REVIEW", and "CONFIRMATION". The first two tabs have green checkmarks. Below the navigation bar is a secondary set of three buttons: "Admin", "Loss" (highlighted with a red border), and "Transfer".

Facility: ZZ TEST Data Purge

1. From the vaccine in your inventory, enter the number of doses that were wasted or expired for each vaccine lot. Use the drop down to select the reason for the loss
2. In the details box, enter a thorough explanation of the waste
3. Check any applicable boxes for the training that was conducted in order to prevent further loss. At least one check box must be checked.
4. Click Save.
5. After your Vaccine Loss records are saved and the green "Success" banner appears, use the "Download Vaccine Loss Report" button to retrieve your VLR in a PDF format.
6. If submitting waste for vaccines eligible for return, you will receive a return label from pkginfo@ups.com within one week.

* Check All That Apply (must check at least one)

- Trained staff to notify HSR or LHD 90 days before expiration for any vaccine that will not be used by the expiration date.
- Trained Staff to rotate stock and use the vaccine with the soonest expiration date first.
- Trained staff to take immediate action to correct out-of-range temperatures and to contact their HD.
- None of the Above.

Vaccine Loss

Report Vaccine Loss

Read the instructions and check all that apply for the training completed regarding the vaccine loss.

Facility: ZZ TEST Data Purge

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2. In the details box, enter a thorough explanation of the waste
3. Check any applicable boxes for the training that was conducted in order to prevent further loss. At least one check box must be checked.
4. Click Save.
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- None of the Above.

Report Vaccine Loss

1. For each inventory record of which you are reporting loss, select the check box at the far left of the screen. If you are submitting vaccine loss for your entire inventory, click the top check box to select all records.
2. Enter the positive number of doses wasted under “Quantity Wasted”. You will receive an error message if you enter zeroes or negative quantities.
3. Select the appropriate reason for the loss.

	<input checked="" type="checkbox"/>	Vaccine	Vaccine Int...	Vaccine Fa...	NDC	Lot Number
1	<input checked="" type="checkbox"/>	*Fluarix Qu...	PED	FLU (Pediat...	58160-089...	635434
2	<input checked="" type="checkbox"/>	*FLUARIX, ...	PED	None	58160-089...	2342341
3	<input checked="" type="checkbox"/>	Boostrix PF...	PED	Tdap (Pedia...	58160-084...	fff
4	<input checked="" type="checkbox"/>	Vaxelis SD...	PED	DTaP-IPV...	63361-024...	Test
5	<input checked="" type="checkbox"/>	Vaxelis SD...	PED	DTaP-IPV...	63361-024...	test2

Quantity On Hand	Quantity Wasted	Select Reason	Selected Reason
58	58	▼	G81: Expired; did no...
63	63	▼	G81: Expired; did no...
100	50	▼	G85: Failure to stor...
80	20	▼	G85: Failure to stor...
78	8	▼	G85: Failure to stor...

Report Vaccine Loss (Continued)

1. Briefly describe the nature of the vaccine loss under “**Description**”.
2. Briefly describe how future vaccine loss will be prevented under “**How will you prevent future losses?**”
3. If reporting vaccine loss for more than one inventory record, utilize the “**Update _ selected items**” to reduce updating records one-by-one. This option is the most useful when entering the description and how will you prevent future loss.
4. Once you have entered all the required information, click **Save**. A green confirmation pop-up will confirm that your vaccine loss was successfully entered.

NOTE: The **Continue** button will be greyed out until you save or cancel your changes.

Expired before I could administer

Update 5 selected items

Cancel Apply

<input checked="" type="checkbox"/>	Vaccine	Vaccine Int...	Vaccine Fa...	NDC	Lot Number	Expiration ...	Quantity On Hand	Quantity Wasted	Select Reason	Selected Reason	Description	How will you prevent future losses?	
1	<input checked="" type="checkbox"/>	*Fluarix Qu...	PED	FLU (Pediat...	58160-089...	635434	04/09/2022	58	58	▼	G81: Expired; did no...	Expired before I could admi...	Training
2	<input checked="" type="checkbox"/>	*FLUARIX, ...	PED	None	58160-089...	2342341	04/09/2022	63	63	▼	G81: Expired; did no...	Expired before I could admi...	Training
3	<input checked="" type="checkbox"/>	Boostrix PF...	PED	Tdap (Pedia...	58160-084...	fff	04/30/2022	100	50	▼	G85: Failure to stor...	Expired before I could admi...	Training
4	<input checked="" type="checkbox"/>	Vaxelis SD...	PED	DTaP-IPV-...	63361-024...	Test	04/01/2023	80	20	▼	G85: Failure to stor...	Expired before I could admi...	Training
5	<input checked="" type="checkbox"/>	Vaxelis SD...	PED	DTaP-IPV-...	63361-024...	test2	04/30/2022	78	8	▼	G85: Failure to stor...	Expired before I could admi...	Training

Cancel Save

Download Vaccine Loss Report

Before clicking continue or returning to the home page of your Provider Portal, click Download Vaccine Loss Report after your records are saved. This button will only populate **after** vaccine loss records save successfully.

Download Vaccine Loss Report

Click “Download VLR” on the pop-up and the file will open in a new tab as a PDF. Save and print the Vaccine Loss Report to obtain clinician signature.

Download Vaccine Report Now

Report Name	Download
123456 - Doses Wasted Report - 2023-11-30 19:40:13	Download VLR

Close

Access a Vaccine Loss Report

Downloading a VLR in VAOS



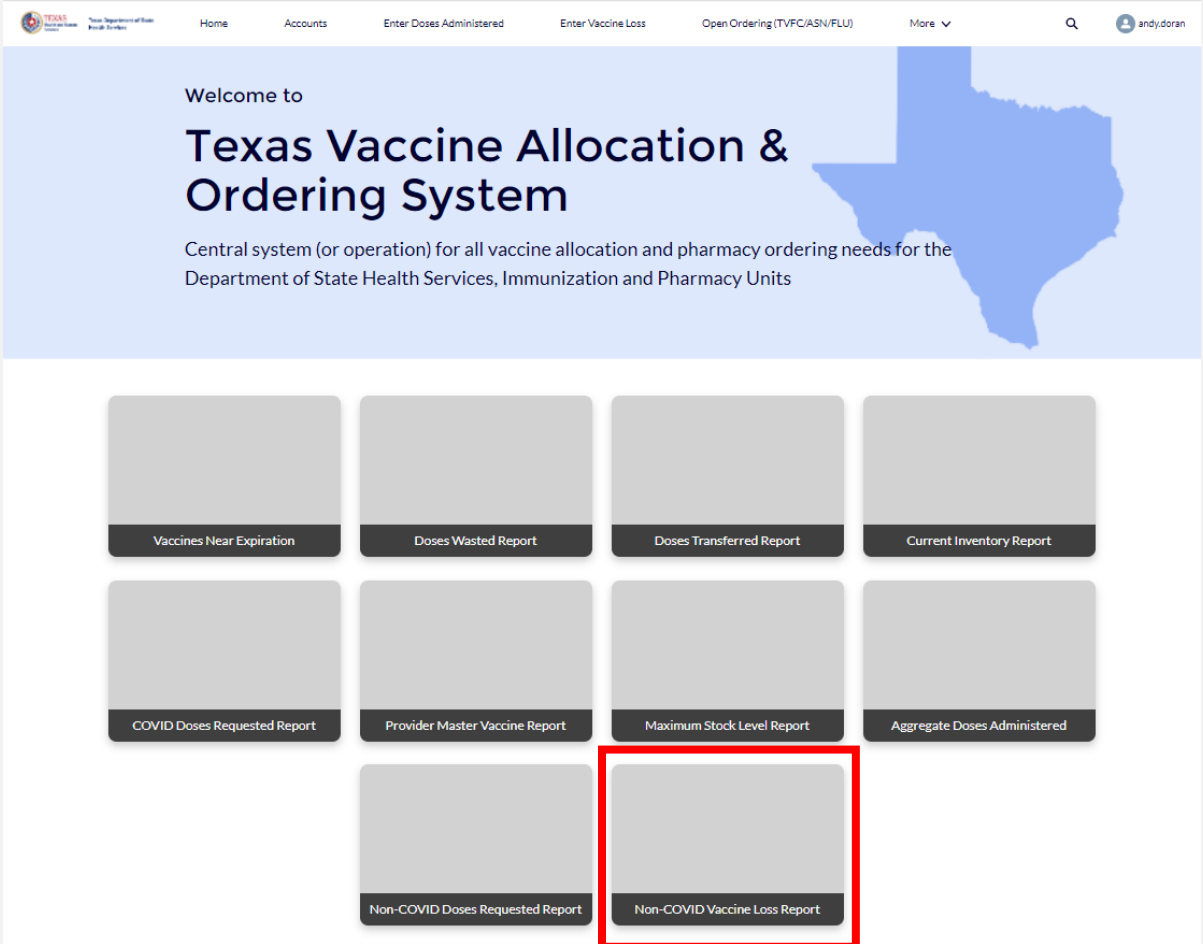
Navigate to Vaccine Loss Reports

You can access older vaccine loss reports in VAOS for previous wastage or expiration that occurred. Navigate to the **Reports** tab.



Navigate to Vaccine Loss Reports

Select **Non-COVID Vaccine Loss Report** tab.



Download Vaccine Loss Report

1. Enter the **date** you entered the Vaccine Loss on VAOS.
2. Select “**Fetch**” to populate the VLRs submitted on the date entered.
3. Select “**Download VLR**” to view your Vaccine Loss Report.

Welcome to

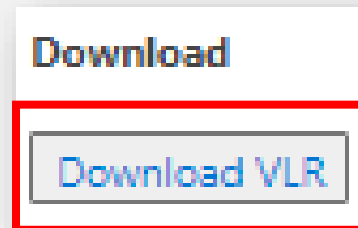
Texas Vaccine Allocation & Ordering System

Central system (or operation) for all vaccine allocation and pharmacy ordering needs for the Department of State Health Services, Immunization and Pharmacy Units

Please Select Date to fetch Non-COVID Vaccine Loss Report

Select a Date

Report Name	Download
SQA Facility3 - Doses Wasted Report - 2022-04-13 16:21:45	<input type="button" value="Download VLR"/>
SQA Test Facility - Doses Wasted Report - 2022-04-13 13:33:38	<input type="button" value="Download VLR"/>



View Vaccine Loss Report

- 1. After you click “**Download VLR**”, the Vaccine Loss Report will open in a new tab.
- 2. Save and print the Vaccine Loss Report to obtain clinician signature.
- 3. A signed copy of your VLR should be saved for your office’s records.

Texas Wasted or Expired Vaccines

PIN : abc1234
Facility Name : SQA Test Facility
Address : Walgreen's Lane,
Austin, TX 78717, United States

Phone :
Contact :

- Trained staff to notify HSR or LHD 90 days before expiration for any vaccine that will not be used by the expiration date.
- Trained Staff to rotate stock and use the vaccine with the soonest expiration date first.
- Trained staff to take immediate action to correct out-of-range temperatures and to contact their HD.

Vaccine	NDC	Lot Number	Expiration	Doses	Reason	Prevention	Cost
Vaaelis PFS 10 Pack, Ped	83361-0243-15	mselst123	04/01/2022	50	GR1: Expired: notified HSR or LHD 90 days before expiration	Outreach events in neighborhood	\$4579.50
Janssen COVID-19 Vaccine	59676-0580-15	98789567	04/09/2022	955	GR1: Expired: did not notify HSR or LHD 90 days before expiration	Not order as much as next time	\$
*Fluarix Quad PFS, Adx, 2019-2020	58160-0896-52	4534534	04/09/2022	38	GR7: Mechanical Failure	Fix fridge	\$
*Fluarix Quad Intranasal, Adx, 2020-2021	66019-0307-10	6434534	04/09/2022	59	GR2: Natural Disaster/Power Outage	NA	\$885.00

Total Cost : \$5464.50

Instructions:

1. Contact your local or state health department for instructions on how to return wasted or expired vaccine.
2. Do not return open multidose vials, broken vials, broken syringes or syringes to which you have attached a needle.
3. Wasted/expired vaccines do not need to be shipped with ice/cold packs.
4. Place a completed copy of this report in the box with the vaccines.
5. Keep a copy of this form for your files.

Completed By _____ Signature _____ Date _____