

COVID-19 Vaccine Order Requests in VAOS

Updated January 19th, 2023



TEXAS
Health and Human
Services

Texas Department of State
Health Services

VAOS Reminders

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 Providers or facility locations you are associated with, you will have **one set of login credentials**.

Before you begin...

Ensure You Have the Following:

- Type of vaccine you plan to request
- Number of doses requested
- Current number of COVID-19 vaccine doses on hand for each manufacturer
- What type of ancillary supplies you plan to request (Adult/Pedi)
- If you want your facility to be on the CDC Vaccine Finder
- Populations you plan to vaccinate with this order request

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Requesting COVID-19 Vaccines in VAOS



Navigate to the VAOS Provider Portal

1. Log into VAOS at <https://texasvaccines.dshs.texas.gov/> and navigate to the **COVID Open Ordering** tab.



2. Select **your facility** and verify the required conditions are met.

The image shows the 'COVID OPEN ORDERING PAGE' with the following content:

COVID OPEN ORDERING PAGE

1. Vaccine may be ordered only in increments according to the pack size. If ordering less than pack-size, place orders in vial-size increments
2. Providers must report QOH by the 5th of the month to be able to order

Important: If you do not see your facility listed under "Select an Ordering Facility," it may be because your facility has a hold on their account due to inventory reporting, data loggers, etc. Please verify all requirements have been met.

*Select An Ordering Facility

Choose Ordering Facility

Please verify all required conditions to proceed with this order.

- I have verified that my shipping address is correct.
- I have verified that my hours of operation are correct and that staff are available to receive and store vaccine deliveries promptly during these times.

Next

NOTE: If your facility is not shown, it may be due to a lack of inventory reporting, data logger updates, etc.

New Order Request Process

The COVID Open Ordering Page will allow providers to order multiple COVID vaccines at once.

For example, if you would like to request Pfizer gray cap and Moderna vaccines, you may request both on the open ordering page.

Note that your orders will appear as individual service requests (SRs) per vaccine ordered. For example, if a provider orders pediatric Moderna and adult Pfizer, two SRs will be created, one for each vaccine.

The screenshot displays the 'COVID' ordering interface with two vaccine order forms highlighted by red boxes. The left form is for 'Pfizer-BioNTech Covid-19 (Pediatric 5-11)' and the right form is for 'Novavax 100'. Both forms include a quantity field (set to 100), pack size (100) and vial size (10) dropdowns, a patient age group dropdown (PED for pediatric, ADU for adult), a 'Specify additional beneficial details' text area, and three checkboxes: '* Walk-ins accepted?' (Yes), '* Post my Info in the CDC Vaccine Finder?' (No), and '* Certify ImmTrac reporting withing 24 hours?' (unchecked).

New Order Request Process

Each COVID Vaccine displayed contains pertinent ordering information

1. Checkbox to select this vaccine to order
2. Vaccine information
3. Doses requested
4. Pack/Vial size
 1. One pack-size = minimum order quantity from CDC
 2. Smaller orders are shipped only in vial-increments from Cold Chain Technologies (CCT)
5. Ancillary kit preference
 1. Adult, pediatric, or no kit (not available for vaccines that require diluent)
6. Additional details

The screenshot shows a web form for ordering a vaccine. The form is titled 'Pfizer-BioNTech Covid-19 (Pediatric 5-11)' with a checked checkbox. Below the title is a text box containing 'COVID-19 Tris-sucrose formula, 10mcg/0.2 mL (ages 5-11)'. A red '1' is next to the title, and a red '2' is next to the text box. Below this is a red asterisk and a text input field containing '100', with a red '3' to its left. Underneath is a 'Pack Size' label with a dropdown menu showing '100', with a red '4' to its right. Below that is a 'Vial Size' label with a dropdown menu showing '10'. A red '5' is to the left of a dropdown menu showing 'PED'. Below this is a text box labeled 'Specify additional beneficial details'. A red '6' is to the right of a group of three dropdown menus: 'Walk-ins accepted?' (showing 'Yes'), 'Post my Info in the CDC Vaccine Finder?' (showing 'No'), and 'Certify ImmTrac reporting withing 24 hours?' (with an unchecked checkbox).

Enter Order Request Information

1. Enter all mandatory information.

| Field Title | Meaning |
|--|---|
| Post my info in the CDC Vaccine Finder | Select whether you want the CDC to direct the public to your facility for COVID-19 Vaccines |
| Ancillary kit preference | For vaccines that require diluent, ancillary kits will be mandatory so you can receive diluent. Otherwise, select either ADU or No Ancillary Kit. |
| Do you accept walk ins? | Select from the dropdown menu whether your facility will vaccinate walk-in appointments |
| Doses requested | Enter the number of doses you would like to order |
| Certify ImmTrac2 reporting within 24 hours | Check this box to confirm that you agree to report administered doses to ImmTrac2 within 24 hours |
| Specify additional beneficial details | For instance, specify the LTC facility you are requesting vaccines to serve |

2. Select Review Order.

Janssen COVID-19 Vaccine

COVID-19 vaccine, vector-nr, rS-Ad26, PF, 0.5 mL

Quantity Requested

Pack Size 100

Vial Size 10

Kit Preference

Specify additional beneficial details

* Walk-ins accepted?
Select an Option

* Post my Info in the CDC Vaccine Finder?
Select an Option

* Certify ImmTrac reporting within 24 hours?

Review Order

Review Your Order

Review your various orders

If the information appears correct, **hit “Submit”**

To adjust your order, **select “Back”**

| Vaccine | Quantity Requested | Ancillary Kit |
|---|--------------------|---------------|
| Pfizer-BioNTech Covid-19 (Pediatric 5-11) | 100 | PED |
| Novavax 100 | 100 | ADU |

Back

Submit

You will receive a pop-up confirmation that the Service Request was created.

 **Success**
Successfully Created/Updated Vaccine Records!! 

Viewing Service Request



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Review Service Request Information

1. Once submitted, VAOS will send you back to the homepage.
2. You will receive an email confirming the status of your request (pending, approved, denied).
 1. For pending orders, a DSHS team member will contact your office shortly to confirm order information.
3. Email COVID19VacShipments@dshs.texas.gov with any questions regarding your orders

Review Service Request Information

Two Ways to Review Service Requests (SRs):

1. Navigate to "COVID Transfer Module" and locate your SR by name/number



2. Select **Accounts** and navigating to **Service Requests**

A screenshot showing the "Accounts" tile selected in the dashboard grid. A blue arrow points from the "Accounts" tile to a "Service Requests (Facility) (6+)" table. The table lists several service requests with their IDs, record types, and creation dates.

| Service Requ... | Record Type | Created Date |
|---------------------------|-----------------|-------------------|
| SR-156774 | COVID Open O... | 1/19/2023, 9:2... |
| SR-156775 | COVID Open O... | 1/19/2023, 9:2... |
| SR-156776 | COVID Open O... | 1/19/2023, 9:2... |
| SR-156771 | COVID Open O... | 1/19/2023, 8:4... |
| SR-156772 | COVID Open O... | 1/19/2023, 8:4... |
| SR-156769 | COVID Open O... | 1/19/2023, 8:3... |

[View All](#)

Review Service Request Information

3. You can view all your order requests here:

Service Requests
Order Requests ▼

28 items • Sorted by Created Date • Filtered by All service requests - Status, Record Type

Note: the default here will be **Recently Viewed**. Select **Order Requests** to see all your service requests.

| | Service Re... ▼ | Record Type ▼ | Facility ▼ | Doses... ▼ | Doses... ▼ | Doses... ▼ | Doses... ▼ | Status ▼ | Created Date ↓ ▼ | |
|---|--------------------------|---------------------|---------------------------------------|------------|------------|------------|------------|----------|-------------------|---|
| 1 | SR-52557 | COVID Order Request | Texas test | 100 | 30 | 280 | 1,170 | Created | 5/7/2021, 5:09 PM | ▼ |
| 2 | SR-52556 | COVID Order Request | Texas County Hospital | 10 | 10 | 14 | 30 | Created | 5/7/2021, 3:53 PM | ▼ |

4.

COVID Order Request

Facility
[Texas Test](#)

Post my info in the CDC Vaccine Finder
No

Status
Approved

Who you plan to vaccinate?
General Adult Population

Once your status is classified as **“Approved”** in VAOS, you will **not** be able to cancel, or return the order.

Denied and Pending Order Requests

COVID Order Request

Facility

Texas Test

Post my info in the CDC Vaccine Finder

No

Status

Denied

Who you plan to vaccinate?

General Adult Population



If your order request is marked as “Denied”, please email COVID19VacShipments@dshs.Texas.gov to get more details.

COVID Order Request

Facility

Texas Test

Post my info in the CDC Vaccine Finder

No

Status

Pending

Who you plan to vaccinate?

General Adult Population



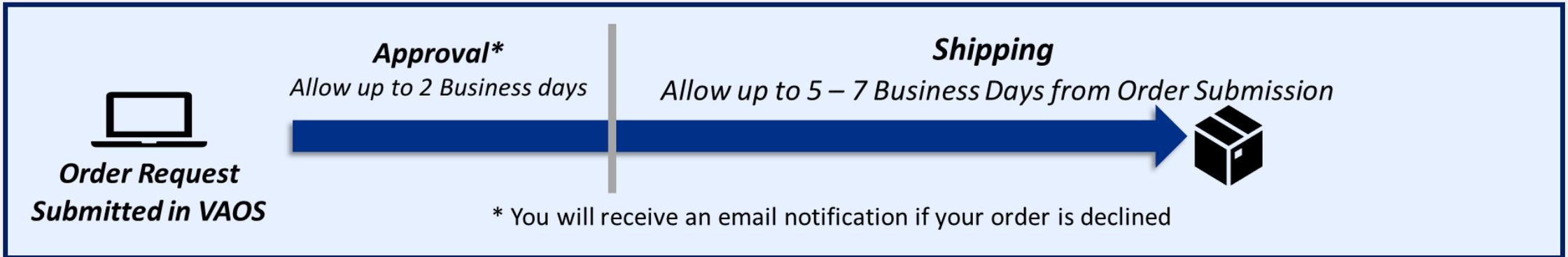
If your order request is marked as “Pending”, you will receive an email requesting more information/clarifications about your order request.

COVID-19 Vaccine Shipping Timeline

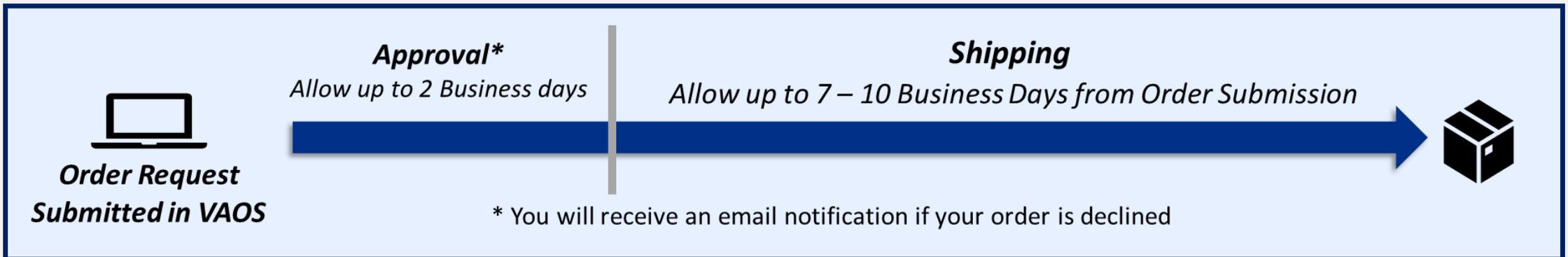


COVID-19 Vaccine Shipping Timeline

Full Pack Size Timeline



Less Than Full Pack Size Timeline

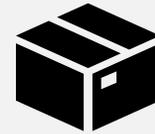
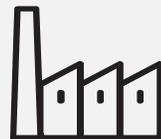


COVID-19 Vaccine Order Request Process (full pack vs. less than full pack)



COVID-19 Vaccine Order Request Process – Full Pack Size

If your order request is for a full pack size, your order request goes through the following process:



Provider places **full pack size order request** in VAOS.

DSHS processes order request.

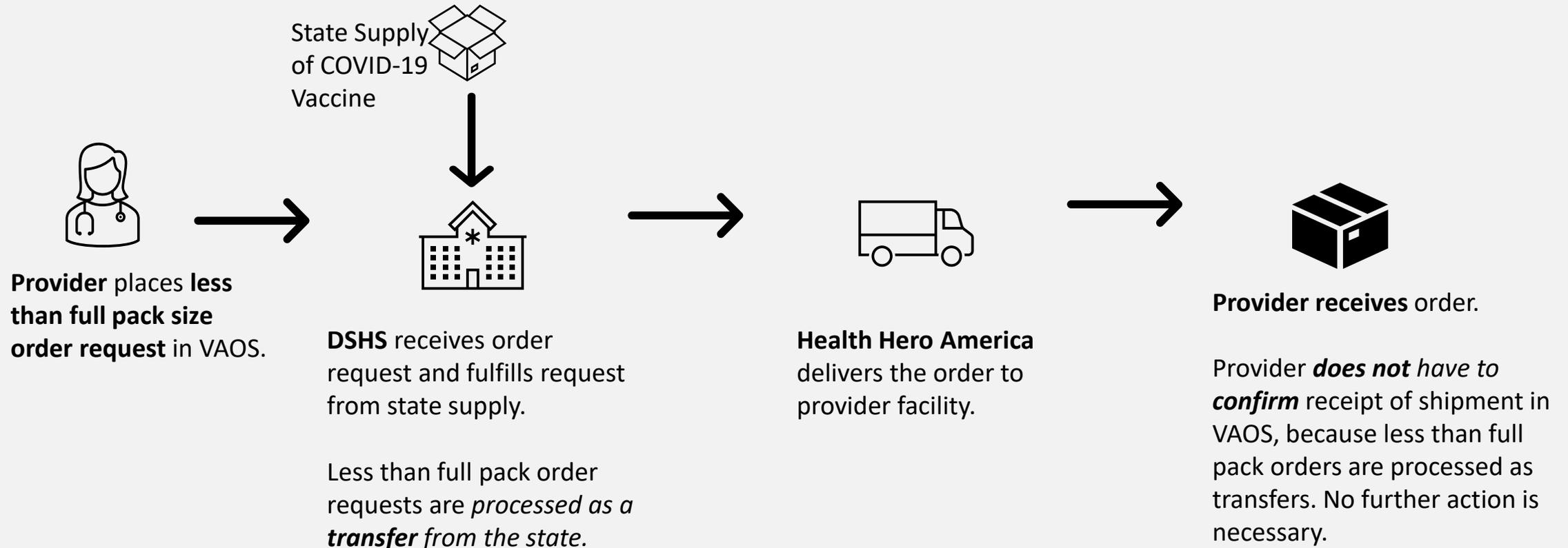
Manufacturer sends vaccine directly to the provider.

Provider receives shipment.

Provider **confirms** receipt of shipment in VAOS.

COVID-19 Vaccine Order Request Process – Less Than Full Pack Size

If your order request is less than a full pack size, your order request is treated internally like a transfer from state supply, so some of the emails you receive might refer to your order request as a transfer. Regardless, you can continue to follow the same process of placing a normal order request. Your order request goes through the following process:



Less than Full Pack Order Requests – Health Hero America (aka Cold Chain Technologies)

The following process occurs if **Health Hero America** (aka Cold Chain Technologies) transports your order:

Note: Once a provider receives their vaccine, Health Hero will process a transfer request the Monday **after** the product has been delivered. The transfer emails are for the order that was already received; this does not mean you will be receiving another order.

Did you know...?
You **do not** need to confirm receipt of your less than full pack size order in VAOS.



Provider submits less than full pack size order request in VAOS.

The Friday before order is scheduled to be delivered, provider receives a notification email from COVID19VacShipments@dshs.texas.gov.

Health Hero America delivers order to provider facility.

The **Monday after order is delivered, provider receives two emails** stating:
1. Transfer is initiated, and
2. Transfer is approved.

Again, this transfer refers to the order you already received.

Vaccine inventory in VAOS will be **automatically updated** within 24 hours of provider receiving email, and which point **provider may begin administering doses**. No further action is necessary.

Ancillary Kits

When submitting most COVID-19 vaccine order requests, you have the option to opt-out of ancillary supplies. Note that this is **not** an option for vaccines that require diluent (the CDC will automatically send kits for vaccines that require dilution).

Ancillary supply kits include:

- ✓ Alcohol prep pads
- ✓ Face shields and surgical masks for vaccinators
- ✓ Needles and syringes
- ✓ Vaccine administration sheet for healthcare providers
- ✓ Vaccination record and reminder cards
- ✓ Diluent as needed, depending on vaccine presentation



Return to [Order Request Information](#)

Questions?

Access Provider Support Resources [Here](#)
or

Contact COVID19VacMgmt@dshs.texas.gov

