

Vaccine Shipments – TVFC/ASN

Last Updated: 04/15/2022



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Health and Human
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Texas Department of State
Health Services

Overview

Purpose

- The Vaccine Shipments job aid provides step-by-step instructions for TVFC/ASN Vaccine Providers to confirm receipt of vaccine shipments for their respective facilities in the Vaccine Ordering and Allocation System (VAOS).
- The job aid includes relevant information to view vaccine shipment tracking information and how to confirm receipt of shipments in VAOS.

Audience

- TVFC, ASN, and Flu vaccine providers who access VAOS



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Vaccine Shipments

1. Shipment Tracking
2. Confirm Receipt of Shipment
3. Reporting Shipment Discrepancies
4. Storage and Handling



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

1. Shipment Tracking

How to View Shipment Tracking Information in VAOS



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Step 1: Receive Shipment Confirmation Email

1. Once a vaccine order has shipped, you will receive an email notification from noreply@salesforce.com.
2. The email will contain shipping and tracking information. Save this email—you may want to reference it once your shipment arrives.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

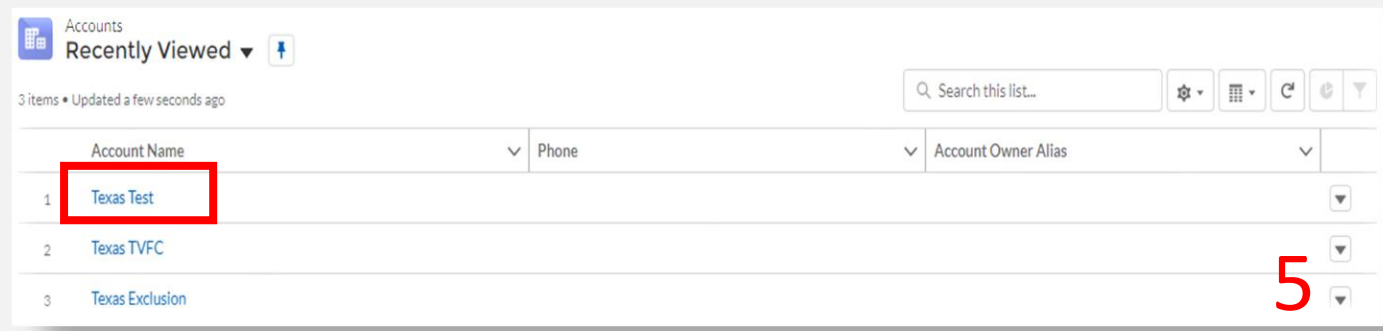
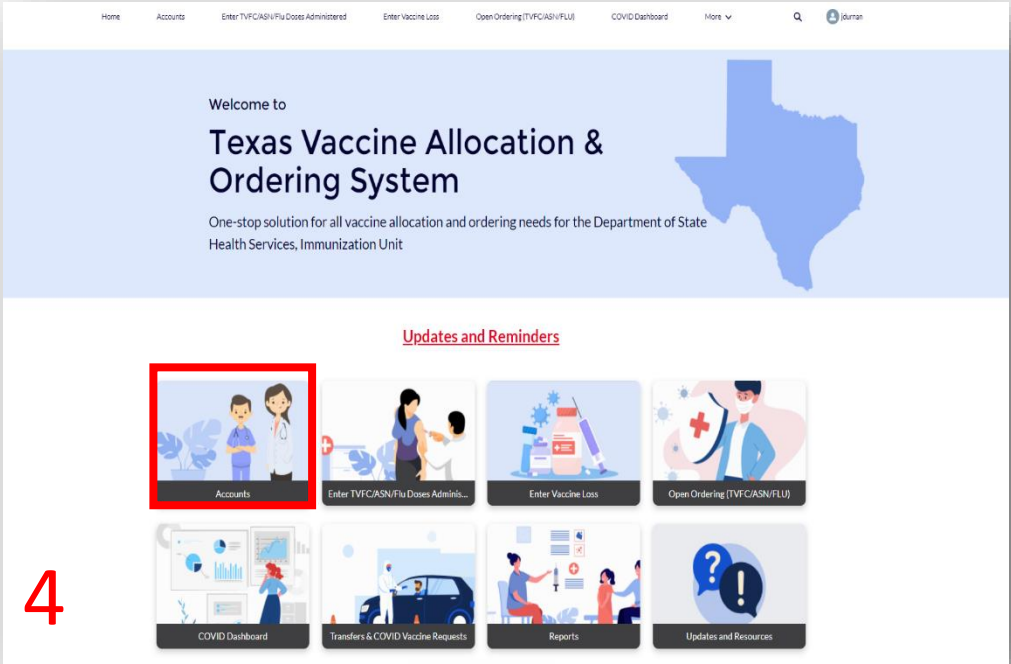
Date Shipped: 11/20/2020

Note: If your shipment is coming from a non-DSHS source, you will receive an email notification, but it will **not** come from salesforce. Please check your spam folder.

3. Plan ahead! When **you receive your shipment**, you should confirm receipt and record issues in VAOS within 24 hours. You can refer to this email for step-by-step instructions.

Step 2: Navigate VAOS to View Shipment

- 4. Log in to the provider portal and navigate to the **Accounts** tab.
 - <https://texasvaccines.dshs.texas.gov/>
- 5. Select **All Accounts** from the drop-down list and select the facility that is receiving the shipment.



Step 3: Navigate VAOS to View Shipment

- 6. Scroll down to “**Vaccine Shipments**” and select **View All**.
- 7. Select the shipment to be confirmed from the list. You will be redirected to the **Vaccine Shipment Details** page.

HomeAccountsEnter Doses AdministeredEnter Vaccine LossOpen Ordering (TVFC/ASNI/FLU)COVID DashboardMore

AccountTexas Test

PhoneBilling Address1000 Congress AvenueAustin, TX 78701United StatesWebsiteAccount OwnerJulia Duran

Temperature Log UploadChoose Fileno file chosen

Account NameTexas TestFacility StatusActiveParent AccountAccount Record TypeVaccine OrderingIndicatorIS-PHOriginal Certification Date (VFC)11/5/2021Renewal Certification Date (VFC)11/5/2021Site Registration Date11/5/2021Site Agreement Date11/5/2021Provider P#300528Imztrak Organization IDOrganization CodeTEXA1230

Vaccine Shipments (3) 6

Vaccine Shipment Num...	Record Type	Allocation Dose	Quantity Sent
VSN-43266	Vaccine Transfer		400
VSN-43272	Pre-Booking		500
VSN-43273	Pre-Booking		600

View All

7

Accounts > Texas Test

Vaccine Shipments

4 items • Updated 8 minutes ago

Vaccine Shipment...	Record Type	Allocation...	Quantity ...	Quantity ...	Vaccine	Received Date	Created Date
1 VSN-43266	Vaccine Transfer		400		Moderna (10) COVID-19 Vaccine		8/20/2021, 2:59 PM
2 VSN-43272	Pre-Booking		500	10		8/30/2021	8/27/2021, 9:04 AM
3 VSN-43273	Pre-Booking		600				8/27/2021, 9:05 AM
4 VSN-43278	Pre-Booking		100		FLUZONE QUAD MDV		9/1/2021, 3:40 PM

Step 4: View Shipment Details

- On the **Vaccine Shipment Details** page, scroll to the **Shipment Information** section.
- In the **Shipment Information** section, you can view the *Carrier*, *Shipment Tracking Number*, and other information related to the shipment.

The screenshot shows the 'Vaccine Shipment Details' page. The 'Shipment Information' section is highlighted with a red box and a red number 8. The section contains the following fields:

Shipment Information	
Carrier	USPS
Shipment Tracking Number	948209606257
Expedited Shipment	<input type="checkbox"/>

This is a close-up of the 'Shipment Information' section, highlighted with a red box and a red number 9. It shows the following details:

Shipment Information	
Carrier	USPS
Shipment Tracking Number	948209606257
Expedited Shipment	<input type="checkbox"/>
Shipment Status	Shipped
Date Shipped	12/27/2020
Shipment Email Sent	<input checked="" type="checkbox"/>

2. Confirm Receipt of Shipment

Entering Shipment Info into VAOS to Confirm Receipt at Facility



Step 1: Navigate VAOS to View Shipment

1. Once you have received your shipment, log in to the provider portal and navigate to the **Open Ordering (TVFC/ASN/FLU)** tab.
2. Scroll down and click **Next** on the bottom right of the screen.

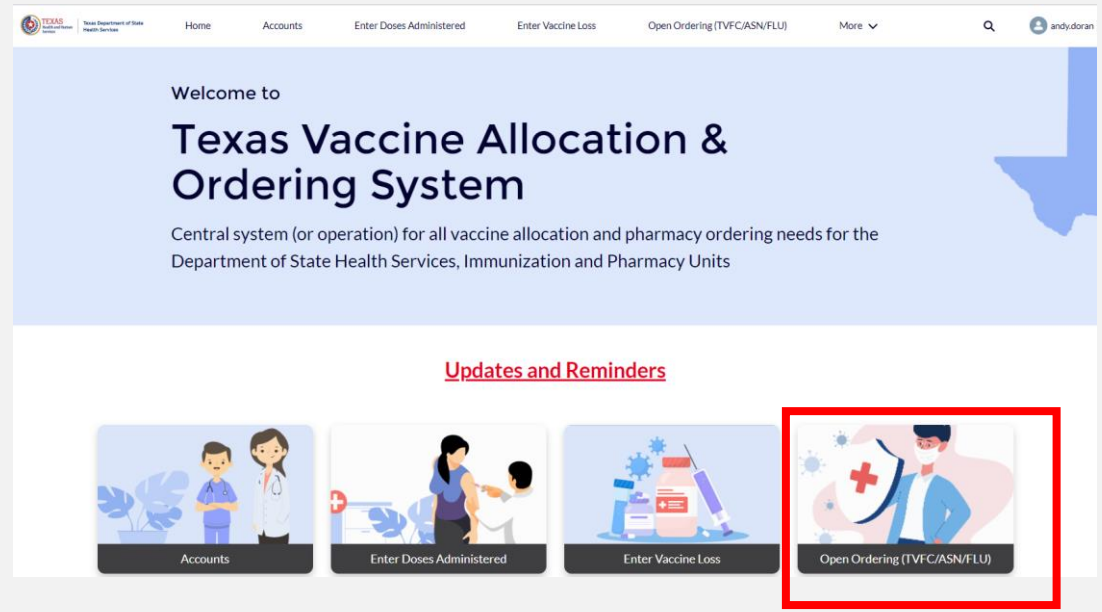
Please upload your monthly temperature log.

- 1. Select the account for which you want to upload the temp log.
- 2. Under "Temperature Log Upload" click Choose File and select your temp log file.
- 3. Click save file to upload your temp log.

Accounts Recently Viewed

	Account Name	Phone	Account Owner Alias	Provider PIN
1	SQA Facility2			abc5678
2	SQA Facility3			abc9999
3	SQA Test Facility			abc1234

Back Next



1

2

Step 1: Navigate VAOS to View Shipment

3. Your order will be shown under **Vaccine Shipments Received**.

Please confirm receipt of all shipments your facility has received.

- Please allow up to 24 hours after receipt for an order to appear. Confirm the information on the packing slip with contents in the box. When verifying the order on the screen, the information on the packing slip should be the same NDC, Lot, Expiration Date and Quantity. You may correct the Lot, Expiration Date and Quantity on the Receiving screen. If there is a discrepancy related to the order, please report the discrepancy and contact your Responsible Entity within 24 hours of receipt.
- Select the check box on the top left of the list view to select and edit more than one record



Vaccine Shipments

Vaccine Shipments Received ▼

3 items • Sorted by Vaccine Shipment Number • Filtered by All vaccine shipments - Record Type, Received? • Updated 2 minutes ago

Search this list...



	<input type="checkbox"/> V.. ↑ ▼	Facility ▼	Vaccine Name ▼	Quantity Sent ▼	Lot ID ▼	Lot Expir... ▼	Received? ▼	Receiv... ▼	Re... ▼	Q... ▼	Doses... ▼	D... ▼	ExIS IC
1	<input type="checkbox"/> VS...	SQA Test ...	Flulaval Quad PFS; Ped; 2...	30	OEE8FU	5/3/2023	<input type="checkbox"/>			30			VO-00
2	<input type="checkbox"/> VS...	SQA Test ...	Flucelvax Quad PFS; Adu; ...	30	IREO90	4/22/20...	<input type="checkbox"/>			30			VO-00
3	<input type="checkbox"/> VS...	SQA Test ...	Flucelvax Quad PFS; Ped; ...	30	IEF98Y9	4/15/20...	<input type="checkbox"/>			30			VO-00

Step 2: Confirm Shipment

- 1. Review and verify that shipment information is accurate. You can edit the Lot ID and Lot Expiration Date if it does not match what you physically received.
- 2. Complete the following fields: “Received?” check mark, Received by, Received Date, Doses Passing Inspection, Doses Failing Inspection
- 3. To avoid entering the required fields one-by-one, check mark each shipment on the left side of the screen and utilize the “Update _ selected items” option to update more than one record at a time. This is most useful for the following fields: Received?, Received by, Received Date.

	<input checked="" type="checkbox"/> V.. ↑ ▾	Facility ▾	Vaccine Name ▾	Quantity Sent ▾	Lot ID ▾	Lot Expir... ▾	Received? ▾	Receiv... ▾	Re... ▾	Q... ▾	Doses... ▾	D... ▾	ExIS IC
1	<input checked="" type="checkbox"/> VS...	SQA Test ...	Flulaval Quad PFS; Ped; 2...	30	OEE8FU	5/3/2023	<input type="checkbox"/>						VO-00
2	<input checked="" type="checkbox"/> VS...	SQA Test ...	Flucelvax Quad PFS; Adu; ...	30	IREO90	4/22/20...	<input type="checkbox"/>	Update 3 selected items					VO-00
3	<input checked="" type="checkbox"/> VS...	SQA Test ...	Flucelvax Quad PFS; Ped; ...	30	IEF98Y9	4/15/20...							VO-00

Cancel

Apply

Step 2: Confirm Shipment

1.

In the **Quantity Received** section, confirm the number of *doses* received, not vials.
2.

Ensure that if all doses pass inspection, the total quantity received is listed under Doses Passing Inspection. Errors in this field will result in an incorrect quantity on hand being entered into your inventory.
3.

Select **Save** to confirm receipt of the shipment.

Please confirm receipt of all shipments your facility has received.

Please allow up to 24 hours after receipt for an order to appear. Confirm the information on the packing slip with contents in the box. When verifying the order on the screen, the information on the packing slip should be the same NDC, Lot, Expiration Date and Quantity. You may correct the Lot, Expiration Date and Quantity on the Receiving screen. If there is a discrepancy related to the order, please report the discrepancy and contact your Responsible Entity within 24 hours of receipt.

Select the check box on the top left of the list view to select and edit more than one record

Vaccine Shipments

Vaccine Shipments Received

3 items selected

Search this list...

	<div>✓</div>	<div>Va... ▾</div>	<div>Facility ▾</div>	<div>Vaccine Name ▾</div>	<div>Quantity Sent ▾</div>	<div>Lot ID ▾</div>	<div>Lot Expir... ▾</div>	<div>Received? ▾</div>	<div>Receiv... ▾</div>	<div>Re... ▾</div>	<div>Q... ▾</div>	<div>Doses... ▾</div>	<div>D. ↑ ▾</div>	<div>ExIS ID</div>
1	<div>✓</div>	<div>VS...</div>	<div>SQA Test ...</div>	Flulaval Quad PFS; Ped; 2...	30	OEE8FU	5/3/2023	<div>✓</div>	<div>Andy D...</div>	<div>4/...</div>	30	30		VO-00
2	<div>✓</div>	<div>VS...</div>	<div>SQA Test ...</div>	Flucelvax Quad PFS; Adu; ...	30	IREQ90	4/22/20...	<div>✓</div>	<div>Andy D...</div>	<div>4/...</div>	30	30		VO-00
3	<div>✓</div>	<div>VS...</div>	<div>SQA Test ...</div>	Flucelvax Quad PFS; Ped; ...	30	IEF98Y9	4/15/20...	<div>✓</div>	<div>Andy D...</div>	<div>4/...</div>	30	30		VO-00


Cancel

Save

Doses Passing Inspection
30
30
30

Step 3: View Shipment Confirmation

10. The **Vaccine Allocation** details bar will now display the shipment as **Received**.

 Vaccine Allocation
VA-0002

✓

✓

✓

✓

Received

Rejected

Expired

Allocation Number
VA-0002

Intimated Staff
[Julia Durnan](#)

Allocation Group
[Test 10/22](#)

Event
[COVID-19 Test](#)

NDC
19515-0906-54

Facility
[TX Test](#)

Status
Received


Due Date
10/30/2020, 12:00 PM

Total Amount Requested
100.00

Formula Allocation Amount
100

Total Amount Allocated
100.00

Total Amount Accepted
100.00

 Vaccine Shipments (1)

Vaccine Shi...	Received?	Qua
VSN-0084	<input checked="" type="checkbox"/>	100

Note: Confirm Shipment Reminders

If you do not confirm receipt of your shipment in VAOS within 24 hours of receipt, you will receive a reminder email to confirm your shipment.

Dear Provider,

A shipment of 20 DTAP doses sent to Test facility yesterday 9/2. If you have received your shipment, please go into the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov> as soon as possible to confirm receipt of your shipment.

If you have not yet received your shipment, please email TVFCVacShipments@dshs.texas.gov as soon as possible to inform them that your shipment has not arrived.

Next Steps to Confirm Receipt

- Login to VAOS to view details of the shipments, which can be found on your Account page under "Vaccine Shipments"
- If you have received your shipment, your Primary or Backup Vaccine Coordinators must login to VAOS to **confirm receipt of the shipment**
 - Please see the following resources on confirming shipments:
 - [VAOS Provider Training Guide](#)
 - [TVFC/ASN Vaccine Shipments](#)
- **Begin vaccinations as soon as possible** after your facility receives your shipment of COVID-19 vaccines
- **Report doses administered and doses into VAOS immediately**

You can find additional information about VAOS and how to use it on the TVFC Vaccine Management Resources and ASN Vaccine Management Resources sites.

For questions about TVFC orders or VAOS, please contact TVFCVacEnroll@dshs.texas.gov. For questions about ASN orders, please contact ASNVacEnroll@dshs.texas.gov.

Thank you



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3. Reporting Shipment Discrepancies

How to Indicate Shipment Quantity Issues



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Step 1: Navigate VAOS to View Shipment

1.

In the **Vaccine Shipments** box, select **View All**.
2.

Select the shipment to be confirmed from the list. You will be redirected to the **Vaccine Shipment Details** page.

HomeAccountsEnter Doses AdministeredEnter Vaccine LossOpen Ordering (TVFCASN/FLU)COVID DashboardMore

AccountTexas Test

PhoneBilling Address1000 Congress AvenueAustin, TX 78701United StatesWebsiteAccount OwnerJulia Durnan

Temperature Log UploadChoose Fileno file chosen

Account NameTexas TestFacility StatusActiveParent AccountAccount Record TypeVaccine OrderingIndicatorIS-PINOriginal Certification Date (VFC)11/5/2021Renewal Certification Date (VFC)11/5/2021Site Registration Date11/5/2021Site Agreement Date11/5/2021Provider PIR300520Immunization Organization IDOrganization CodeTDXA1230

Vaccine Shipments (3)

Vaccine Shipment Num...	Record Type	Allocation Dose	Quantity Sent
VSN-43266	Vaccine Transfer		400
VSN-43272	Pre-Booking		500
VSN-43273	Pre-Booking		600

View All

4

Accounts > Texas Test
Vaccine Shipments

4 items • Updated 8 minutes ago

Vaccine Shipm...	Record Type	Allocation...	Quantity ...	Quantity ...	Vaccine	Received Date	Created Date
1 VSN-43266	Vaccine Transfer		400		Moderna (10) COVID-19 Vaccine		8/20/2021, 2:59 PM
2 VSN-43272	Pre-Booking		500	10		8/30/2021	8/27/2021, 9:04 AM
3 VSN-43273	Pre-Booking		600				8/27/2021, 9:05 AM
4 VSN-43278	Pre-Booking		100		FLUZONE QUAD MDV		9/1/2021, 3:40 PM

Step 2: Report Discrepancy

3. Select the **Report Discrepancy** button.
4. Select the **Reason** from the drop-down list.

The screenshot displays the 'Report Discrepancy' form for Vaccine Shipment VSN-43272. The form includes fields for 'Vaccine Manufacturer' and 'Intimated Staff'. A red box highlights the 'Report Discrepancy' button in the top right corner. Below the form title, a red box highlights the 'Reason' dropdown menu, which is open, showing a list of options: '--None--', 'Extra vaccine included in the order', 'Missing vaccine in the order', 'Provider received the wrong order (example: provider A received provider B's order by mistake)', 'Provider received the order without a copy of the packing slip', 'Provider received the order without diluent', 'Provider received the order with questionable temperature viability', and 'Provider received the order with damage to the package/product'. To the right of the form, there is a 'Files (0)' section with an 'Add Files' button and an 'Upload Files' button. At the bottom right, a red box highlights the 'Next' button.

Vaccine Shipment
VSN-43272

Edit Report Discrepancy

Vaccine Manufacturer Intimated Staff

Report Discrepancy

* FailedInspectOrder Discrepancy Reason

--None--

--None--

Extra vaccine included in the order

Missing vaccine in the order

Provider received the wrong order (example: provider A received provider B's order by mistake)

Provider received the order without a copy of the packing slip

Provider received the order without diluent

Provider received the order with questionable temperature viability

Provider received the order with damage to the package/product

Files (0) Add Files

Upload Files

Or drop files

Report Discrepancy

Discrepancy Reason

Next

Step 3: Complete Action Items

5. If action required, complete requests for more information. Select **Next** to take you back to the Shipment Information page.

Note: Discrepancy action items vary by type.

Report Discrepancy

* FailedInspectOrder Discrepancy Reason

Missing vaccine in the order

Please select a choice.

* Is the packing slip for the correct provider?

--None--

* Does the delivery number on the packing slip match the delivery number on the shipping label on the box?

--None--

* Does the product in the box match the packing slip?

--None--

* List Vaccine Name

* List NDC

* List Lot Number

Upload Files

Or drop files

Next

* FailedInspectOrder Discrepancy Reason

Provider received the wrong order (example: provider A received provider B's order by mistake)

Please select a choice.

Upload Files

Or drop files

Next

* FailedInspectOrder Discrepancy Reason

Extra vaccine included in the order

Please select a choice.

No further action required, Central Office will report this to the distributor/manufacturer.

Next

* FailedInspectOrder Discrepancy Reason

Provider received the order with questionable temperature viability

Please select a choice.

Please contact [McKesson](#) if the order is refrigerated vaccines.

Please contact [Merck](#) if the order is frozen vaccines.

1. McKesson and Merck McKesson Hot Temp Monitor (for Providers): (877) 836 7123.

2. Merck: 800-637-2579

Next

4. Storage and Handling

TVFC/ASN Vaccine Storage and Handling Resources



Order Received – Now What?

Follow These Steps to Prepare for Your Shipment

- ☐ Get ready to receive, store, and administer vaccines
- ☐ Go to the [Vaccine Management Resources for TVFC and ASN website](#) and access the Provider User Job Aids to ensure you understand the next steps in the process, e.g., how to confirm receipt of a shipment
- ☐ Start attending Tuesday provider webinars to ensure you get timely news updates and the latest clinical guidelines
- ☐ Review the TVFC Forms and Publications website for [Storage and Handling Resources](#).

Home > Immunizations > Vaccine Management Resources for TVFC and ASN

Vaccine Management Resources for TVFC and ASN

This site contains information and resources for Texas Vaccines for Children and Adult Safety Net providers and local health entities related to TVFC/ASN vaccine distribution, administration and reporting.

Latest Updates

- VAOS Access: TVFC Providers will be eligible to access VAOS beginning in early October 2021.
- TVFC/ASN Vaccine Provider FAQs – Coming Soon!

Preparing for Vaccine Distribution

- TVFC/ASN Vaccine Provider Readiness Checklist – Coming Soon!

TVFC/ASN Storage Guidance

For more specifics on vaccines storage guidance, please consult these sources on the [TVFC Vaccine Storage and Handling Resources website](#):

Resources and Training		
Vaccine Storage and Handling Resources		
Stock Number	Title	Revision Date
E11-13605	Storage Calculation Tool Instructions (PDF)	05/2010
EF11-13613	Storage Calculation Tool (XLS)	05/2010
E11-14481	Best Practices Refrigerated Vaccines F/C (PDF)	07/2019
E11-14482	Best Practices Frozen Vaccines F/C (PDF)	07/2019
E11-14484	Vaccine Temperature Best Practices Fridge F/C (PDF)	07/2019
E11-14483	Vaccine Temperature Best Practices Frozen F/C (PDF)	07/2019

Additional Resources

Click below to access more support resources:

- [Vaccine Allocation & Ordering System \(VAOS\)](#)
- [Texas Vaccine Management Homepage](#)
- [Texas Vaccine for Children Program Page](#)
- [Adult Safety Net Program Page](#)
- [TVFC/ASN Provider Journey](#)

If you have any questions, please contact your TVFC/ASN Responsible Entity (RE). For technical assistance, please contact the **DSHS Provider Helpdesk** at 877-835-7750 Extension 1.



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