

# COVID-19 Vaccine Shipments

This guide offers a detailed description of how to view and confirm COVID-19 vaccine shipments in VAOS as well as storage guidance for COVID-19 vaccines

March 25, 2022



Texas Department of State  
Health Services

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# COVID-19 Vaccine Shipments

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# View Shipment Tracking Info in VAOS



# Receive Shipment Confirmation Email

Once a vaccine order has shipped, you will receive an email notification from [noreply@salesforce.com](mailto:noreply@salesforce.com).

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

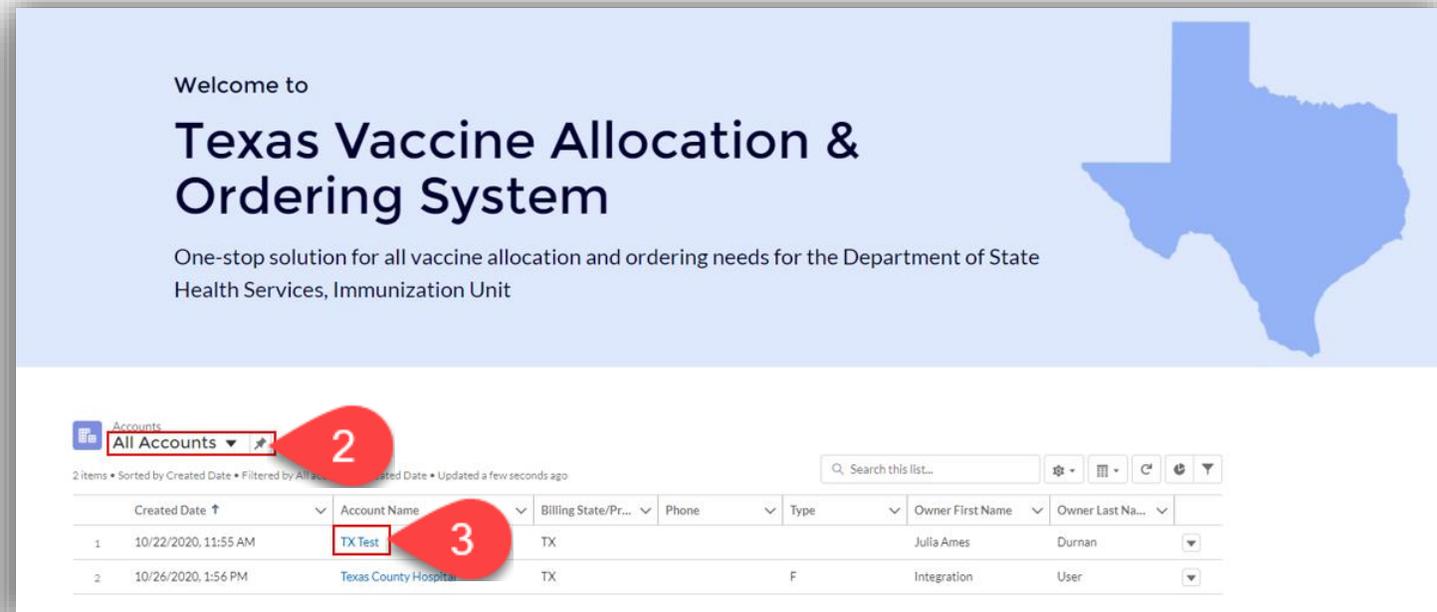
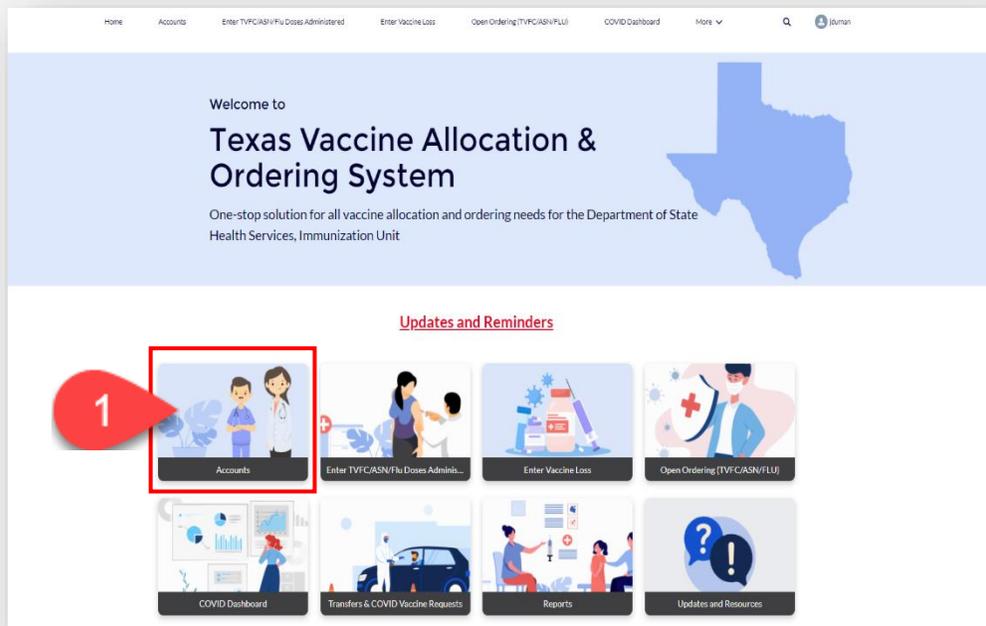
Date Shipped: 11/20/2020

**Note:** For any CCT deliveries from the state, you will receive an email from our VacShipments email ([COVID19VacShipments@dshs.Texas.gov](mailto:COVID19VacShipments@dshs.Texas.gov))

Plan ahead! When **you receive your shipment**, you should confirm receipt and record any issues in VAOS within 24 hours.

# Navigate VAOS to View Shipment

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



# Navigate VAOS to View Shipment

1. Scroll down to the Vaccine Shipments section on the right column. Select **View All**.

Account: Texas Test

Phone: Billing Address: 1000 Congress Avenue, Austin, TX 78701 | Website: | Account Owner: Julia Durman

**Vaccine Shipments (3)**

Vaccine Shipment Num...	Record Type	Allocation Dose	Quantity Sent
<a href="#">VSN-43266</a>	Vaccine Transfer		400
<a href="#">VSN-43272</a>	Pre-Booking		500
<a href="#">VSN-43273</a>	Pre-Booking		600

[View All](#)

Related Persons (3)

Person Name	InmTrac.Ext...	Email	Roles
<a href="#">Julia Durman</a>	987654321	<a href="#">zubikhan@del...</a>	Backup Vacc...
<a href="#">Sayali Prade...</a>	47912345	<a href="#">zubikhan@del...</a>	Backup Vacc...
<a href="#">James Smith</a>	12345678	<a href="#">zubikhan@del...</a>	Primary Vacc...

Vaccine Requests (6+)

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

Accounts > Texas County Hospital

### Vaccine Shipments

50+ Items • Sorted by Received Date • Updated a few seconds ago

Vaccine Shipment Number	Quantity Sent	Quantity Received	Vaccine	Received Date
1 <a href="#">VSN-42467</a>	70	70	Vaccine One	5/6/2021
2 <a href="#">VSN-42474</a>	10	10	Vaccine One	5/6/2021
3 <a href="#">VSN-42436</a>	70	70	Vaccine One	5/5/2021
4 <a href="#">VSN-42438</a>	70	70	Vaccine One	5/5/2021
5 <a href="#">VSN-42439</a>	70	70	Vaccine One	5/5/2021
6 <a href="#">VSN-42440</a>	70	70	Vaccine One	5/5/2021
7 <a href="#">VSN-42441</a>	70	70	Vaccine One	5/5/2021
8 <a href="#">VSN-9997</a>			Pfizer COVID-19 Vaccine	3/1/2021
9 <a href="#">VSN-9998</a>			Pfizer COVID-19 Vaccine	3/1/2021
10 <a href="#">VSN-10006</a>			Pfizer COVID-19 Vaccine	3/1/2021

# View Shipment Details

1. On the Vaccine Shipment Details page, scroll to the **Shipment Information** section.

2. 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 with a navigation bar (Home, Accounts, Vaccine Loss, Dashboard) and a form. The 'Shipment Information' section is highlighted with a red box and a callout '1'. The form contains the following fields:

Vaccine Manufacturer	Intimated Staff
Pfizer	
Vaccine Name	Unit of Measure
Pfizer 1	Doses
vaccineDescription	Request Date
Vaccine Shipment Number	Inventory update after inspection
VSN-0145	<input type="checkbox"/>
Facility	Inventory update after Shipment received
<a href="#">TX Test</a>	<input type="checkbox"/>
Facility Primary Contact Name	Total Amt Requested
	500
Facility Primary Contact Email	Total Amt Allocated
<a href="mailto:tasdfas@tets.com">tasdfas@tets.com</a>	30
Vaccine Allocation	Total Amount Accepted
<a href="#">VA-0235</a>	0
Allocation Dose	Amt Available Now
First Dose	
Lot ID	INDC
1255555	43063-0609-30
Lot Expiration Date	Record Type
12/31/2024	Pre-Booking
IsDeleted	Intimated Staff's Email
<input type="checkbox"/>	
	Intimated Staff's Email 2
	Shipment Status
	Shipped
	Date Shipped
	12/27/2020
	Shipment Email Sent
	<input checked="" type="checkbox"/>

The zoomed-in screenshot shows the 'Shipment Information' section with a red box and a callout '2' highlighting the carrier and tracking number fields. The form contains the following fields:

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

# Confirming Received Shipments in VAOS

**Note! For less than full pack size orders, you don't need to confirm shipments in VAOS**



# Navigate VAOS to View Shipment

1. Once you've received your shipment, log in to the provider portal and navigate to the **Accounts** tab.
2. Select **All Accounts** from the drop-down list and select the facility that is receiving the shipment.



Created Date ↑	Account Name	Billing State/Pr...	Phone	Type	Owner First Name	Owner Last Na...
1 10/22/2020, 11:55 AM	TX Test	TX			Julia Ames	Durnan
2 10/26/2020, 1:56 PM	Texas County Hospital	TX		F	Integration	User

# Navigate VAOS to View Shipment

3. In the **Vaccine Shipments** box, select **View All**.
4. Select the *shipment* to be confirmed from the list. You will be redirected to the Vaccine Shipment Details page.

Account Texas Test

Phone: [Redacted] Billing Address: 1000 Congress Avenue, Austin, TX 78701, United States Website: [Redacted] Account Owner: Julia Durnan

DETAILS RELATED

Related Persons (2)

Person Name	Account Name
Julia Durnan	Texas Test

Vaccine Shipments (3)

Vaccine Shipment Num...	Record Type	Allocation Dose	Quantity Sent
<a href="#">VSN-43266</a>	Vaccine Transfer		400
<a href="#">VSN-43272</a>	Pre-Booking		500
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View All

3

Accounts > Texas County Hospital  
Vaccine Shipments

50+ Items • Sorted by Received Date • Updated a few seconds ago

Vaccine Shipment Number	Quantity Sent	Quantity Received	Vaccine	Received Date
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2 <a href="#">VSN-42474</a>	10	10	Vaccine One	5/6/2021
3 <a href="#">VSN-42436</a>	70	70	Vaccine One	5/5/2021
4 <a href="#">VSN-42438</a>	70	70	Vaccine One	5/5/2021
5 <a href="#">VSN-42439</a>	70	70	Vaccine One	5/5/2021
6 <a href="#">VSN-42440</a>	70	70	Vaccine One	5/5/2021
7 <a href="#">VSN-42441</a>	70	70	Vaccine One	5/5/2021
8 <a href="#">VSN-9997</a>			Pfizer COVID-19 Vaccine	3/1/2021
9 <a href="#">VSN-9998</a>			Pfizer COVID-19 Vaccine	3/1/2021
10 <a href="#">VSN-10006</a>			Pfizer COVID-19 Vaccine	3/1/2021

4

# Confirm Shipment

5. Review and verify that shipment information is accurate.
6. In the **Delivery Information** section, complete the requested fields, including the **Received by** fields and selecting the **Received?** checkbox.

\*These fields will self-populate based on your response in Received by

5

Shipment Information

Carrier FDX2	Shipment Status Delivered
Shipment Tracking Number 1Z123456790	Date Shipped 8/3/2020
Expedited Shipment N	Shipment Email Sent <input type="checkbox"/>

6

Delivery Information

Received By First Name *	Delivery Line Number 101
Delivery Number 168435790	Received By
Received By Last Name *	Received Date
Quantity Received 10	Received? <input type="checkbox"/>
Quantity Sent 10	Confirm Quantity Amount <input type="checkbox"/>

# Report Discrepancy

If there is a discrepancy in your order, use the **Report Discrepancy** button.

Select the appropriate **order discrepancy reason** (view dropdown menu of order discrepancy reasons below).

Home Accounts Enter TVFC/ASN/Flu Doses Administered Enter Vaccine Loss Open Ordering (TVFC/ASN/FLU) COVID Dashboard More Q Jurnan

Welcome to  
**Texas Vaccine Allocation & Ordering System**  
One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit

Vaccine Shipment VSN-43278 Edit **Report Discrepancy**

Vaccine Manufacturer	Intimated Staff Julia Durnan
Vaccine Name FLUZONE QUAD MDV	Unit of Measure Doses
Vaccine FLUZONE QUAD MDV	Request Date
Vaccine Description	Total Amt Requested 0
Vaccine Shipment Number VSN-43278	Total Amt Allocated 100

Files (0) Add Files  
Upload Files  
Or drop files

Cancel Save

Report Discrepancy

\* FailedInspectOrder Discrepancy Reason

Provider received the order without a copy of the packing slip

--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

Julia Durnan

# Confirm Shipment

7. In the **Quantity Received** section, enter the number of *doses* received, not vials.

8. In the **Inspection Details** section, enter information for **Doses Passing Inspection** and **Doses Failed Inspection** (*These two numbers should add up to the quantity received*)

*Note: The fields for **Description** and **Failed Inspect./Order Discrepancy Reason** are not available for edits. No further action is needed for these fields. Please report any discrepancies using the instructions discussed in the previous slide.*

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

The screenshot shows a web form for confirming a shipment. It is divided into three main sections: Delivery Information, Inspection Details, and System Information. Red callout bubbles with numbers 7, 8, and 9 point to specific fields.

- Delivery Information:** Includes fields for Delivery Number, Delivery Line Number, Received By First Name (Julia), Received By Last Name (Durnan), Received Date (3/4/2022), and Received? (checked). A red callout bubble with the number 7 points to the Quantity Received field, which contains the value 7.
- Inspection Details:** Includes fields for Doses Passing Inspection (100) and Doses Failed Inspection. A red callout bubble with the number 8 points to the Doses Passing Inspection field. Below these are fields for Description and Failed Inspect./Order Discrepancy Reason (Extra vaccine included in the order), which are highlighted with a yellow border.
- System Information:** Includes Created By (Julia Durnan, 9/22/2021, 9:31 AM) and Last Modified By (Julia Durnan, 3/22/2022, 10:11 AM). A red callout bubble with the number 9 points to the Save button.

# View Shipment Confirmation

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

The screenshot displays the 'Vaccine Allocation' details for VA-0002. At the top, a progress bar shows the status of the allocation, with the 'Received' step highlighted in blue and enclosed in a red box. Below the progress bar, the details are organized into two columns. The left column lists key information such as Allocation Number, Intimated Staff, Allocation Group, Event, NDC, and Facility. The right column lists Status, Due Date, Total Amount Requested, Formula Allocation Amount, Total Amount Allocated, and Total Amount Accepted. On the right side, a 'Vaccine Shipments (1)' table shows a single shipment with VSN-0084, which is marked as 'Received?' with a checked box and a quantity of 100.

**Vaccine Allocation**  
VA-0002

Allocation Number: VA-0002  
Intimated Staff: [Julia Durman](#)  
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
<a href="#">VSN-0084</a>	<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 10 Moderna doses sent to Test Facility yesterday 1/26. 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 [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@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](#)
    - [Confirming Shipments video](#)
- **Begin vaccinations as soon as possible** after your facility receives your shipment of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov).

Thank you.



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# COVID-19 Vaccine Storage Guidance



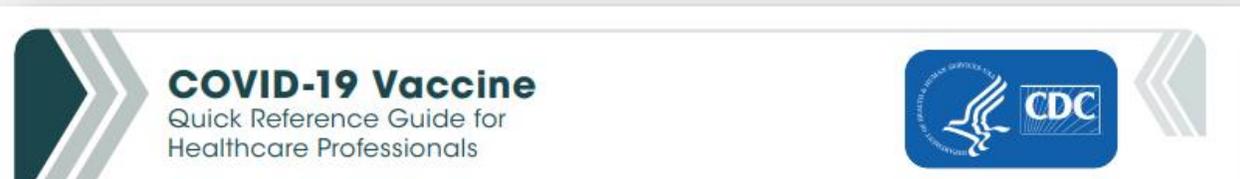
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Services

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# Order Received – Now What?

## Follow These Steps to Prepare for Your Shipment

- Get ready to receive, store, and administer vaccines
- Go to the [DSHS Vaccine Management Resources 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 [CDC Quick Reference guide](#) for storage and handling and other clinical considerations for the COVID-19 vaccines



The table below provides basic information on the proper storage, preparation, and administration of the currently authorized COVID-19 vaccine products in the United States. For additional information and detailed clinical guidance go to the manufacturer's and CDC's webpages listed.

		Pfizer	Moderna	Janssen
GENERAL	EUA	<a href="http://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/pfizer-biontech-covid-19-vaccine">www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/pfizer-biontech-covid-19-vaccine</a>	<a href="http://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/moderna-covid-19-vaccine">www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/moderna-covid-19-vaccine</a>	<a href="http://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/janssen-covid-19-vaccine">www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/janssen-covid-19-vaccine</a>
	CDC Vaccine Information	<a href="http://www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html">www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html</a>	<a href="http://www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html">www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html</a>	<a href="http://www.cdc.gov/vaccines/covid-19/info-by-product/janssen/index.html">www.cdc.gov/vaccines/covid-19/info-by-product/janssen/index.html</a>
	Manufacturer Contact information	Website: <a href="http://www.cvdvaccine.com">www.cvdvaccine.com</a> Medical information: 800-438-1985 Customer service: 800-879-3477	Website: <a href="http://www.modernatx.com">www.modernatx.com</a> Medical Information: 866-663-3762	Website: <a href="http://www.vaxcheck.nj.gov">www.vaxcheck.nj.gov</a> Medical information: 1-800-565-4008

# COVID-19 Vaccine Storage Guidance

**For more specifics on vaccines storage guidance, please consult these sources:**

Janssen Vaccine EUA: <https://www.fda.gov/media/146304/download>

Moderna Vaccine EUA: <https://www.fda.gov/media/144637/download>

Pfizer Adult Vaccine EUA: <https://www.fda.gov/media/153715/download>

Pfizer Pediatric Vaccine EUA: <https://www.fda.gov/media/153714/download>

# Questions?

*Access Provider Support Resources [Here](#)*



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