

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

COVID-19 Vaccine Shipments

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Texas Department of State
Health Services

View Shipment Tracking Info in VAOS



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Receive Shipment Confirmation Email

Once a vaccine order has shipped, you will receive an email notification from 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

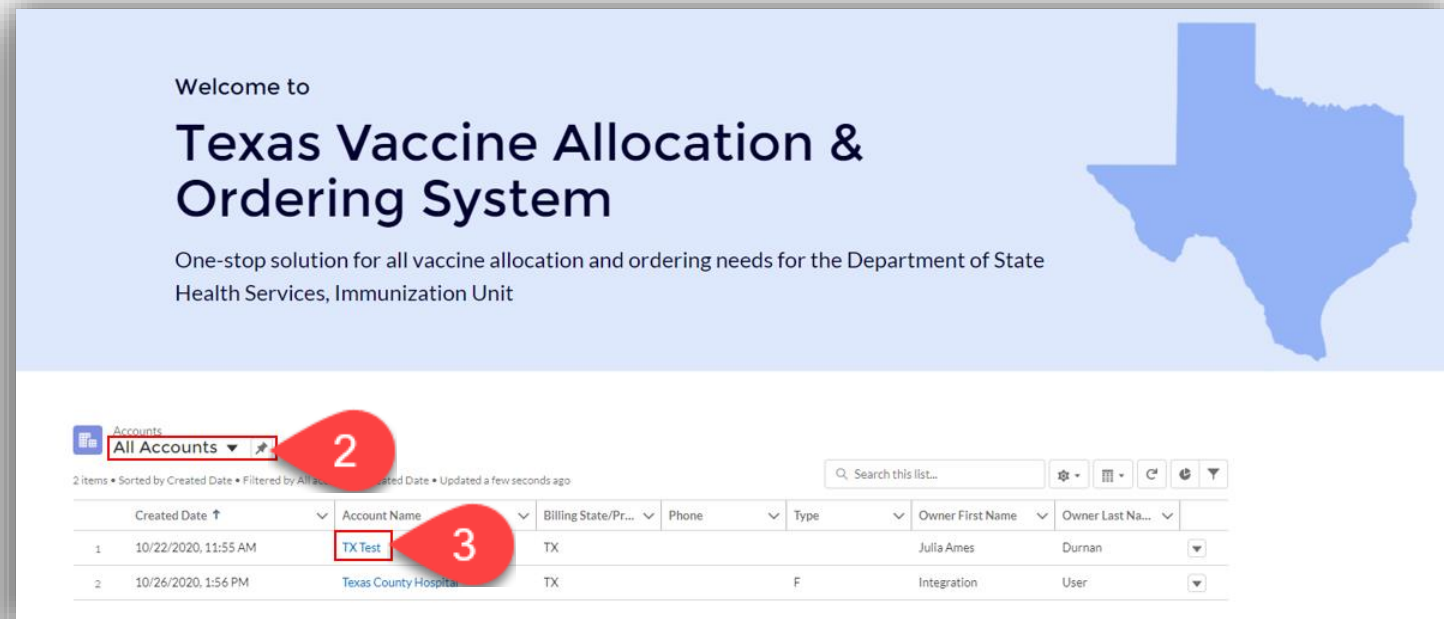
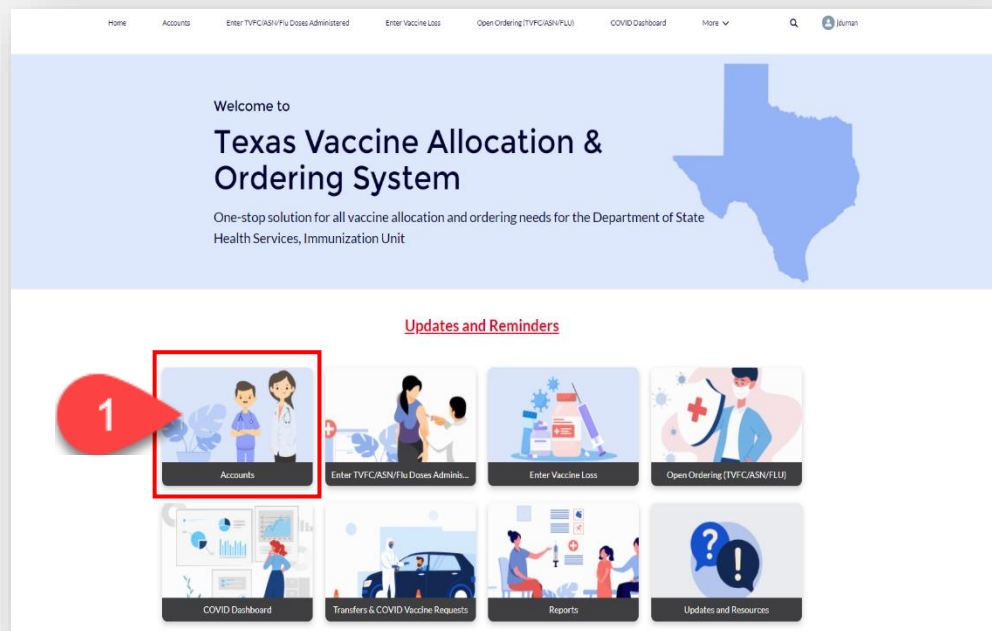
Date Shipped: 11/20/2020

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

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**.

The screenshot shows the VAOS interface for 'Account Texas Test'. A modal window titled 'Vaccine Shipments (3)' is open, displaying a table with the following data:

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

A red box highlights the 'View All' button at the bottom right of the modal. The background interface includes account details for 'Texas Test' and a 'Related Persons (3)' section.

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

The screenshot shows the 'Accounts > Texas County Hospital Vaccine Shipments' page. It displays a table with 50+ items, sorted by Received Date. The first row is highlighted with a red box:

Vaccine Shipment Number	Quantity Sent	Quantity Received	Vaccine	Received Date
1 VSN-42467	70	70	Vaccine One	5/6/2021
2 VSN-42474	10	10	Vaccine One	5/6/2021
3 VSN-42436	70	70	Vaccine One	5/5/2021
4 VSN-42438	70	70	Vaccine One	5/5/2021
5 VSN-42439	70	70	Vaccine One	5/5/2021
6 VSN-42440	70	70	Vaccine One	5/5/2021
7 VSN-42441	70	70	Vaccine One	5/5/2021
8 VSN-9997			Pfizer COVID-19 Vaccine	3/1/2021
9 VSN-9998			Pfizer COVID-19 Vaccine	3/1/2021
10 VSN-10006			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. The 'Shipment Information' section is highlighted with a red box and a red arrow labeled '1'. The section contains the following fields:

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

The zoomed-in screenshot shows the 'Shipment Information' section. The 'Shipment Status' field is highlighted with a red box and a red arrow labeled '2'. The section contains the following fields:

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"/>

Confirming Received Shipments in VAOS

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

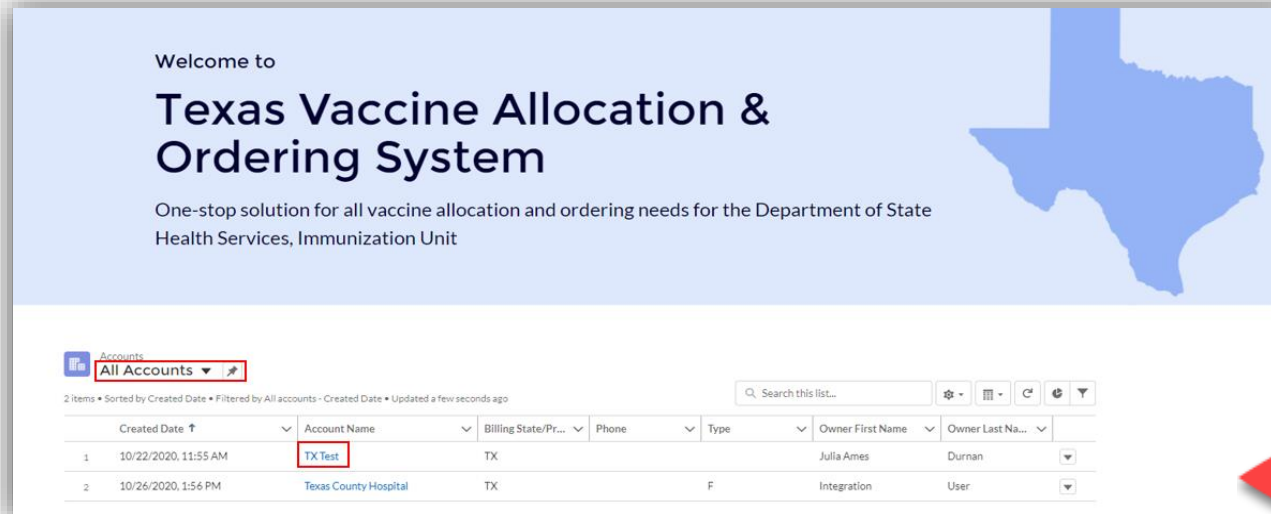


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Navigate VAOS to View Shipment

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.



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)

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

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	VSN-42467	70	70	Vaccine One	5/6/2021
2	VSN-42474	10	10	Vaccine One	5/6/2021
3	VSN-42436	70	70	Vaccine One	5/5/2021
4	VSN-42438	70	70	Vaccine One	5/5/2021
5	VSN-42439	70	70	Vaccine One	5/5/2021
6	VSN-42440	70	70	Vaccine One	5/5/2021
7	VSN-42441	70	70	Vaccine One	5/5/2021
8	VSN-9997			Pfizer COVID-19 Vaccine	3/1/2021
9	VSN-9998			Pfizer COVID-19 Vaccine	3/1/2021
10	VSN-10006			Pfizer COVID-19 Vaccine	3/1/2021

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

Shipment Information

Carrier: FDX2

Shipment Tracking Number: 1Z123456790

Expedited Shipment: N

Shipment Status: Delivered

Date Shipped: 8/3/2020

Shipment Email Sent: ☐

Delivery Information

Received By First Name *: [Redacted]

Delivery Number: 168435790

Received By Last Name *: [Redacted]

Quantity Received: 10

Quantity Sent: 10

Delivery Line Number: 101

Received By: [Redacted]

Received Date: [Redacted]

Received?: ☐

Confirm Quantity Amount: ☐

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).

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

Home Accounts Enter TVFC/ASN/Flu Doses Administered Enter Vaccine Loss Open Ordering (TVFC/ASN/FLU) COVID Dashboard More 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
Vaccine Name
FLUZONE QUAD MDV
Vaccine
FLUZONE QUAD MDV
Vaccine Description
Vaccine Shipment Number
VSN-43278
Facility
Texas Test

Intimated Staff
Julia Durnan
Unit of Measure
Doses
Request Date
Total Amt Requested
0
Total Amt Allocated
100
Status: Accepted

Files (0) Add Files
Upload Files
Or drop files

Cancel Save

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. Callout 7 points to the 'Quantity Received' field. Callout 8 points to the 'Doses Passing Inspection' field. Callout 9 points to the 'Save' button.

Delivery Information

Delivery Number:

Delivery Line Number:

Received By First Name: Julia

Received By Last Name: Durnan

* Received By:

Received Date:

* Quantity Received: (Callout 7)

Quantity Sent:

Confirm Quantity Amount: (Callout 8)

Received?: ☒

Inspection Details

* Doses Passing Inspection: (Callout 8)

Doses Failed Inspection:

Description:

Failed Inspect./Order Discrepancy Reason:

System Information


Created By: Julia Durnan, 9/22/2021, 9:31 AM

Last Modified By: Julia Durnan, 3/22/2022, 10:11 AM

(Callout 9)

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 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 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.

Thank you.



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COVID-19 Vaccine Storage Guidance




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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



COVID-19 Vaccine

Quick Reference Guide for Healthcare Professionals



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	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/moderna-covid-19-vaccine	www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/janssen-covid-19-vaccine
	CDC Vaccine Information	www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html	www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html	www.cdc.gov/vaccines/covid-19/info-by-product/janssen/index.html
	Manufacturer Contact information	Website: www.cvdvaccine.com Medical information: 800-438-1985 Customer service: 800-879-3477	Website: www.modernatx.com Medical Information: 866-663-3762	Website: www.vaxcheck.jnj 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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[View the VAOS Job Aid Catalog](#)