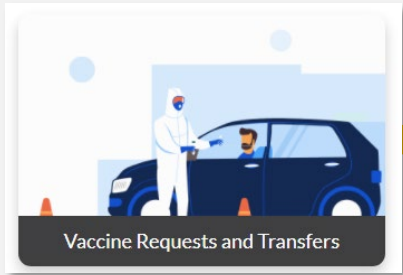


Ordering, Shipping and Receiving Quick Guide



You can place orders in multiples of vial size or tray size. Quantities in VAOS are number of doses.

Package and vial sizes differ by manufacturer (Moderna, Pfizer, Janssen/J&J). See page 11 from the [COVID-19 Vaccine Order Requests in VAOS](#) job aid for more information; **details are also located in the next page.**

PLACING AN ORDER

Submit your order in VAOS by Thursday at 5 PM.

Shipments will arrive approximately 2 weeks after you order is exported.

You **cannot** edit, modify, or cancel orders that have been exported.

SHIPPING

DSHS will send email notifications on upcoming shipments including instructions for receipt, storage, and handling of vaccines.

Vaccine shipment entities include DSHS, Cold Chain Technology Services (CCT), and Local Health Department (LDH) or DSHS Regional offices.

RECEIVING

Please **do not** ask the delivery driver questions on storage and handling requirements.

Receiving a shipment from an LHD? Your office will be contacted to coordinate the logistics of your delivery. **Providers may be asked to pick up the vaccine if the LHD or DSHS Regional Office is unable to deliver.**

QUESTIONS

For questions regarding orders placed and shipping, please email COVID19VacShipments@dshs.texas.gov.

For questions pertaining to storage and handling, please contact the appropriate manufacturer. You can find manufacturer contact information by reviewing the [Provider Support Resources](#).

For assistance with placing orders review the [COVID-19 Vaccine Order Requests in VAOS](#) job aid from the Vaccine Management Resources Page on the DSHS website or from the Updates and Resources tab in VAOS.

Ordering, Shipping and Receiving Resources

[COVID-19 Vaccine Management Resources](https://www.dshs.texas.gov/coronavirus/immunize/vaccine-management-resources.aspx)

www.dshs.texas.gov/coronavirus/immunize/vaccine-management-resources.aspx

[COVID-19 Vaccine Order Requests in VAOS](https://www.dshs.texas.gov/immunize/covid19/Requesting-COVID-19-Vaccine-Allocations.pdf)

www.dshs.texas.gov/immunize/covid19/Requesting-COVID-19-Vaccine-Allocations.pdf

- Review page 11 for more information on Shipping Package Sizes per manufacturer (Moderna, Pfizer, Janssen/J&J)

[COVID-19 Vaccine Shipments](https://www.dshs.texas.gov/immunize/covid19/COVID-19-Vaccine-Shipments.pdf)

www.dshs.texas.gov/immunize/covid19/COVID-19-Vaccine-Shipments.pdf

Note! Shipping Package Sizes

When you enter the “doses requested,” remember that each COVID-19 vaccine type ships in different package sizes. Use the table below to determine how many doses to order:

Moderna*		Pfizer		Janssen/J&J	
<140 Doses	>140 Doses	<1,170 Doses	>1,170 Doses	<100 Doses	>100 Doses
Must be ordered in multiples of 14 doses	Must be ordered in multiples of 140 doses	Must be ordered in multiples of 6 doses	Must be ordered in multiples of 1,170 doses	Must be ordered in multiples of 5 doses	Must be ordered in multiples of 100 doses
<100 Doses	>100 Doses	<450 Doses	>450 Doses		
Must be ordered in multiples of 10 doses	Must be ordered in multiples of 100 doses	Must be ordered in multiples of 6 doses	Must be ordered in multiples of 450 doses		

*Moderna offers two different vial size options, which determines if doses should be ordered in units of 14 or 10. Be mindful of which size vial best meets your organization’s needs when you place your order.

[Return to Ordering Information](#)