

COVID-19 Vaccine Order Requests in VAOS

September 10, 2021



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**.

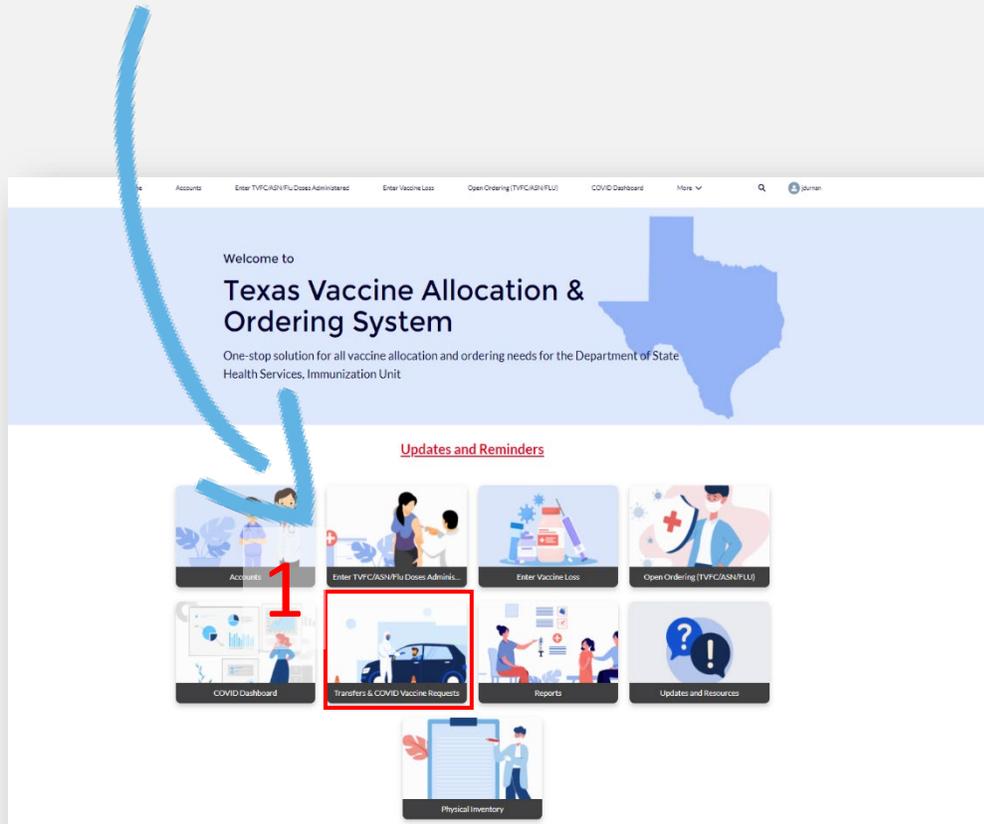
Before you begin...

Ensure You Have the Following:

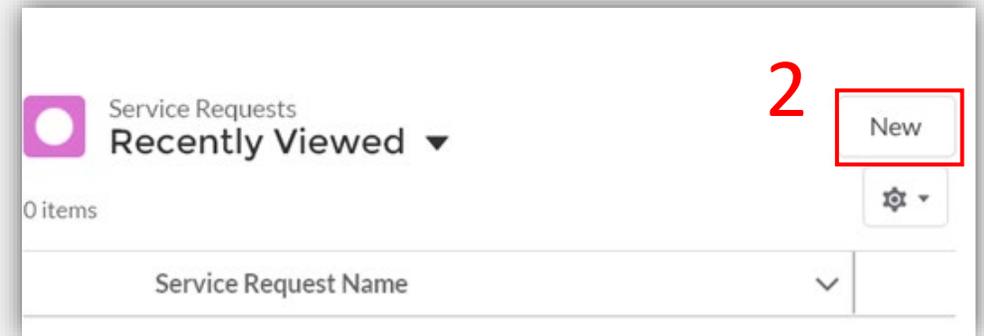
- Type of vaccine you plan to request
- Number of doses requested
- Current number of COVID-19 vaccine doses on hand for each manufacturer
- What type of ancillary supplies you plan to request (Adult/Pedi)
- If you want your facility to be on the CDC Vaccine Finder
- Populations you plan to vaccinate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

Step 1: Navigate to the VAOS Provider Portal

1. Log into VAOS at <https://texasvaccines.dshs.texas.gov/> and navigate to the **Transfers & COVID Vaccine Requests** tab.

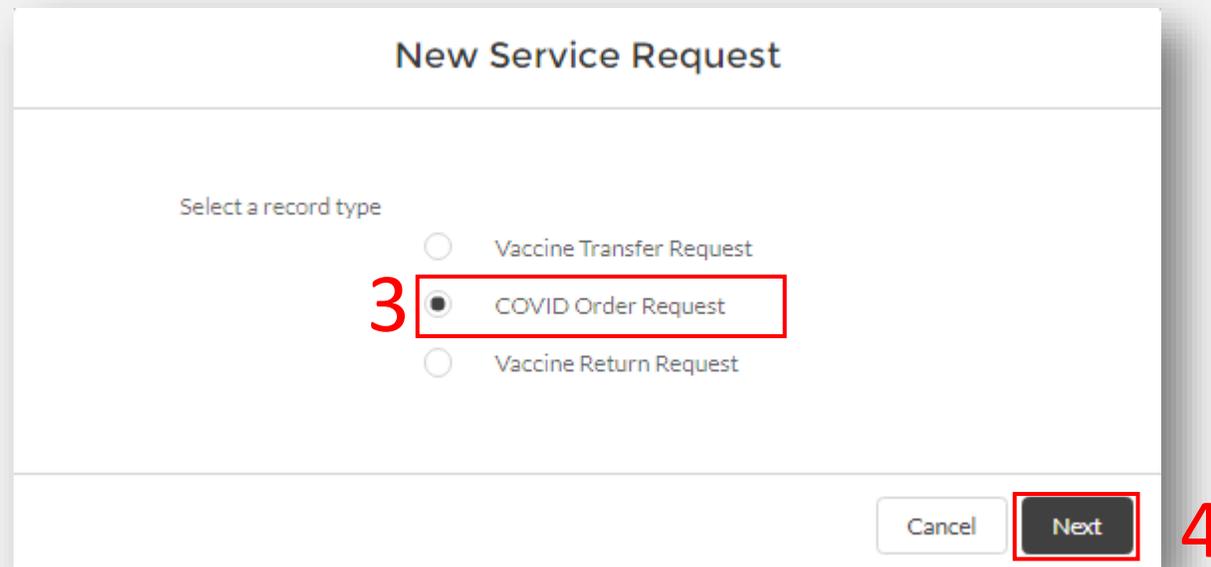


2. Select **New**.



Step 2: Create New COVID Order Request

3. Select **COVID Order Request** from the list of record types.
4. Select **Next**.



The screenshot shows a dialog box titled "New Service Request". Inside the dialog, there is a section labeled "Select a record type" with three radio button options: "Vaccine Transfer Request", "COVID Order Request", and "Vaccine Return Request". The "COVID Order Request" option is selected, indicated by a black dot in the radio button and a red box around the text. A large red number "3" is positioned to the left of this option. At the bottom right of the dialog, there are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red box, and a large red number "4" is positioned to its right.

Step 3: Enter Ordering Information

- 5. Enter all mandatory information.
- 6. Select **Save**.

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	Select between pediatric (PED) and adult (ADU) vaccination ancillary supply kits or select "No Ancillary Kit"
Who do you plan to vaccinate?	Select from the dropdown menu which populations of people you plan to vaccinate with these doses
Do you accept walk ins?	Select from the dropdown menu whether your facility will vaccinate walk-in appointments
Current quantity	Enter the number of doses of each type of vaccine you currently have on-hand
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

New Service Request: COVID Order Request

COVID Order Request

* Facility

* Post my info in the CDC Vaccine Finder

* Ancillary kit preference

* Current quantity: Pfizer 1,170 Doses

* Current quantity: Moderna 100 Doses

* Current quantity: Moderna 140 Doses

Certify ImmTrac reporting within 24 hrs ?

Status
Created

* Who you plan to vaccinate?

* Do you accept walk ins?

* Doses requested: Pfizer 1,170 Doses ?

* Doses requested: Moderna 100 Doses

* Doses requested: Moderna 140 Doses

Specify additional beneficial details ?

Step 3: Enter Order Request Information

New Service Request: COVID Order Request

COVID Order Request

* Facility: Texas Test

Status: Created

* Post my info in the CDC Vaccine Finder: Yes

* Who you plan to vaccinate?: General Adult Population

* Ancillary kit preference: ADU

* Do you accept walk ins?: Yes

* Current quantity: Pfizer 1,170 Doses: 0

* Doses requested: Pfizer 1,170 Doses: 1,170

* Current quantity: Moderna 100 Doses: 100

* Doses requested: Moderna 100 Doses: 0

* Current quantity: Moderna 140 Doses: 0

* Doses requested: Moderna 140 Doses: 0

* Current quantity: Janssen 100 Doses: 0

* Doses requested: Janssen 100 Doses: 0

Certify ImmTrac reporting within 24 hrs:

Specify additional beneficial details

Cancel Save & New Save

* Current quantity: Pfizer 1,170 Doses: 0

* Current quantity: Moderna 100 Doses: 100

* Current quantity: Moderna 140 Doses: 0

* Current quantity: Janssen 100 Doses: 0

You will be asked to estimate the current number of doses of each presentation of COVID-19 vaccine on hand. Please enter "0" if you do not have any doses of a particular presentation.

Step 3: Enter Order Request Information

New Service Request: COVID Order Request

COVID Order Request

* Facility
Texas Test

* Post my info in the CDC Vaccine Finder
Yes

* Ancillary kit preference
ADU

* Current quantity: Pfizer 1,170 Doses
0

* Current quantity: Moderna 100 Doses
100

* Current quantity: Moderna 140 Doses
0

* Current quantity: Janssen 100 Doses
0

Certify ImmTrac reporting within 24 hrs

Status
Created

* Who you plan to vaccinate?
General Adult Population

* Do you accept walk ins?
Yes

* Doses requested: Pfizer 1,170 Doses **1,170**

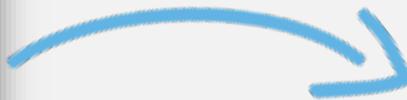
* Doses requested: Moderna 100 Doses
0

* Doses requested: Moderna 140 Doses
0

* Doses requested: Janssen 100 Doses
0

Specify additional beneficial details

Cancel Save & New Save



* Doses requested: Pfizer 1,170 Doses **1,170**

* Doses requested: Moderna 100 Doses
0

* Doses requested: Moderna 140 Doses
0

* Doses requested: Janssen 100 Doses
0

Enter the **number of doses** of each type of vaccine you would like to order.

Note! Shipping Package Sizes

When you enter the “doses requested,” remember that each COVID-19 vaccine type ships in different pack 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
Place orders in multiples of 14 doses up to a maximum of 70 doses	Place orders in multiples of 140 doses	Place orders in multiples of 6 doses up to a maximum of 450 doses	Place orders in multiples of 1170 doses	Place orders in multiples of 100 doses
	>100 Doses			
	Place orders in multiples of 100 doses <i>(While supplies last)</i>			

Shipping Package Sizes | Scenario

If you want more vaccine doses than the maximum vaccine increment but don't have capacity to store double the amount, you can place a separate order for the smaller increment to meet your needs.

Mixed Increments

Place two separate orders; one for the first dose increment and one for the second dose increment.

EXAMPLE

You need 1188 doses of Pfizer. One order will be placed for 1170 doses, and the second order will be placed for 18 doses. (Note that 18 is an acceptable quantity as it is a multiple of 6.)

Step 4: Review Service Request Information

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



8. If you need to confirm/edit any information submitted in your order request, you can review Service Request information by selecting **Transfers & COVID Vaccine Requests** from the VAOS homepage.

8

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

Viewing COVID Order Status in VAOS

COVID Order Request

Facility Texas Test	Status Approved
Post my info in the CDC Vaccine Finder No	Who you plan to vaccinate? General Adult Population



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

Denied and Processing Orders

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 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?

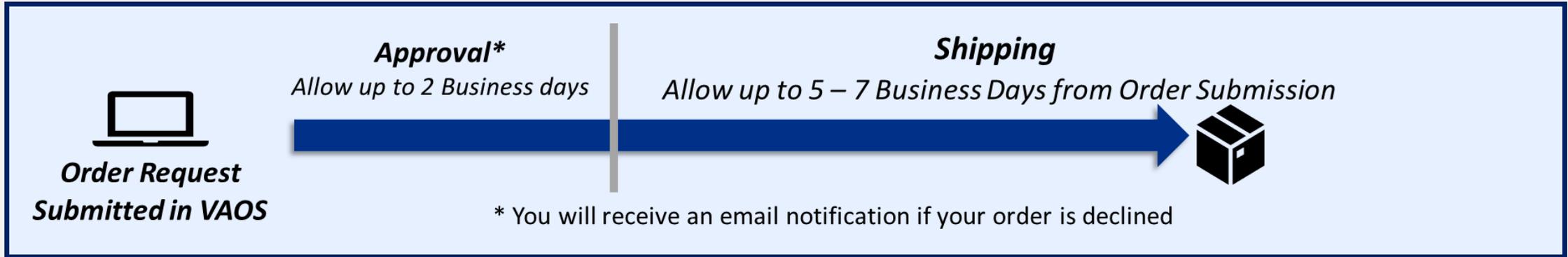
General Adult Population



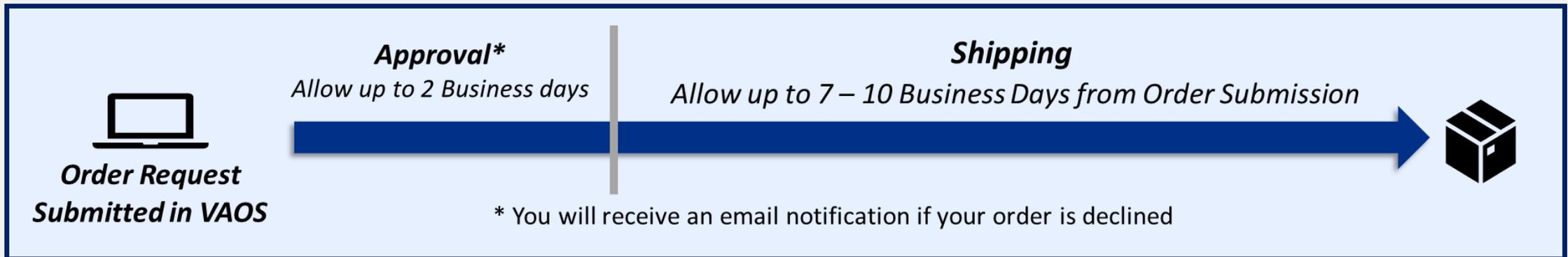
If your order is marked as “Pending”,
you will receive an email requesting
more information/clarifications about
your order

COVID-19 Vaccine Ordering Process

Minimum Pack Size (1170 Pfizer and Moderna 100 and 140) Ordering Process



Less than Minimum Pack Size (1170 Pfizer and Moderna 100 and 140) Ordering Process



Order Filled – Now What?

Follow These Steps to Prepare to Receive an Order

- 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
- Attend [Tuesday Provider Webinars](#) to ensure you receive 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

Appendix

When submitting a COVID-19 vaccine order request, you have the option to request ancillary supplies. 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



Questions?

Access Provider Support Resources [Here](#)

or

Contact COVID19VacShipments@dshs.Texas.gov



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