Finding a Tracking Number in VAOS

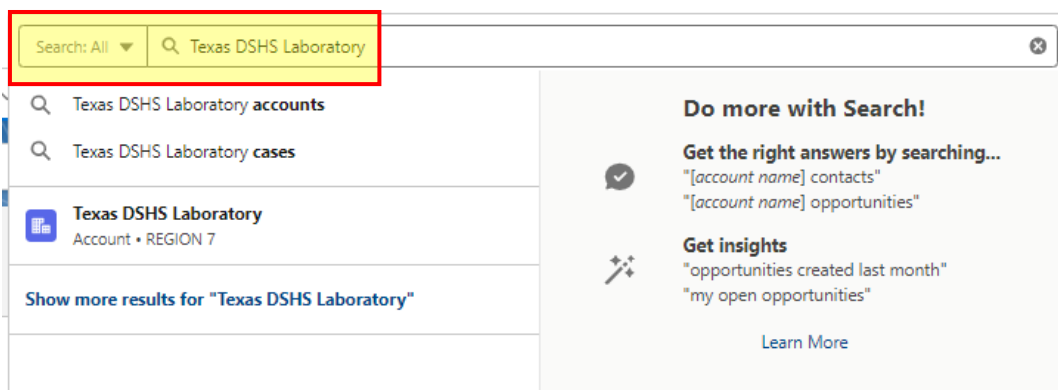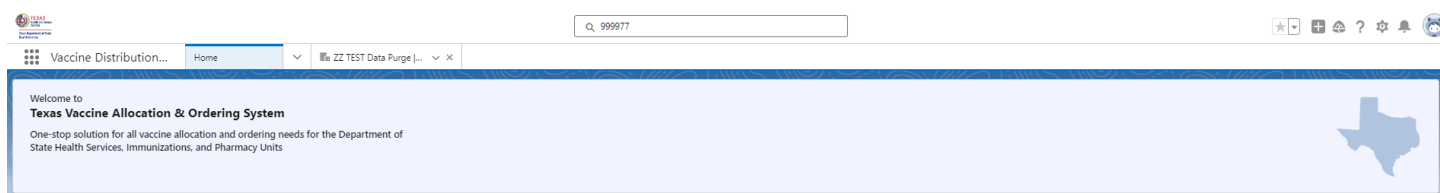## Responsible Entity (RE) Job Aid

Last Updated 11/14/2024

Overview

This job aid explains how to locate tracking numbers in the Vaccine Allocation and Ordering System (VAOS) to check the delivery status of a provider's vaccine order. Users may benefit from the procedure by having accurate delivery timelines for provider orders.

The Primary Vaccine Coordinator of a facility receives a shipping confirmation e-mail from the CDC when refrigerated vaccines are shipped. In addition, once the shipping information is updated in VAOS by DSHS, both the Primary and Back Up Vaccine Coordinators of a facility receive a shipping confirmation e-mail from VAOS, and a second notification 24 hours later if the shipment is not marked "Received" from the VAOS Provider Portal. All these notifications include tracking numbers; however, there may be cases where a provider still requests the shipment status of their order. This job aid assists REs in answering these inquiries.

Step 1: Login to VAOS as an RE

Login to your RE account of VAOS at https://txhhs-covid.my.salesforce.com/ and navigate to the desired provider account. Search the facility name or 6-digit provider PIN in the global search bar located at the top of the screen. After clicking enter, select the facility from the search results.

Step 2: Navigate to the Vaccine Order

Before searching for a tracking number, you must confirm that the order shipped. Orders in Pending, On Hold, Approved, or Sent to VtrckS status will not yet have tracking information available.

Navigate to **Related List Quick Links**, located in the middle of the page, and select **Vaccine Requests**.

Locate the order by finding the master order number, the date of the order, or other unique information from the order that the provider indicated. Once located, view the "Status" column. If the lines within the order are not in "Shipped" status, you may communicate to the provider that the order has not yet shipped, and that no tracking information is available. In the example below, the refrigerated vaccines within the order have been received, and the provider is requesting a status update for the frozen products, which are both in "Shipped" status.

Vaccine Request Number	Vaccine Request Record Type	Vaccine Pro...	Vaccine	Status	Quantity requested	Created Date ↓	Master Order Number
00824292	Open Order	TVFC	Proquad SDV 10 Pack; Ped	Shipped	20	11/5/2024, 2:27 PM	00824292
00824293	Open Order	TVFC	Prevnar 20 PFS 10 Pack; Ped	Received	120	11/5/2024, 2:27 PM	00824292
00824294	Open Order	TVFC	Rotarix Oral Applicator 10 Pack; Ped	Received	100	11/5/2024, 2:27 PM	00824292
00824295	Open Order	ASN	Td VAX SDV 10 Pack; Adu	Received	10	11/5/2024, 2:27 PM	00824292
00824296	Open Order	ASN	Boostrix PFS 10 Pack; Adu	Received	150	11/5/2024, 2:27 PM	00824292
00824297	Open Order	TVFC	Varivax SDV 10 Pack; Ped	Shipped	50	11/5/2024, 2:27 PM	00824292

Step 3: Navigate to the Vaccine Shipment

After confirming that the order shipped, navigate back to **Related List Quick Links**, and select **Vaccine Shipments**.

Locate the vaccine shipment record(s) of the shipped order. An easy way to locate them is by clicking on the "Created Date" header to sort the list to show newest records first.

	Vaccine Shipment Number	Record Type	Allocation Dose	Quantity Sent	Quantity Received	Vaccine	Received Date	Created Date ↓	
1	VSN-1589823	Pre-Booking		50	50	Varivax SDV 10 Pack; Ped		11/14/2024, 9:46 AM	
2	VSN-1589837	Pre-Booking		20	20	Proquad SDV 10 Pack; Ped		11/14/2024, 9:46 AM	
3	VSN-1586116	Pre-Booking		30	30	Pfizer 6m-4y; Ped; MDV3 10-pack; 24-25	11/13/2024	11/12/2024, 3:29 PM	
4	VSN-1584918	Pre-Booking		40	40	Pfizer 5y-11y; Ped; SDV 10-pack; 24-25	11/13/2024	11/12/2024, 9:18 AM	
5	VSN-1585046	Pre-Booking		200	200	Pfizer 12y+; ADU; PFS 10-pack; 24-25	11/13/2024	11/12/2024, 9:18 AM	
6	VSN-1583975	Pre-Booking		30	30	Rotarix Oral Applicator 10 Pack; Ped	11/13/2024	11/12/2024, 9:12 AM	

You may then confirm the vaccine shipment to view by viewing the Vaccine listed. Also, there will be no date populated under "Received Date", because the provider has not marked it "Received" in VAOS yet.

Step 4: View the Tracking Number

Open the vaccine shipment record by clicking on the "Vaccine Shipment Number" located on the left of the list view. The number begins with "VSN-".

Locate the **Shipment Information** section of the vaccine shipment record. Listed under the section will be the carrier, shipment tracking number, date shipped, and other pertinent information.

Repeat step 4 for all other vaccines in the order that shipped, as some may ship in different boxes and have different tracking numbers. This information can then be shared with the provider so that their facility has an accurate delivery time frame.

Additional Resources

VAOS Ordering Inquiries – TXVaccineOrders@DSHS.Texas.Gov

DSHS Immunization Program Website

Immunization Program Homepage for Health Departments

TVFC/ASN Operations Manual for Responsible Entities