

Reviewing Provider Out Of Office Dates in VAOS

Responsible Entity (RE) Job Aid

Last Updated 11/18/2024

Overview

This job aid explains how to review out of office dates listed by TVFC/ASN providers on their vaccine orders. Per TVFC/ASN program policy, providers must list any facility closures that are not included in their shipping hours listed in Syntropi when they place a vaccine order. The CDC's vaccine distributors *do not* see these out of office dates, so it is imperative for REs to review them, in case the vaccine order must be left Pending or On Hold until after the closure date(s) occur to avoid a delivery issue. This job aid illustrates two methods to view out of office dates in VAOS.

Method 1: Viewing from an individual vaccine request

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.

The screenshot displays the VAOS interface. At the top, there is a search bar with the text "Search: All" and a search icon. Below the search bar, the search results are displayed. The first result is "Texas DSHS Laboratory accounts", followed by "Texas DSHS Laboratory cases". The third result is "Texas DSHS Laboratory" with the subtext "Account • REGION 7". Below the search results, there is a link "Show more results for 'Texas DSHS Laboratory'". On the right side of the search results, there is a section titled "Do more with Search!" which includes two sub-sections: "Get the right answers by searching..." with examples like "[account name] contacts" and "[account name] opportunities", and "Get insights" with examples like "opportunities created last month" and "my open opportunities". A "Learn More" link is located at the bottom of this section.

Step 2: Navigate to the Vaccine Order

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

Related List Quick Links ⓘ

[Related Persons \(2\)](#)
[Vaccine Requests \(1\)](#)
[Vaccine Allocations \(6\)](#)
[Vaccine Items \(8\)](#)
[Vaccine Shipments \(8\)](#)

[Vaccine Support Tickets \(0\)](#)
[Maximum Stock Levels \(1\)](#)
[Files \(0\)](#)
[Service Requests \(Facility\) \(7\)](#)
[Vaccine choices \(0\)](#)

[Vaccine Uses \(0\)](#)
[Account History \(5\)](#)
[Provider Vaccine Inventory \(0\)](#)

Show Less

Locate the order by finding the master order number or the date of the order (usually, it will have the most recent created date). Once located, click on the Vaccine Request Number of any of the vaccines within the same Master Order Number (you can view out of office dates on any of the records) to view more details.

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	Prenar 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: View Out Of Office Dates

After opening one of the line items of the order, view **Out Of Office Dates**, located on the right of the page layout. These are the closure dates the provider listed when placing their order.

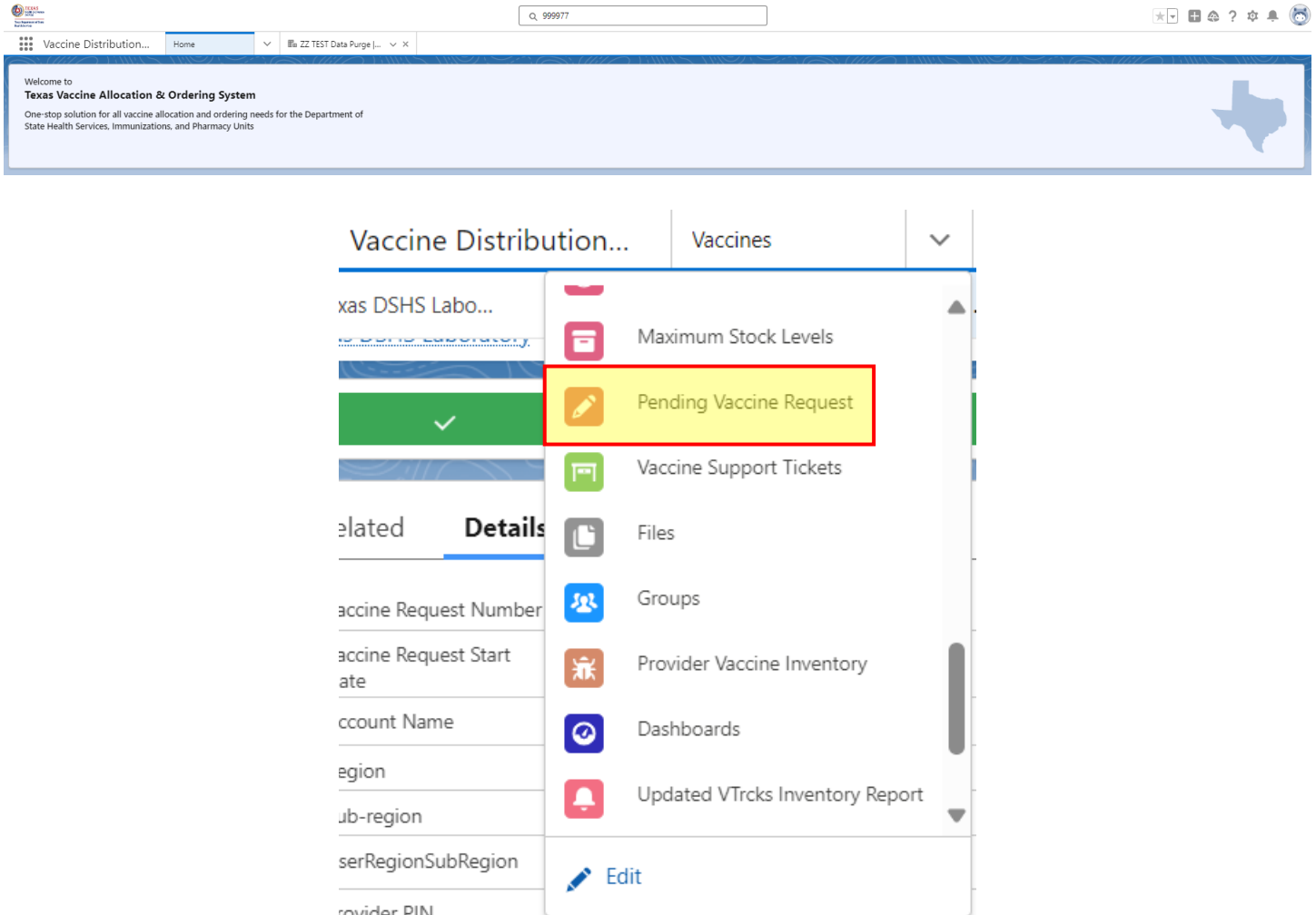
Related **Details**

Vaccine Request Number	00178844	Request Type	Open Order
Vaccine Request Start Date	7/19/2022	Status	Received
Account Name	Texas DSHS Laboratory	Vaccine	*Menveo SDV 5 Pack; Adu
Region	REGION 7	Vaccine Program	ASN
Sub-region	Austin HHS Division (city of)	Vaccine Family	MCV4 (Adult)
UserRegionSubRegion	<input type="checkbox"/>	Quantity requested	15
Provider PIN	999977	Master Order Number	00178844
Maximum Stock Level (MSL)		Vaccine Request Unique Identifier	58160-0955-09ADU-15-2022-07-19 18:59:24Z
Maximum Stock Level		Out Of Office Dates	November 25th-29th, December 25th-27th
Suggested Quantity		Disaster Response	<input type="checkbox"/>
Reason for Deviation		Disaster Event	
Explain		S.T.A.R Form Number	
Created By	👤 Rae Plaza , 7/19/2022, 1:59 PM	Last Modified By	👤 Rae Plaza , 11/18/2024, 1:46 PM
Comments	Placed for Isaac 7/19 RPlaza		

Method 2: Viewing from the Pending Vaccine Request Module

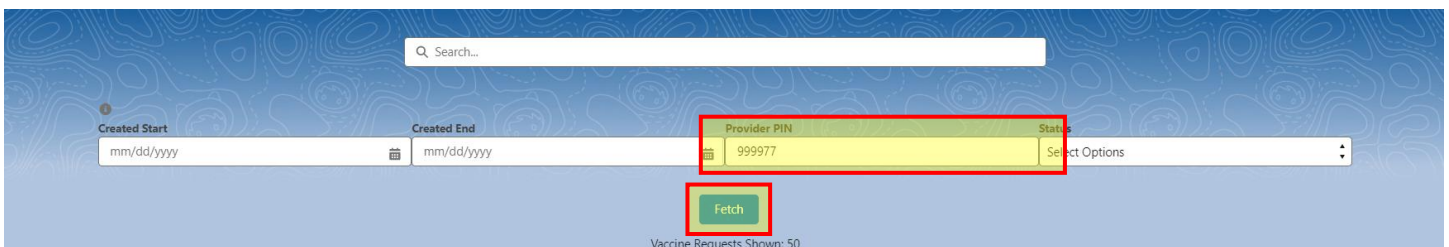
Step 1: Login to VAOS as an RE

Login to your RE account of VAOS at <https://txhhs-covid.my.salesforce.com/> and select **Pending Vaccine Requests** from the navigation menu.



Step 2: Navigate to the Vaccine Order

Search the provider's order by entering their six-digit provider PIN and clicking Fetch. Note that the order must be in **Pending** or **On Hold** status in order to view it from the Pending Vaccine Request Module.



Step 3: View Out Of Office Dates

The 13th column, located in between Vaccine Request Type and Reason for Deviation, will show out of office dates that the provider entered when placing their order.

STATUS	VACCINE REQUEST TYPE	OUT OF OFFICE DATES
Pending	Open Order	Closed 10/4, 11/1, 11/5, 11/28, 11/29
Pending	Open Order	Closed 10/4, 11/1, 11/5, 11/28, 11/29

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](#)



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