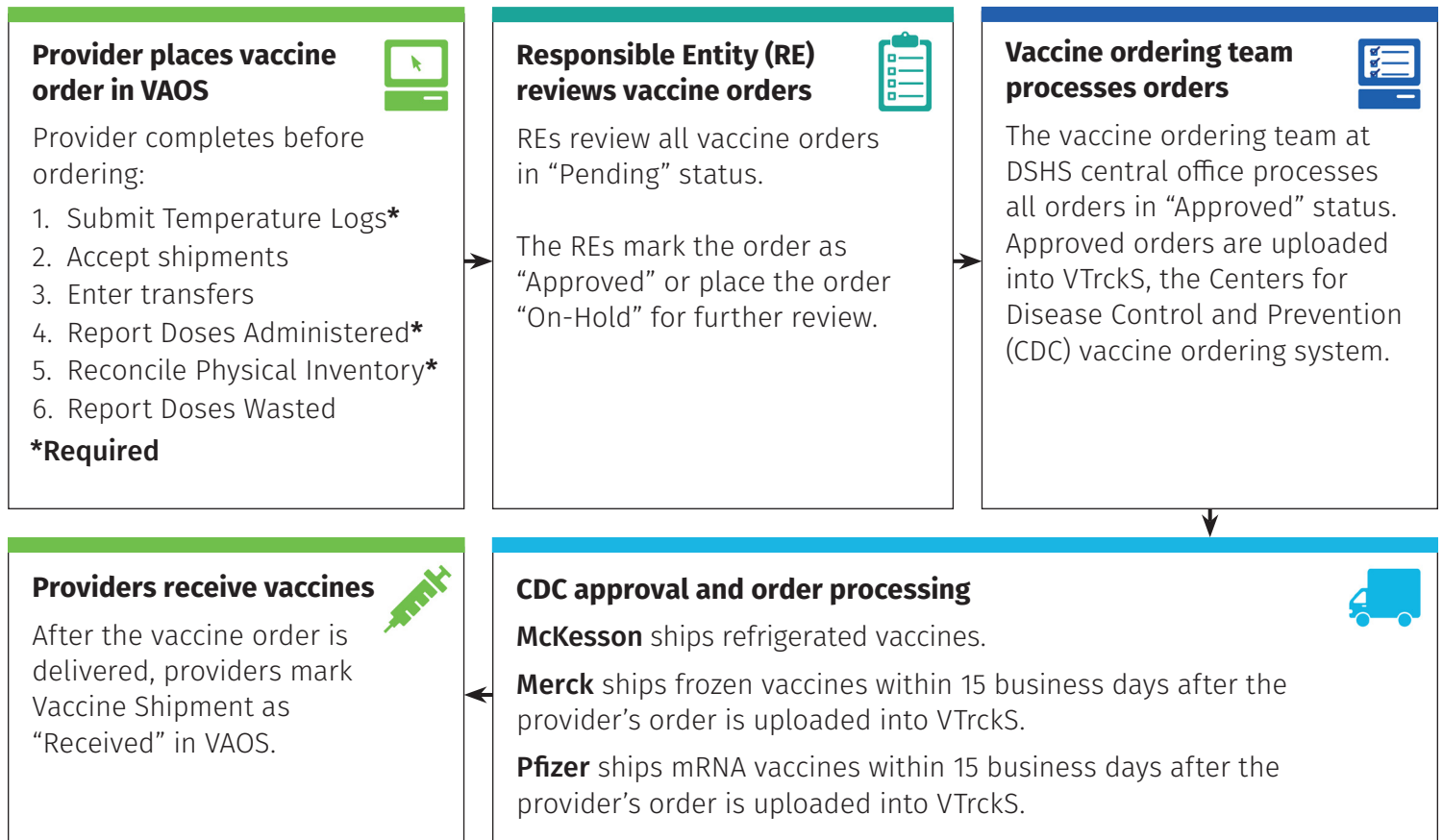


# Vaccine Allocation & Ordering System (VAOS)

## Vaccine ordering process




**Legend:**  Provider  RE  Vaccine ordering team  CDC

## Items to monitor to maintain compliance

Data Logger Calibration Certificates: Ensure certificates do not expire within the next 90 days.

Training Certificates for Vaccine Coordinators must be up-to-date and on file:

- Policy Training for Texas Vaccines for Children (TVFC)/ Adult Safety Network (ASN)
- VAOS Training
- CDC “You Call the Shots: Vaccines for Children (VFC)”
- CDC “You Call the Shots: Vaccine Storage and Handling”

 Each Vaccine Coordinator must have a unique email address no longer than 40 characters.

## Activities in VAOS

Complete each item during the first seven days of each month to prevent a temporary suspension of your ordering:

- Upload Temperature Logs
- Report Doses Administered
- Report Doses Wasted
- Reconcile Physical Inventory

If you are unable to order after the seventh day, complete all the reporting requirements above to temporarily lift the suspension.

## Who to contact

### My shipment of TVFC vaccines hasn't arrived. What do I do?

Consult the Vaccine Shipment record (VSN) within VAOS and look up the Shipment Tracking Number with the appropriate courier. Contact vaccine ordering<sup>1</sup> with any issues or concerns.

### I never received a shipping label for my expired vaccine, what do I do?

If the vaccine is eligible to be returned and you have not received a shipping label, please work with your RE to pull a Vaccine Loss Report (VLR). The RE will send the VLR and work with the vaccine ordering<sup>1</sup> team to have a new return shipping label sent to the primary Vaccine Coordinator on file.

### My Vaccine Shipment is non-viable or questionable, what do I do?

First call the "hot temp" phone numbers for McKesson<sup>5</sup>, Merck<sup>6</sup>, or Pfizer<sup>7</sup> the same day the vaccines are received. Next, notify your RE and DSHS central office.<sup>1</sup>

### What should I do if one, or both, of the Vaccine Coordinators at my facility need updating?

Work with your RE to complete a Changes to Enrollment Form (CTEF). Please note, CTEFs are not accepted during TVFC/ASN annual re-enrollment.

## VAOS FAQs

### What do you do if you do not have any waste?

If you do not have any waste, click "Continue" to proceed with the Open Ordering flow.

### Are providers able to go back and correct Doses Administered before saving physical count if there was an error?

Yes, select the "Doses Admin History" from the "More" drop-down menu. After selecting your site, enter the month and year of the data you're looking for. Select the desired record(s) and enter the revised quantity in the "Updated Quantity" column, then click "Save".

### Will Doses Administered for TVFC/ASN vaccines need to be reported in VAOS and ImmTrac2? If so, how often?

Yes, Doses Administered must be reported in VAOS, between the first and seventh of every month, and any time a new order is placed. Immunizations must be reported to ImmTrac2 within 24 hours of administration.

### A presentation I would like to order is not visible on the TVFC/ASN Open Ordering page. How can I order it?

Once enrolled in the correct immunization programs, update your "Vaccine Choices" to include any presentations that your facility offers. Please contact your RE and DSHS central office<sup>1</sup> with additional questions.

## More Questions? Give us a shout!

### 1 [TXVaccineOrders@dshs.texas.gov](mailto:TXVaccineOrders@dshs.texas.gov)

- TVFC/ASN provider troubleshooting
- McKesson/Merck/Pfizer inquiry coordination
- Flu prebook/allocation
- Requesting a return label

### 2 [VacCallCenter@dshs.texas.gov](mailto:VacCallCenter@dshs.texas.gov) or 888-777-5320

- TVFC enrollment and withdrawal
- TVFC changes to enrollment/Vaccine Coordinator
- TVFC compliance suspensions
- Data Logger Certificates of Calibration
- Supply order requests (ex. data loggers, storage bins, etc.)
- Provider VAOS access

### 3 [ASNInfo@dshs.texas.gov](mailto:ASNInfo@dshs.texas.gov)

- ASN enrollment and withdrawal
- ASN changes to enrollment
- ASN suspensions

### 4 [IQIP@dshs.texas.gov](mailto:IQIP@dshs.texas.gov)

- Immunization Quality Improvement for Providers (IQIP) questions
- Provider Education, Assessment and Reporting (PEAR) questions
- IQIP/PEAR TVFC suspensions and restorations

### 5 877-836-7123 Contact McKesson

### 6 800-637-2579 Contact Merck

### 7 701-540-4039 Contact Pfizer



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

[dshs.texas.gov](https://dshs.texas.gov)

Immunization Section | Rev. 04/2024  
Stock #11-16803