

# COVID-19 Vaccine Order Requests in VAOS

*Updated June 2nd, 2022*



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

[View the VAOS Job Aid Catalog](#)

# VAOS Reminders

## Keep in mind...



VAOS works best with **Chrome** as your browser.

Please **check your Spam** folder for emails from [noreply@salesforce.com](mailto:noreply@salesforce.com) as needed. You may also receive emails from [CDCCustomerService@McKesson.com](mailto: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 request

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*This guide offers a detailed walkthrough on placing a COVID-19 vaccine order requests in the Vaccine Allocation & Ordering System (VAOS).*

[Requesting COVID-19 Vaccines in VAOS](#)

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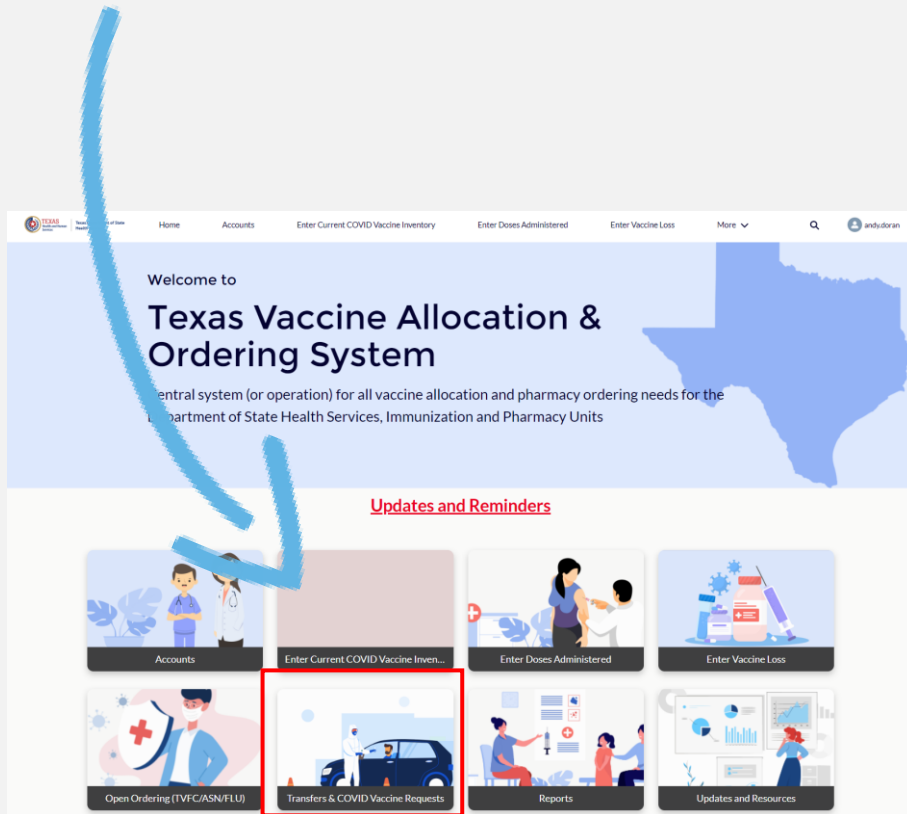
[COVID-19 Vaccine Order Request Process \(Full pack vs. Less than full pack\)](#)

# Requesting COVID-19 Vaccines in VAOS

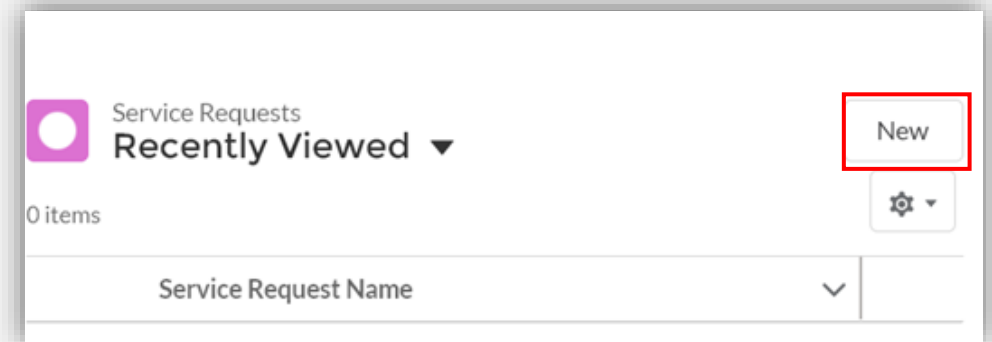


# Navigate to the VAOS Provider Portal

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



2. Select **New**.



# New Order Request Process

*Providers must place a separate order request for each presentation.*

For example, if you would like to request Pfizer gray cap and Moderna vaccines, you must make two separate order requests (one for your Moderna request and another for your Pfizer gray cap request).

This applies even if your requests are from the same manufacturer. For example, if you would like to request both Pfizer vaccine for ages 5 to 11 years and Pfizer vaccine for ages 12 and older, please submit two separate requests.

New Service Request: COVID Order Request

COVID Order Request

\* Facility  
Search Accounts...

Status  
Created

\* Post my info in the CDC Vaccine Finder  
--None--

\* Who you plan to vaccinate?  
--None--

\* Ancillary kit preference  
--None--

\* Do you accept walk ins?  
--None--

\* Current quantity: Pfizer 100 (age 6m-4y)

\* Doses requested: Pfizer 100 (age 6m-4y) ⓘ

\* Current quantity: Pfizer 100 (ages 5-11)

\* Doses requested: Pfizer 100 (ages 5-11) ⓘ

Current quantity: Pfizer 300 Doses

\* Doses requested: Pfizer 300 Doses ⓘ

\* Current quantity: Moderna 100 Doses

\* Doses requested: Moderna 100 Doses ⓘ

\* Current quantity: Janssen 100 Doses

\* Doses requested: Janssen 100 Doses ⓘ

Certify ImmTrac reporting within 24 hrs ⓘ

Specify additional beneficial details ⓘ


Cancel Save & New Save

# Create New COVID Order Request

1. Select **COVID Order Request** from the list of record types.
2. Select **Next**.


New Service Request

Select a record type

  COVID Order Request

COVID Therapeutics Order Request

Vaccine Transfer Request



# Enter Order Request Information

1. Enter all mandatory information.

2. Select **Save**.

Field Title	Meaning
Post my info in the CDC <a href="#">Vaccine Finder</a>	Select whether you want the CDC to direct the public to your facility for COVID-19 Vaccines
<a href="#">Ancillary</a> kit preference	For Pfizer vaccines for patients under 11 years of age, please select PED. The ancillary kit for this age range will be mandatory so you can receive diluent. Otherwise, select either ADU or 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
<a href="#">Doses requested</a>	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

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**COVID Order Request**

\* Facility

\* Post my info in the CDC Vaccine Finder

\* Ancillary kit preference

\* Current quantity: Pfizer 100 (age 6m-4y)

\* Current quantity: Pfizer 100 (ages 5-11)

Current quantity: Pfizer 300 Doses

\* Current quantity: Moderna 100 Doses

\* Current quantity: Janssen 100 Doses

Certify ImmTrac reporting within 24 hrs

Status  
Created

\* Who you plan to vaccinate?

\* Do you accept walk ins?

\* Doses requested: Pfizer 100 (age 6m-4y)

\* Doses requested: Pfizer 100 (ages 5-11)

\* Doses requested: Pfizer 300 Doses

\* Doses requested: Moderna 100 Doses

\* Doses requested: Janssen 100 Doses

Specify additional beneficial details



# Enter Order Request Information

New Service Request: COVID Order Request

**COVID Order Request**

\* Facility  
Search Accounts...

\* Post my info in the CDC Vaccine Finder  
--None--

\* Ancillary kit preference  
--None--

\* Current quantity: Pfizer 100 (age 6m-4y)

\* Current quantity: Pfizer 100 (ages 5-11)

Current quantity: Pfizer 300 Doses

\* Current quantity: Moderna 100 Doses

\* Current quantity: Janssen 100 Doses

Certify ImmTrac reporting within 24 hrs ⓘ

Status  
Created

\* Who you plan to vaccinate?  
--None--

\* Do you accept walk ins?  
--None--

\* Doses requested: Pfizer 100 (age 6m-4y) ⓘ

\* Doses requested: Pfizer 100 (ages 5-11) ⓘ

\* Doses requested: Pfizer 300 Doses ⓘ

\* Doses requested: Moderna 100 Doses ⓘ

\* Doses requested: Janssen 100 Doses ⓘ

Specify additional beneficial details ⓘ

\* Current quantity: Pfizer 100 (age 6m-4y)

\* Current quantity: Pfizer 100 (ages 5-11)

Current quantity: Pfizer 300 Doses

\* Current quantity: Moderna 100 Doses

\* Current quantity: Janssen 100 Doses

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.

# Enter Order Request Information

For more information: [COVID-19 Vaccine Product Availability](#)

New Service Request: COVID Order Request

COVID Order Request

\* Facility  
Search Accounts...

\* Post my info in the CDC Vaccine Finder  
--None--

\* Ancillary kit preference  
--None--

\* Current quantity: Pfizer 100 (age 6m-4y)

\* Current quantity: Pfizer 100 (ages 5-11)

Current quantity: Pfizer 300 Doses

\* Current quantity: Moderna 100 Doses

\* Current quantity: Janssen 100 Doses

Certify ImmTrac reporting within 24 hrs

Status  
Created

\* Who you plan to vaccinate?  
--None--

\* Do you accept walk ins?  
--None--

\* Doses requested: Pfizer 100 (age 6m-4y)

\* Doses requested: Pfizer 100 (ages 5-11)

\* Doses requested: Pfizer 300 Doses

\* Doses requested: Moderna 100 Doses

\* Doses requested: Janssen 100 Doses

Specify additional beneficial details

Cancel Save & New Save

\* Doses requested: Pfizer 100 (age 6m-4y)

\* Doses requested: Pfizer 100 (ages 5-11)

\* Doses requested: Pfizer 300 Doses

\* Doses requested: Moderna 100 Doses

\* Doses requested: Janssen 100 Doses

Enter the **number of doses** you would like to order. **Remember!** Place a **separate order request for each presentation type** you plan to order. You can select "Save & New" to save your order request and place another one.

# Viewing Service Request

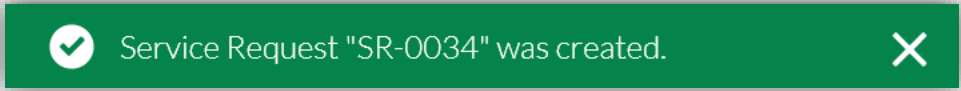


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# Review Service Request Information

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




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

 Service Requests  
**Order Requests** ▼ 

*Note: the default here will be **Recently Viewed**. Select **Order Requests** to see all your service requests.*

28 items • Sorted by Created Date • Filtered by All service requests - Status, Record Type


	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	▼

New 

# Viewing COVID Order Request Status in VAOS

▼ COVID Order Request

Facility <a href="#">Texas Test</a>	Status <b>Approved</b>
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 cancel, or return the order.

# Denied and Pending Order Requests

## 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 request is marked as “Denied”, please email [COVID19VacShipments@dshs.Texas.gov](mailto: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



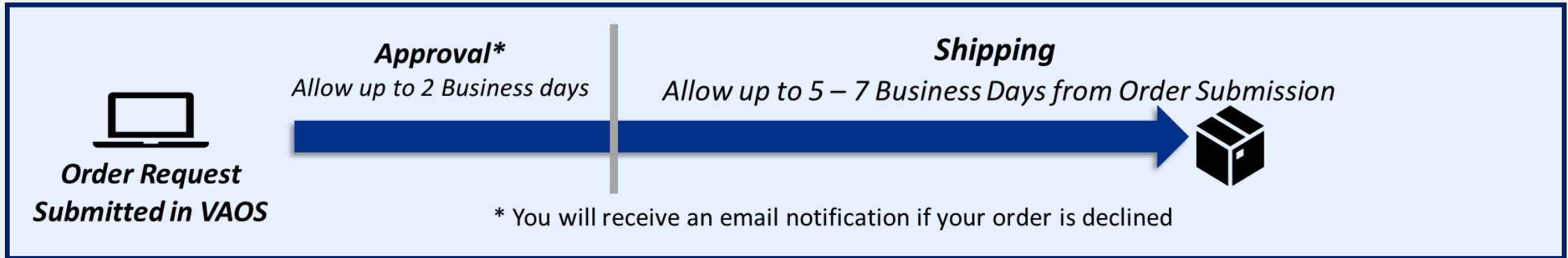
If your order request is marked as “Pending”, you will receive an email requesting more information/clarifications about your order request.

# COVID-19 Vaccine Shipping Timeline

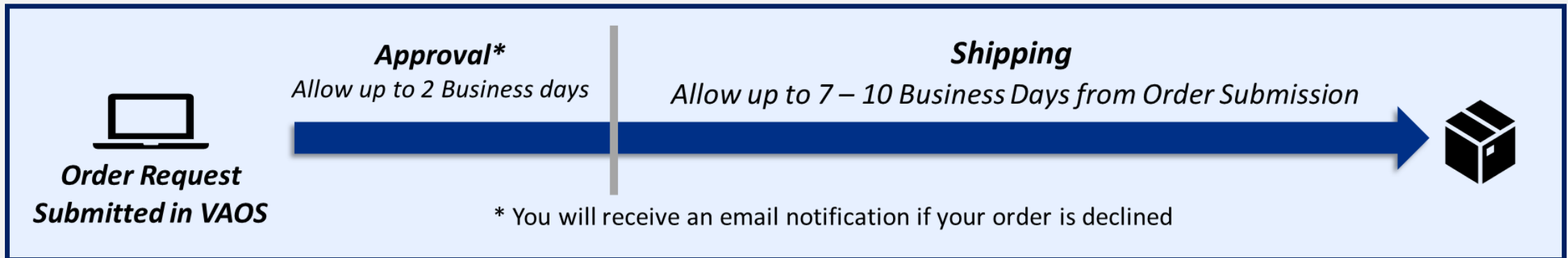


# COVID-19 Vaccine Shipping Timeline

## Full Pack Size Timeline



## Less Than Full Pack Size Timeline



For more information on pack sizes, view the [COVID-19 Vaccine Product Availability Chart](#).

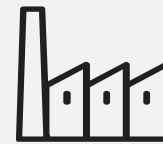
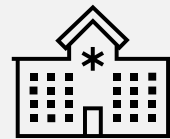


# COVID-19 Vaccine Order Request Process (full pack vs. less than full pack)



# COVID-19 Vaccine Order Request Process – Full Pack Size

*If your order request is for a full pack size, your order request goes through the following process:*



**Provider** places **full pack size order request** in VAOS.

**DSHS** processes order request.

**Manufacturer** sends vaccine directly to the provider.

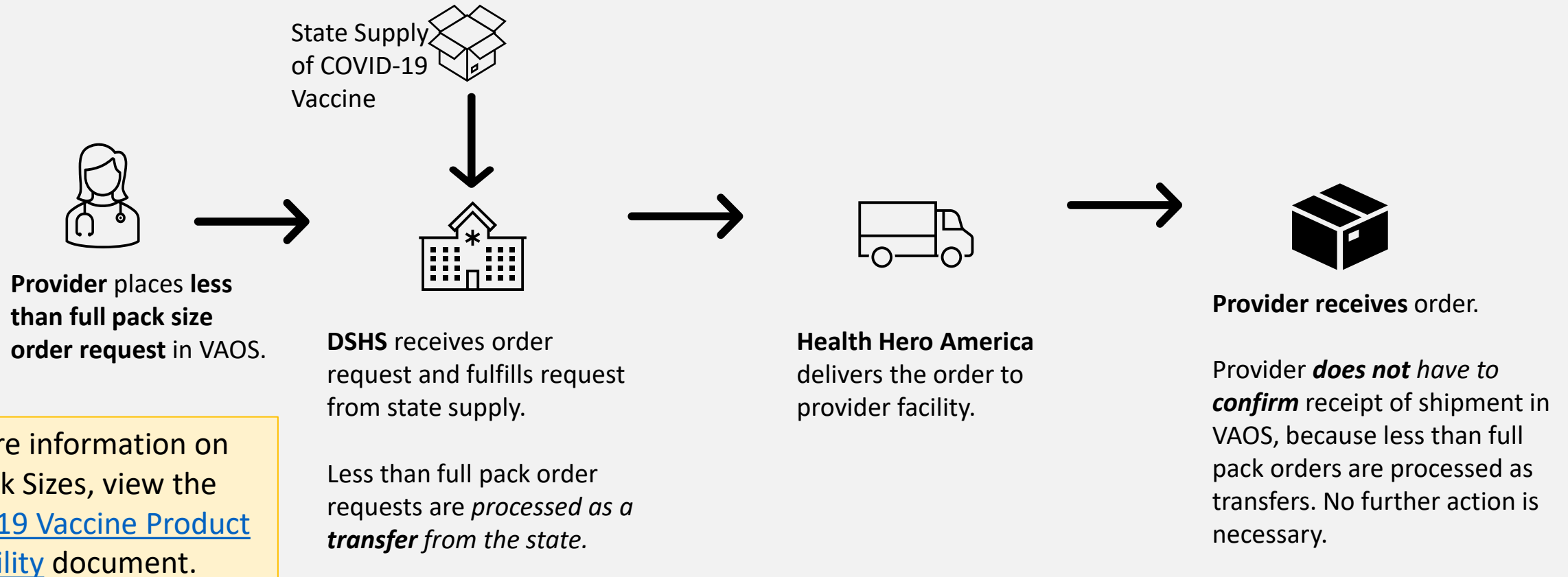
**Provider** receives shipment.

Provider **confirms** receipt of shipment in VAOS.

For more information on Full Pack Sizes, view the [COVID-19 Vaccine Product Availability](#) document.

# COVID-19 Vaccine Order Request Process – Less Than Full Pack Size

If your order request is less than a full pack size, your order request is treated internally like a transfer from state supply, so some of the emails you receive might refer to your order request as a transfer. Regardless, you can continue to follow the same process of placing a normal order request. Your order request goes through the following process:



# Less than Full Pack Order Requests – Health Hero America

The following process occurs if **Health Hero America** transports your order:

**Note:** Once a provider receives their vaccine, Health Hero will process a transfer request the Monday **after** the product has been delivered. The transfer emails are for the order that was already received; this does not mean you will be receiving another order.

**Did you know...?**  
You **do not** need to confirm receipt of your less than full pack size order in VAOS.



Provider submits less than full pack size order request in VAOS.

The Friday before order is scheduled to be delivered, provider receives a notification email from [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov).

**Health Hero America** delivers order to provider facility.

The **Monday after order is delivered, provider receives two emails** stating:  
1. Transfer is initiated, and  
2. Transfer is approved.

Again, this transfer refers to the order you already received.

**Vaccine inventory in VAOS** will be **automatically updated** within 24 hours of provider receiving email, and which point **provider may begin administering doses**. No further action is necessary.

# Ancillary Kits

When submitting a COVID-19 vaccine order request for patients over 11 years of age, you have the option to request ancillary supplies. If you are requesting Pfizer vaccine for patients under the age of 11, ancillary supplies will be mandatory so you can receive diluent.

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



Return to [Order Request Information](#)

# Questions?

Access Provider Support Resources [Here](#)

*or*

Contact [COVID19VacShipments@dshs.Texas.gov](mailto:COVID19VacShipments@dshs.Texas.gov)



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