Viewing Shipment Tracking Information in VAOS

VAOS Job Aid for Providers | 12/28/2020
Overview

• Purpose
  • The following job aid describes how COVID-19 Vaccine Providers may access vaccine shipment tracking information in the COVID-19 Vaccine Allocation & Ordering System (VAOS)

• Audience
  • VAOS Primary and backup vaccine coordinators
View Vaccine Shipment Tracking Information
Step 1: Receive Shipment Confirmation Email

1. Once a vaccine allocation has shipped, Primary and backup vaccine coordinators will receive an email notification from noreply@salesforce.com.

2. This email contains shipping and tracking information

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: FedEx
Tracking number: FD1434254523423
Date Shipped: 11/20/2020
3. Log in to VAOS and navigate to the Accounts tab.  
   • https://texasvaccines.dshs.texas.gov/

4. Select All Accounts from the drop-down list and select the facility that is receiving the shipment.
5. In the **Vaccine Shipments** box, click **View All**. You will be brought to a list where you may view the shipment status under **Status**.

6. Select the shipment for which you want to view tracking information from the list. You will be redirected to the **Vaccine Shipment Details** page.
7. On the **Vaccine Shipment Details** page, scroll to the **Shipment Information** section.

8. In the **Shipment Information** section, you can view the **Carrier, Shipment Tracking Number**, and other information related to the shipment.
Have Questions?

For questions about VAOS and accessing the dashboards, please contact us at COVID19VacMgmt@dshs.texas.gov