

Using the Pending Vaccine Request Object in VAOS

Responsible Entity (RE) Job Aid

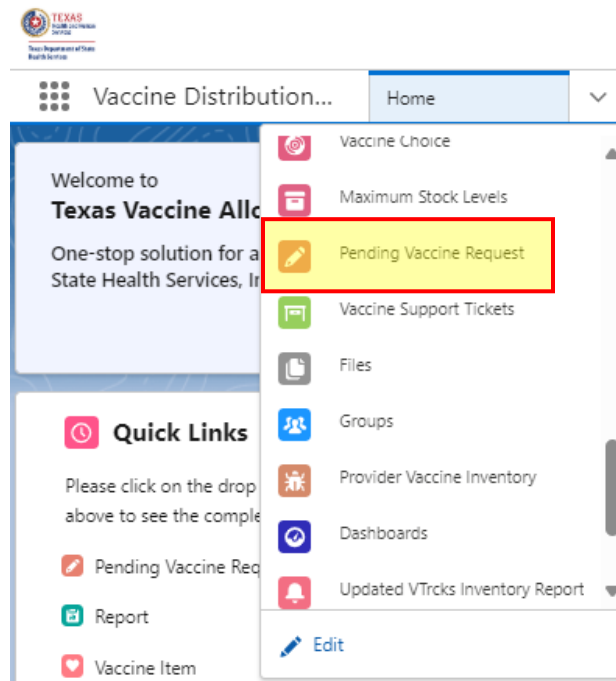
Last Updated 12/12/2024

Overview

This job aid explains how to review provider vaccine orders in the Vaccine Allocation and Ordering System (VAOS) using the Pending Vaccine Request object. This tool was created to search for and view provider orders within an REs' jurisdiction that are pending review and approval.

Step 1: Login to VAOS as an RE

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



Step 2: View the Search Criteria

When you navigate to the Pending Vaccine Requests object, all orders in Pending or On-Hold status within your jurisdiction will appear. To narrow down the orders shown on the page, you can search for an order, or set of orders, based on the following criteria:

- A date range of when the provider placed the order (Created Start and Created End)

- 6-digit Provider PIN

- Order Status (Pending, On-Hold)

To search for the order(s), simply enter the information and click Fetch.

In the example below, a 6-digit provider PIN was entered as the search criteria, to show only Pending or On-Hold orders for that facility.

MASTER ORDER NUMBER	VACCINE REQUEST NUMBER	ACCOUNT NAME	PROVIDER PIN	COUNTY	CITY	SUB REGION	CREATED DATE	VACCINE NAME	SUGGESTED QUANTITY	STATUS	VACCINE REQUEST TYPE	OUT OF OFFICE DATES	REASON FOR DEVIATION	EXPLAIN
00851971	00851971	ZZ TEST Data Purge	123456				2024-12-12	MMR II SDV 10 Pack; Ped	0	Pending	Open Order			

Step 3: View the Order Information

The Pending Vaccine Request object shows the following order fields:

- Master Order Number
- Vaccine Request Number
- Account Name
- Provider PIN
- County

- City
- Sub-Region
- Created Date
- Vaccine Name
- Suggested Quantity
- Status
- Vaccine Request Type ("Open Order")
- Out Of Office Dates
- Reason For Deviation
- Explain (Explanation for ordering over the suggested quantity, if applicable)
- Quantity Requested

If needed, you may also click on the Vaccine Request Number to view more information of the individual vaccine requested on one order.

VACCINE REQUEST NUMBER

00851971

Step 4: Edit Quantity Requested (Optional)

If needed, you may increase or decrease the quantity requested of a vaccine within an order by updating the number under Quantity Requested, which is the last order field listed on the right side of the page. Please note that you must update the order status to Approved or On-Hold right after entering the updated quantity requested, or the new quantity requested will not be saved.

QUANTITY REQUESTED

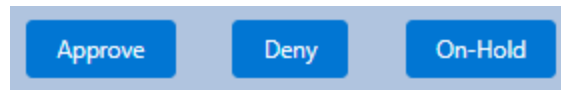
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As a reminder, you must ensure that the quantity requested remains a multiple of the vaccine's pack size when you are updating the amount. You will receive an error message and will not be able to save your changes if the quantity requested is out of pack size. The Vaccine Name listed on the page is a quick way to double check the pack size of the vaccine.

Step 5: Approve, Deny, or Put Orders On-Hold

After all pertinent provider information and reporting has been reviewed, you may use the Pending Vaccine Request Object to update the order status to Approved, Denied, or On-Hold, using the blue buttons located at the bottom of the page.



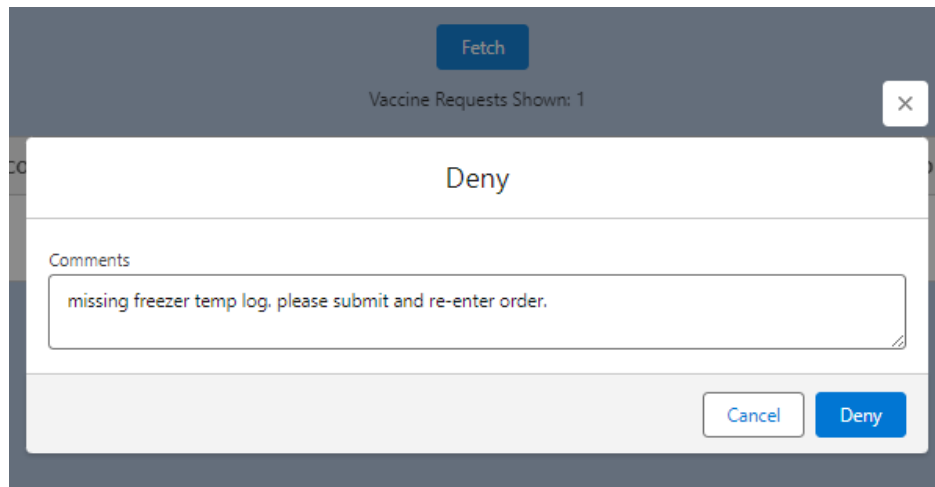
To update an order status, select the check mark(s) for each Vaccine Request Number within the Master Order Number, and click on the desired status.

If you are approving an order, a pop-up icon will populate on the screen to confirm that you reviewed temp logs, confirmed provider compliance, reviewed out-of-office dates, reviewed pending waste, and confirmed inventory reconciliation. Select the check marks on the pop-up icon, and then click **Approve**.

A screenshot of a web application interface. At the top, there is a 'Fetch' button and a status 'Vaccine Requests Shown: 1'. A modal dialog titled 'Approve' is open. It contains three items, each with a red asterisk and a checkbox: 'Reviewed temp logs, confirmed the provider is in compliance', 'Reviewed out of office dates to confirm conflicts', and 'Reviewed pending waste, confirmed inventory is reconciled'. At the bottom right of the dialog are 'Cancel' and 'Approve' buttons.

If you are denying an order or putting it On-Hold, a pop-up icon to enter a comment for the provider explaining the denial/delay in order approval. Enter a short comment, and then click **On Hold** or **Deny**.

A screenshot of a web application interface. At the top, there is a 'Fetch' button and a status 'Vaccine Requests Shown: 1'. A modal dialog titled 'On Hold' is open. It features a 'Comments' label above a text input field. The input field contains the text 'provider has expired vaccine that needs to be reported as waste.'. At the bottom right of the dialog are 'Cancel' and 'On Hold' buttons.



Fetch

Vaccine Requests Shown: 1

Deny

Comments

missing freezer temp log. please submit and re-enter order.

Cancel Deny

Repeat the process for all orders that are Pending or On-Hold. As a reminder, per TVFC/ASN program policy, orders must not remain Pending or On-Hold for longer than three days.

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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