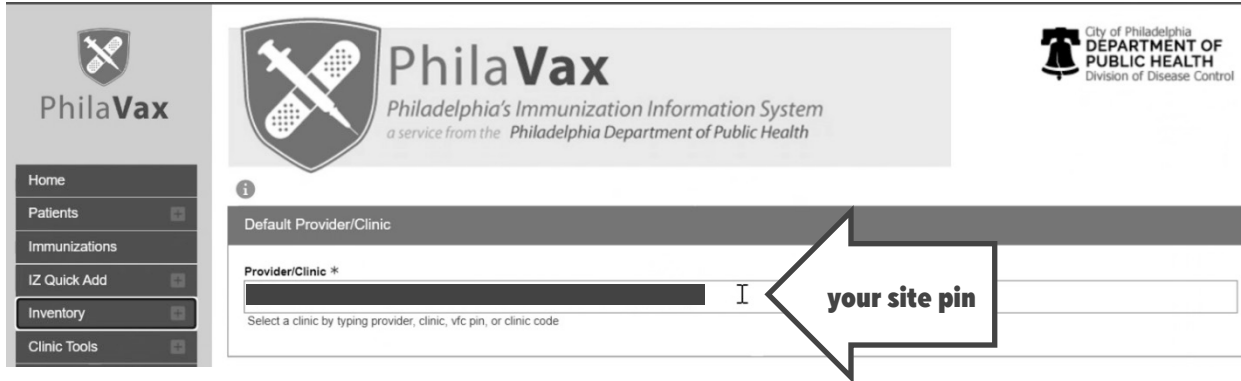


Rejected Orders Guide

Use this guide if your COVID-19 vaccine order has been rejected. Email dphproviderhelp@phila.gov if you have any questions.

1. Locate Your Site

Type your site pin into the PhilaVax home screen.



2. Locate Your Vaccine Orders

Select the "Inventory", then "Vaccines" then "Vaccine Orders" from the left-hand navigation plane.



Rejected Orders Guide

3. Select Your Clinic Inventory

Select your site pin from the “Clinic” drop down menu then click “Search”.

NEVER click on “Add New Vaccine Order” to manually add vaccines to your inventory. If you find a discrepancy with your inventory, please reach out to dphproviderhelp@phila.gov for help.

Vaccine Orders Learn More **Add New Vaccine Order** *DO NOT CLICK!*

Search

Clinic: **PDPH - DDC- IMMUNIZATION PROGRAM** Order Status: (ALL) Order Type: COVID-19

Order Date Range: From: 06/18/2023 Through: 09/18/2023 Date Submitted to VTrckS Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY

Previous Criteria Clear Search

4. Review Your Orders

Review previous orders (most recent will be at the top). Next, click on “View” next to the order that has been rejected to view the VFC Program comments.

Vaccine Orders Learn More **Add New Vaccine Order** *DO NOT CLICK!*

Search

Clinic: PDPH - DDC- IMMUNIZATION PROGRAM Order Status: (ALL) Order Type: COVID-19

Order Date Range: From: 06/18/2023 Through: 09/18/2023 Date Submitted to VTrckS Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY

Previous Criteria Clear Search

Order Number	Order Date	Order Status	Order Type	Date Submitted to VTrckS	Order Detail
PDPH - DDC- IMMUNIZATION PROGRAM - PROJ01					
20230918PROJ0101	09/18/2023	REJECTED	COVID-19		View
20230913PROJ0101	09/13/2023	APPROVED	COVID-19	09/13/2023	View

Rejected Orders Guide

5. Review Comments

Review VFC Program Comments then take action (email dphproviderhelp@phila.gov for clarity on next steps).

NOTE: At this time, rejected COVID orders cannot be edited like routine vaccine orders. If your COVID order is rejected, you must create a completely new order and resubmit it.

Vaccine Order ? i Learn More Cancel Links Select Action

Clinic: PDPH - DDC- IMMUNIZATION PROGRAM Last Approved Order Date: 09/13/2023

Order Number: 20230918PROJ0101 Order Date: 09/18/2023 Order Status: REJECTED Priority Reason: Date Submitted to VTrckS: MM/DD/YYYY

Clinic Comments:

VFC Program Comments: REQUEST FOR 400 DOSES IS EXCESSIVE

Vaccine Mfg | NDC | Brand/Packaging

BEGIN TYPING A VACCINE, MANUFACTURER CODE, NDC, OR BRAND/PACKAGING HERE

Intent: Quantity of Packages: Doses Per Package: Total Doses: Cost Per Package: Total Cost (\$):

Add To Order Clear

Vaccine	Mfg NDC	Brand/Packaging	Intent	Dose	Quantity	Doses	Total	Cost	Fund Type	Ancillary
COVID-19 (PFR) 5 thru 11y	PFR 59267-4331-02	Pfizer-BioNTech 2023-2024 (10 x 0.3mL vials)	PED	1	40	10	400	26180.00	PANDEMIC	Y
COVID-19 (PFR) 6m-4y	PFR 59267-4315-02	Pfizer-BioNTech 2023-2024 (10 x 3 dose vials)	PED	1	2	30	60	2932.80	PANDEMIC	Y
				Total Doses	Total Cost					
				460	\$29112.80					

6. Repeat Order

Repeat order process, refer to COVID order guide. If you need additional assistance, reach out to dphproviderhelp@phila.gov for help!