

# Guide to Check Order Status

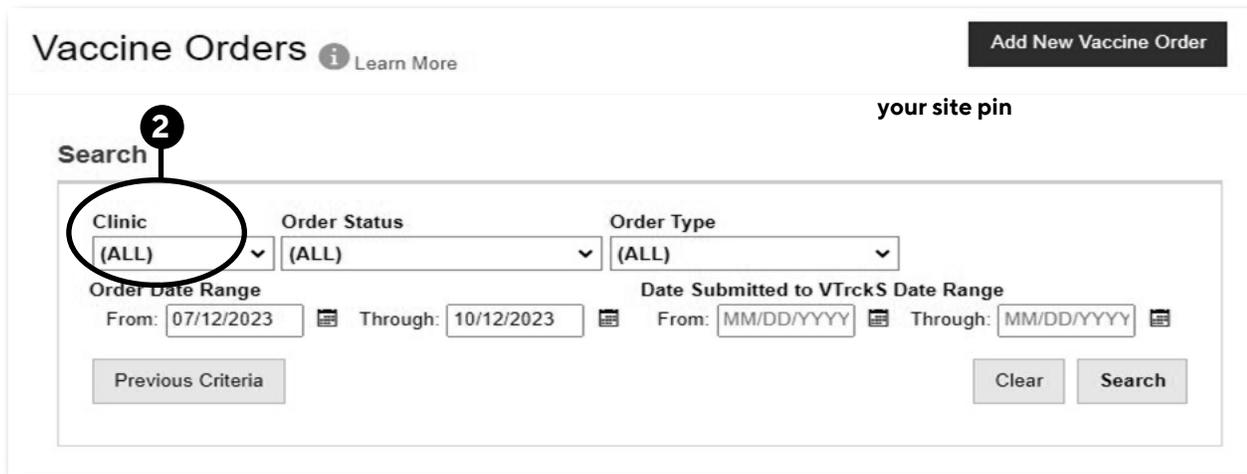
Follow these steps to check the status of your vaccine order.

If you have any questions reach out to [dphproviderhelp@phila.gov](mailto:dphproviderhelp@phila.gov).

1. Type in your site pin on PhilaVax home screen under **Default Provider/Clinic**. Select **Inventory**, then **Vaccines** then **Vaccine Orders** from the left-hand navigation plane



2. Select your **Clinic**, then click **Search**.



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3. Review the **Order Status** column:

- a) **Approved:** there's nothing more for you to do at this time.
- b) **Submitted for Approval:** If it has been more than 2 days since you submitted your order, follow up on the status of your order by emailing [dphproviderhelp@phila.gov](mailto:dphproviderhelp@phila.gov).
- c) **Rejected:** follow the below instructions.

4. Click **View** to the right of the **Rejected order**.

Vaccine Orders Learn More Add New Vaccine Order

Search

Clinic: (ALL) Order Status: (ALL) Order Type: (ALL)

Order Date Range: From: 07/24/2023 Through: 10/24/2023 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
20231024PU053701	10/24/2023	REJECTED	COVID-19		<b>View</b>
20231016PU053701	10/16/2023	APPROVED	COVID-19		View
20231013PU053702	10/13/2023	SUBMITTED FOR APPROVAL	INFLUENZA		View

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5. Review the notes from our team in the **VFC Program Comments box**.  
See below for how to address some common reasons:

a) **Missing Temps:**

- i. Email and upload your current DDL files for the dates indicated in the comment.
- ii. Once DDL files are emailed and uploaded, resubmit your order as outlined in step 6, below.

b) **Need to update the vaccine ordered:**

- i. To remove a vaccine from your order, click the **red x** to the right of the vaccine.
- ii. Review step 6 in the Guide to Ordering to add vaccine to your order.
- iii. Once your order is updated, resubmit your order as outlined in step 6, below.

The screenshot shows the 'Vaccine Order' interface. At the top right, there are buttons for 'Cancel', 'Links', 'Update', and 'Submit to VFC Program'. The 'Update' button has a small arrow to its right, which is circled with a callout '6'. Below the buttons is the 'Edit' section. It contains a 'COVID-19 Order' header and a 'View Vaccine Inventory Reconciliation' checkbox. There are input fields for 'Clinic', 'Last Approved Order Date' (10/03/2023), 'Order Number' (20231011PU053701), 'Order Date' (10/11/2023), 'Order Status' (IN WORK), 'Priority Reason', and 'Date Submitted to VTrckS' (MM/DD/YYYY). Below these are 'Clinic Comments' and 'VFC Program Comments' text areas. The 'VFC Program Comments' area is circled with a callout '5'. Below the comments is a search bar for 'Vaccine | Mfg | NDC | Brand/Packaging' with a placeholder 'BEGIN TYPING A VACCINE, LONGEST FIRST CODE, NDC OR BRAND/PACKAGING HERE'. There is a table with columns: Intent, Quantity of Packages, Doses Per Package, Total Doses, Cost Per Package, Total Cost (\$), Vaccine, Mfg, NDC, Brand/Packaging, Intent, Quantity of Packages, Doses Per Package, Doses, Cost, Fund Type. A row is shown for 'COVID-19 (MOD) 12+yrs' with Mfg 'MOD', NDC '80777-0102-95', Brand/Packaging 'Spikevax 2023-2024 (10 x 0.5mL ADU vials)', Intent '1', Quantity of Packages '10', Doses Per Package '10', Doses '10', Cost '856.10', and Fund Type 'VFAAR'. Below the table are 'Total Doses' (10) and 'Total Cost' (\$856.10). At the bottom right, there is a red 'x' icon circled with a callout '5 b) i'.

6. Click on the arrow to the right of **Update** then click on **Submit to VFC Program** to resubmit your order for review.  
Refer to the Guide to Ordering for more information on what to do next.