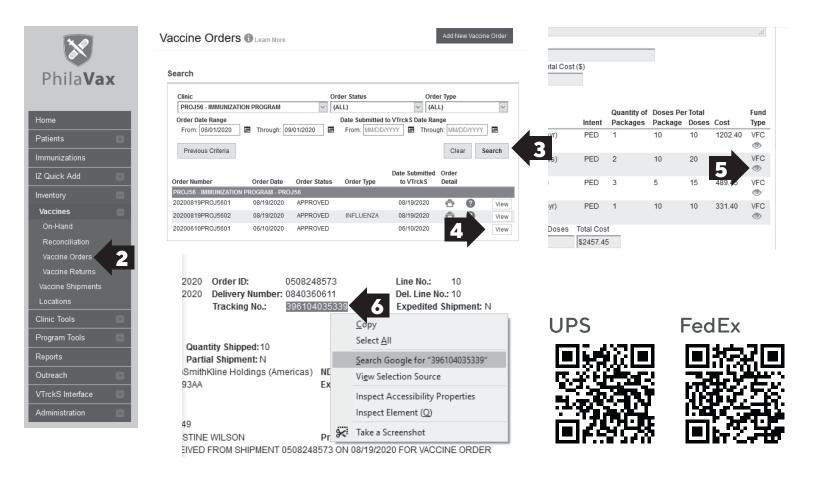
Inventory & Ordering

Vaccine Shipment Tracker Job Aid

Use this job aid to help track your vaccine shipment within PhilaVax! Have questions? Contact us at **dphproviderhelp@phila.gov**.

Step by Step Instructions

- 1. Log into PhilaVax.
- 2. From the left-side navigation panel select Inventory and then Vaccine Orders from the subsequent drop-down menus.
- 3. Select your clinic in the Clinic search box and then click Search.
- 4. Click on the **View** button next to the vaccine order you want to track.
- 5. Click on the **eye icon** to the right to any of the vaccines in the shipment. Shipment tracking information is added to PhilaVax the morning that your vaccine shipment is out for delivery. The **eye icon** will not be visible until the vaccine is out for delivery.
- 6. Copy the **Tracking No.** on the **Vaccine Shipment Details** page. To search for the tracking information for your vaccine shipment:
 - Visit the UPS or FedEx packing tracking websites by scanning the QR codes below. Shipper is indicated on the Vaccine Shipment
 Details page in the Carrier field.
 - OR, left click, hold, and drag to highlight the Tracking No. and then right click and select Search Google.



Key points

Contact our team immediately by emailing **DPHProviderHelp@phila.gov**, if:

- If it's been more than 7 business days since you placed your order and there is no eye icon.
- · If your order tracking indicates that your shipment was delivered but you have not received it.

