

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.

The screenshot shows the PhilaVax interface. On the left is a navigation menu with 'Vaccine Orders' highlighted (callout 2). The main area shows a search filter for 'PROJ56 - IMMUNIZATION PROGRAM' (callout 3) and a table of orders. The table has columns for Order Number, Order Date, Order Status, Order Type, Date Submitted to VTrckS, and Order Detail. The third row is selected (callout 4). Below the table, the 'Vaccine Shipment Details' page is shown, including Order ID, Delivery Number, and Tracking No. (callout 6). A right-click context menu is open over the Tracking No. with 'Search Google for...' selected. To the right, a table of shipment details is visible with callout 5 pointing to an eye icon. At the bottom right, there are QR codes for UPS and FedEx.

Intent	Quantity of Packages	Doses Per Total Package	Total Doses	Cost	Fund Type
PED	1	10	10	1202.40	VFC
PED	2	10	20	489.75	VFC
PED	3	5	15	489.75	VFC
PED	1	10	10	331.40	VFC

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.