

# 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](mailto: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. 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.

**PhilaVax**

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Vaccine Orders [Learn More](#) [Add New Vaccine Order](#)

**Search**

Clinic: PROJ56 - IMMUNIZATION PROGRAM | Order Status: (ALL) | Order Type: (ALL)

Order Date Range: From: 06/01/2020 Through: 09/01/2020 | Date Submitted to VTrckS Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY

Order Number	Order Date	Order Status	Order Type	Date Submitted to VTrckS	Order Detail
20200819PROJ5601	08/19/2020	APPROVED		08/19/2020	<a href="#">View</a>
20200819PROJ5602	08/19/2020	APPROVED	INFLUENZA	08/19/2020	<a href="#">View</a>
20200610PROJ5601	06/10/2020	APPROVED		06/10/2020	<a href="#">View</a>

Intent	Quantity of Packages	Doses Per Total Package	Total Doses	Cost	Fund Type
PED	1	10	10	1202.40	VFC
PED	2	10	20		VFC
PED	3	5	15	489.45	VFC
PED	1	10	10	331.40	VFC

Doses Total Cost: \$2457.45

2020 Order ID: 0508248573 | Line No.: 10  
 2020 Delivery Number: 0840360611 | Del. Line No.: 10  
 Tracking No.: **396104035339** | Expedited Shipment: N

Quantity Shipped: 10  
 Partial Shipment: N  
 SmithKline Holdings (Americas) NE  
 93AA EX

49  
 STINE WILSON Pr  
 IIVED FROM SHIPMENT 0508248573 ON 08/19/2020 FOR VACCINE ORDER

Context Menu:  
 Copy  
 Select All  
 Search Google for "396104035339"  
 View Selection Source  
 Inspect Accessibility Properties  
 Inspect Element (Q)  
 Take a Screenshot

### Key points

Contact our team immediately by emailing [DPHProviderHelp@phila.gov](mailto: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.