

Inventory & Ordering

Vaccine Shipment Tracker Job Aid

Use this job aid to help track your vaccine shipment within PhilaVax!

Contact us at dphproviderhelp@phila.gov if:

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

Step by Step Instructions

1. Log into [PhilaVax](#).
2. From the left-side navigation panel select **Inventory**, then **Vaccines**, 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 of 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](#) 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. then right click and select **Search Google**.

The screenshot illustrates the steps to track a vaccine shipment. It shows the navigation menu, the search results table, and the shipment details page with annotations 1 through 6.

Navigation Panel (Step 2):

- Inventory
- Vaccines
- On-Hand
- Reconciliation
- Vaccine Orders
- Vaccine Returns
- Vaccine Shipments
- Locations
- Clinic Tools

Search Results (Step 3):

Order Number	Order Date	Order Status	Order Type	Date Submitted to VTrcks	Order Detail
PROJ56 - IMMUNIZATION PROGRAM - PROJ56					
20200819PROJ5601	08/19/2020	APPROVED		08/19/2020	
20200819PROJ5602	08/19/2020	APPROVED	INFLUENZA	08/19/2020	
20200610PROJ5601	06/10/2020	APPROVED		06/10/2020	

Shipment Details (Step 5):

Intend	Quantity of Packages	Doses Per Package	Total Doses	Cost	Fund Type
x 10 syr)	PED 1	10	10	1202.40	VFC
10 vials)	PED 2	10	20	434.20	VFC
5 syr)	PED 3	5	15	489.45	VFC
x 10 syr)	PED 1	10	10	40	VFC
Total Doses	Total Cost				

Shipment Details (Step 6):

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

Entity Shipped: 10
Special Shipment: N
Kline Holdings (Americas) NC
Ex

Copy
Select All
Search Google for "396104035339"
View Selection Source
Inspect Accessibility Properties
Inspect Element (Q)