Guide to Check Order Status
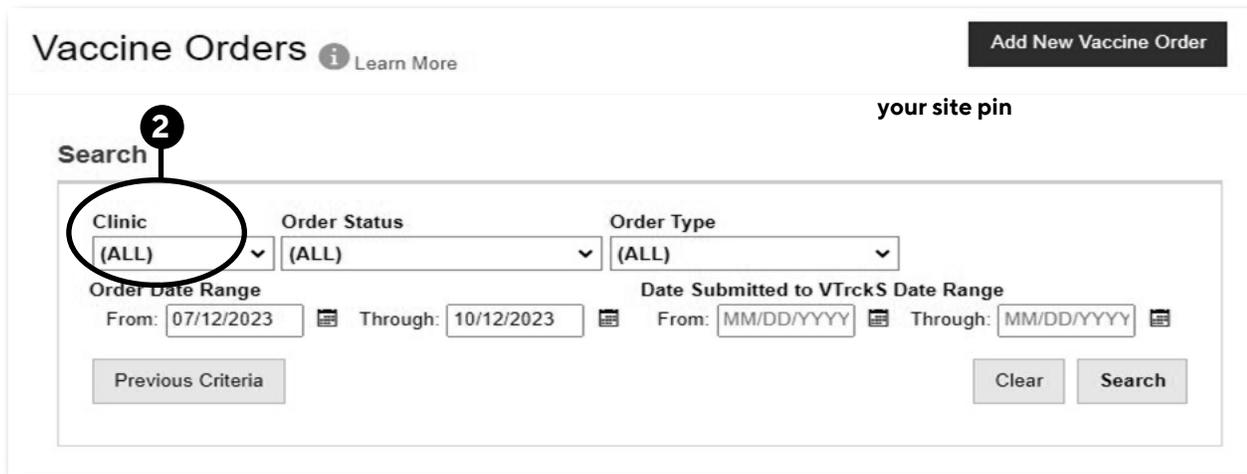
Follow these steps to check the status of your vaccine order.
If you have any questions reach out to dphproviderhelp@phila.gov.

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.

    c) **Rejected:** follow the below instructions.

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

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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 thecomment.
      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.

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.

Department of Public Health
Immunization Program
CITY OF PHILADELPHIA