

# Clinic Address & Delivery Hour Update Guide

## Have your clinic's address or delivery hours changed?

Follow the guide below to update your clinic's address and delivery hours.

Having trouble updating your information?  
Please email us at [dphproviderhelp@phila.gov](mailto:dphproviderhelp@phila.gov) for assistance.

## Address Change

**Primary Address** = mailing address

**Secondary Address** = shipping address where vaccine will be sent

1. From the left-side navigation panel, select **Clinic Tools**, then **Clinic Information** then **Address/Name**.

2. Enter the date you want the address change to go into effect.

3. Click **Clear** to remove the current address.

4. Enter the changes you wish to make to the site's address.

5. Make sure the **box** next to "Make Secondary Address same as Primary Address?" is **checked**.

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2. Enter the date you want the address change to go into effect.

3. Click **Clear** to remove the current address.

4. Enter the changes you wish to make to the site's address.

- If your address change is on the same day that you are placing an order, add a comment to the order.

### If Primary and Secondary addresses are **the same**:

5. Make sure the **box** next to "Make Secondary Address same as Primary Address?" is **checked**.

6. Press **Create** in the upper right hand corner to submit your change request.

**If Primary and Secondary addresses are different:**

5. **Uncheck** the “Make Secondary Address same as Primary Address?” **box**.
6. Enter your **Secondary address**.
7. Click **Create** in the upper right hand corner to submit your address change request after making sure both addresses are correct.

## Delivery Hours

1. Select **Clinic tools, Clinic Information, then Delivery Hours**.
2. Enter the times that deliveries will be accepted each day, **Monday through Thursday**.
  - a. If your office is closed for lunch during the day, **account for the break**
    - **Do not choose hours for Friday, Saturday, or Sunday**. At least one day must have **4 consecutive hours when you can accept shipments**.
3. **Check** the “Ship to mailing address instead of physical address?” **box** if you want your shipment sent to your **Secondary address** and **NOT your Primary address**.
4. Write any special instructions that the shipping company should be aware of.
5. Click **Update**, located at both the top or bottom of the page, to save your changes.