DElIVERYEXPRESS TRACKING INFORMATION GUIDE

The purpose of this document is to provide information on how to access DeliveryExpress' tracking site and find tracking information for school COVID-19 test orders that have been placed through the DOH School Test Request Form.

INFORMATION YOU NEED
You will need to have either the RequestID or DeliveryExpress tracking number for your order.

A RequestID will begin with VL and will end in three or four digits. An example is VL000 or VL9999.

A DeliveryExpress tracking number will start with DE and end in 7 digits. An example is DE0000000 or DE9999999.

DElIVERYEXPRESS TRACKING PORTAL
Once you have the RequestID or DeliveryExpress tracking number for the order you want to track, head to this link: https://deliveryexpresslogistics.dsapp.io/Customer
Enter your RequestID or DeliveryExpress tracking number into the text box and click the button titled ‘Track’.

For orders that have already been delivered, you will see a page with information including the tracking number, date and time delivery was completed, city that it was shipped from and city it was delivered to, and a history of the order.

For orders that are in progress, you will see a tracking number, expected delivery time, city shipped from and city to be delivered to, order history so far, and a progress bar.