



# IMPORTANT MESSAGE

California Department of Public Health  
Immunization Branch  
Vaccines for Children (VFC) Program  
850 Marina Bay Parkway  
Richmond, CA 94804

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August 31, 2018

## VFC Customer Service Center: Closures for September

Dear VFC Provider,

The VFC Program Customer Service Center will be closed on the following dates:

- Monday, September 3, 2018 (Labor Day Holiday)
- Tuesday, September 11, 2018 (all-day staff meeting)

Orders will continue to be received during these call center closures. Normal business hours will resume after each event. Please ensure that your practice has an adequate supply of VFC vaccines in stock to prevent running out of inventory during call center closures.

### Flu Vaccine Shipments:

- **Be prepared to receive multiple vaccine shipments during the initial part of the influenza year.** VFC's vaccine supply arrives at McKesson in multiple shipments. Your initial order may arrive in separate shipments, as vaccine becomes available to our vaccine distributor. Initial shipments are automatically processed as supply becomes available until all initial orders are fulfilled.
- **Look out for VFC's notifications a few days prior to flu orders shipping.** VFC notifies providers prior to the processing of each shipment, outlining the expected delivery timeframe and products to be shipped. Updated order fulfillment information is posted on [www.eziz.org](http://www.eziz.org) in the "Vaccine Order Status" section.

For any ordering or delivery questions, please call a VFC Customer Service Representative at (877) 243-8832 Monday through Friday 9am to 5pm or visit our website [EZIZ.org](http://EZIZ.org) for important VFC Program communications and information.