



# VFC Customer Service Center Updates

## Customer Service Center Closures

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

- Monday, February 17, 2020 (Presidents' Day)
- Tuesday and Wednesday, March 3-4, 2020 (Staff Meeting)
- Tuesday, March 31, 2020 (Cesar Chavez Day)

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 holiday closures.

## Continue Ordering Additional Flu Vaccine

Providers should continue to order remaining doses of 2019-2020 influenza vaccine (pre-booked, or allocated by VFC if pre-book was not submitted) for their practice.

As a reminder, flu vaccine usage and inventory are now required with every VFC vaccine order (both flu and non-flu vaccine orders). To expedite the submission and processing of your vaccine order, make sure you are ready to report VFC flu vaccine doses administered since the last order and the number of flu vaccine doses on-hand by lot number.

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

Thank you,



California Department of Public Health | Immunization Branch

Vaccines for Children (VFC) Program

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**Phone: 877-2GET-VFC (877-243-8832)**

**Fax: 877-FAXX-VFC (877-329-9832)**

**Email: [MyVFCVaccines@cdph.ca.gov](mailto:MyVFCVaccines@cdph.ca.gov)**