



# 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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November 4, 2015

## VFC Customer Service Center: Closures and Shipping Schedule for November 2015

Dear VFC Provider,

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

- Wednesday, **November 11, 2015** (Veterans Day)
- Monday, **November 16, 2015 from 11:00am-1:00pm** (Staff Meeting)
- Thursday and Friday, **November 26 - 27, 2015** (Thanksgiving Holiday)

Orders will continue to be received during these call center closures. Normal business hours will resume after each event.

**TIP:** Upon order submission, please allow up to 15 business days for the processing and delivery of your vaccine request. Make sure to place your vaccine request with sufficient inventory on hand (3 weeks recommended).

### Holiday Vaccine Shipment Schedule

VFC's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship VFC-supplied vaccines during the following dates:

- **November 24 - 27, 2015.**

Vaccine deliveries will resume the week of November 30, 2015.

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 us at our website: [www.eziz.org](http://www.eziz.org).

Are you not receiving VFC's emailed program letters and communications?  
Visit our website at [www.eziz.org](http://www.eziz.org) and log into MyVFCVaccines to check your email address. Also be sure to check your spam folder!