



# 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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December 1, 2016

## VFC Customer Service Center Closures and Shipping Schedule for December 2016 and January 2017

Dear VFC Provider,

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

- Wednesday and Thursday, **December 7 - 8, 2016** (All-Staff Meeting)
- Monday, **December 26, 2016** (Christmas Holiday)
- Monday, **January 2, 2017** (New Year's Holiday)
- Monday, **January 16, 2017** (MLK Holiday)

### Vaccine Orders

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.

### 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:

- **December 19, 2016 through January 2, 2017.**

Vaccine deliveries will resume the week of January 3, 2017.

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!