



# IMPORTANT MESSAGE

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

Toll Free Phone:  
877-2GET-VFC (877-243-8832)

Toll Free Fax:  
877-FAXX-VFC (877-329-9832)

July 3, 2013

## VFC Call Center Update

Dear VFC Provider,

Please refer to the following updates regarding On-line ordering and VFC's Call Center operation hours.

### MyVFCVaccines – Online Ordering

- MyVFCVaccines, VFC's online provider portal located on [www.eziz.org](http://www.eziz.org), has been experiencing technical difficulties and as a result, online ordering was disabled temporarily late last week.
- Critical issues affecting online ordering have been resolved and on-line ordering was enabled this week to all providers. However, we continue to work through connectivity issues within our state infrastructure affecting order processing timeframes. Please allow 5-7 business days for the processing and fulfillment of submitted orders.
- Please be assured that VFC is continuing to address and improve the online ordering system. Should you encounter any technical difficulties or errors, please report them to VFC.

### Order Processing Times

- Due to this week's holiday closure and technical issues related to on-line ordering, VFC is experiencing a high number of submitted and pending orders in the system. The processing of submitted orders has been expedited in order to fulfill orders as soon as possible.
- As a reminder, providers should ensure that orders are placed with at least 2 weeks of inventory on hand to allow for order processing and vaccine delivery without running out of inventory.

### Call Center Hours of Operations

- VFC's Call Center will be closed on Thursday, July 4<sup>th</sup> 2013 for the 4<sup>th</sup> of July holiday.
- Please do not hesitate to call the VFC Call Center at 1-877-243-8832. As a reminder, the VFC Call Center has new hours of operations. Monday through Fridays from 9:00 am to 5:00pm.

**Did you know VFC providers can now submit VFC vaccine orders online?  
Visit our website at [www.eziz.org](http://www.eziz.org) and log in MyVFCVACCINES!**