

# Ordering Vaccines

## California COVID-19 Vaccination Program



All active and approved providers may submit vaccine requests in myCAvax. Requests may be submitted as Standard Orders or Small Orders, and through the Vaccine Marketplace. All vaccines, constituent products, and ancillary supplies are procured and distributed by the federal government at no cost to approved providers. Request vaccines for each vaccination site (if possible) to avoid breaks in the cold chain.

### Key Points

- Sites may submit Standard and Small Order requests throughout the week, but requests will be processed twice weekly; see [Ordering & Distribution Cadence](#) for delivery days by order date
- Local health departments (LHDs) review order requests and allocate vaccines; CDPH submits orders to CDC for fulfillment
- Location Coordinators are emailed once requests are approved and orders are submitted to CDC
- Request doses in multiples according to vaccine packaging for standard orders (or vial size for Small Order requests)
- To calculate order quantity, start with your expected appointment capacity and factor in any doses on hand; if your forecast falls short, you may submit another order request
- Report number of doses administered (since previous order) and doses on hand (at time of order)

### Vaccine Products & Kits

Providers may request orders for all available vaccine products available in myCAvax. Ancillary kits will be automatically added to orders to match vaccine product and do not require additional action; kits arrive within 48 hours of vaccine.

CDC will use McKesson to fulfill orders for most vaccine products and associated ancillary supplies. Vaccine products with ultra-cold temperature requirements (currently Pfizer) will ship directly from the manufacturer.

For product or kit details including kit supplies, and vial tray or outer carton dimensions, please refer to the [COVID-19 Vaccine Product Information Guide](#). For minimum quantities for standard orders, vaccine administration, and storage and handling details, refer to the [COVID-19 Vaccine Product Comparison Guide](#).

### Use Vaccine Marketplace to Get Doses Quickly

Before placing an order request, check the myCAvax Vaccine Marketplace to see if doses are available locally. The Vaccine Marketplace allows providers to post excess or short-dated inventory that can't be used and to request vaccine doses. (For recorded training and job aids, see [Vaccine Marketplace](#).)

Local health departments will review order requests and check the marketplace to see if orders can be fulfilled locally. If a match is found, Location Coordinators will be contacted to arrange for vaccine transport, and the order request will be rejected with an explanation that the order was filled through the marketplace.

### **Follow these tips to help make Vaccine Marketplace transactions go smoothly:**

- Before posting Pfizer vaccine, make sure you have enough diluent and ancillary supplies to send with the vaccine; Pfizer vaccine cannot be transferred without the diluent.
- Share state-allocated doses only; please do not post vaccine from federal supplies.
- Contact the [COVID Call Center](#) if you need assistance with finding a match or arranging courier service.
- Close posts if vaccine is no longer available (expired, already transferred, or decided to keep).
- See job aids for [providers](#) and [LHDs, recording training](#), and [FAQs](#).

## **Vaccine Marketplace Courier**

To help providers more easily transfer unused vaccine, CDPH can now provide a courier for vaccines that have been matched on the [Vaccine Marketplace](#) in myCAvax. The courier can transport vaccine across any distance, so use of the courier may facilitate in matches across longer distances or for providers who are unable to transport/pickup vaccine for any reason.

The sending providers will need to properly pack the vaccine in a qualified vaccine transport container with a data logger. The courier will return the vaccine transport container and data logger to the original provider after the delivery is completed. To arrange for the courier, providers can contact the [COVID Call Center](#) once their vaccine has been matched on the Vaccine Marketplace.

See the CDC [Storage and Handling Toolkit](#) for more information on packing vaccine for transport. Providers should include the [Vaccine Transport Log](#) with the vaccine to ensure both the sending and receiving providers have a complete record of the transport.

## **Small Orders (shipped by TPR)**

The Small Order functionality in myCAvax allows providers who do not have the need or capacity to store Pfizer vaccine in the standard lot size to place a vaccine order in smaller quantities. Vaccine will be redistributed by Third Party Redistributor (TPR) AmerisourceBergen. ([Read more.](#))

Providers who have been selected by their LHDs will see the Small Order option when filling out vaccine order requests. LHDs may choose to send small orders from the Third-Party Redistributor (TPR) or redistribute vaccine from their own supplies. (See [job aid](#) and [video](#).)

### **Reminders:**

- Submit Small Order requests only when a standard-size order cannot be accommodated, or doses cannot be found on the Vaccine Marketplace in myCAvax.
- Your LHD may set a specific minimum order size and delivery options.
- The number of doses requested must correspond to vial size.
- An automated email will be sent to providers when a vaccine order fulfillment is “pending.”
- [Report waste, excursion, and shipping incidents](#) that may occur.

## Notifications

Location Coordinators receive critical email notifications, including order status changes, order confirmation, advance shipment notice of product and kits, Pfizer temperature monitoring in transit, Pfizer/Controlant temperature monitoring of shippers, and more. To ensure emails aren't blocked by firewalls or sent to Junk folders, add [these senders](#) to your contact list and work with your IT staff to include in your organization's email whitelist.

## Shipment Details

Never reject a vaccine shipment. Shipments will be delivered to the provider's shipment address within the provider's receiving days/hours as recorded in myCAVax. Ensure data is accurate to avoid shipment delays and wasted vaccine.

## Receiving & Storing Vaccines

COVID-19 vaccines have different receiving processes and storage requirements. Any shipping incidents (including product viability, damage or packing slip discrepancies) must be reported the same day. Step-by-step job aids for receiving and storing vaccines can be found on EZIZ's [Vaccine Management](#) website.

For Small Order requests, see Receiving Redistributed Small Orders [job aid](#) and [video](#).