Ordering Vaccines
California COVID-19 Vaccination Program

Active and approved providers may request vaccines in myCAvax as vaccine orders (Standard or Small Order) and through Vaccine Marketplace. Doses may be used for primary series, and additional and booster doses as authorized. Vaccines and ancillary kits are procured and distributed by the federal government at no cost.

Vaccine Products & Kits
Available vaccine products and configurations are dependent on vaccine supply. Ancillary kits will be automatically added to orders to match vaccine product and do not require additional action. Providers may opt out of ancillary kits for Moderna and Janssen (J&J) vaccines only.

CDC will use McKesson to fulfill orders for 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 a comparison of vaccine administration and storage & handling details by product, refer to the COVID-19 Vaccine Product Comparison Guide.

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, Controlant temperature monitoring of shippers used for temporary vaccine storage, 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.

Vaccine Order Requests

- Submit Standard and Small Order vaccine requests on Mondays by 5 PM (secondary catch-up on Wednesdays); requests may be submitted throughout the week but are processed twice weekly
- Submit Small Order requests only when a standard-size order cannot be accommodated, or doses cannot be found on the Vaccine Marketplace (see Small Orders below)
- See Ordering & Distribution Cadence Calendar for expected vaccine delivery schedule; kits arrive within 24-48 hours of vaccine
- Requests are reviewed and approved by local health departments (or multi-county entities); approved orders are processed by California Department of Public Health (CDPH)
- Standard orders are transmitted to CDC for fulfillment; small orders may be fulfilled by LHDs or packaged and redistributed by AmerisourceBergen
- Location Coordinators are emailed once requests are approved and orders are submitted to CDC
- Orders transmitted to CDC cannot be canceled
When Submitting a Vaccine Order Request

- Check inventory on hand first; order what’s needed based on current and future vaccination efforts; re-order as needed
- Request doses in multiples according to vaccine packaging for standard orders (or vial size for small order requests) with each order
- Report *doses administered* (since previous order) and *doses on hand* (at time of order) with each order
- Vaccines ship to the location’s shipping address in myCAvax
- *For large off-site events that can administer the minimum order:* Ship vaccines to arrive at least the day before the event
- *For mobile clinics, PODs, and temporary sites that lack a shipping address:* Vaccines must be received at the primary location and transported to the clinic

To Minimize Shipment Delays

Ensure the following information is accurate and complete in myCAvax for your location. Contact the COVID Call Center for assistance if needed.

- shipping and administration addresses
- phone numbers and emails (primary and backup Location Coordinators)
- Receiving days and hours (locations must offer full-day receiving hours to facilitate delivery, or minimally a four-hour window on a weekday other than Monday)

Small Order Requests

Providers selected by their local health departments (LHDs) will see the Small Order option when filling out vaccine order requests in myCAvax. The Small Order functionality allows providers who do not have the need or capacity to store COVID-19 vaccine in the standard lot size to place a vaccine order in smaller quantities.

Local health departments may choose to redistribute vaccine from their own supplies or have AmerisourceBergen (California’s Third-Party Redistributor, or TPR) fulfill small order requests.

AmerisourceBergen packages and redistributes Pfizer pediatric (5-11 years) and Pfizer 12+ years (purple cap) formulations. Purple cap product will be phased out starting 12/23/21, though sites may continue to receive shipments until supply chain is depleted. AmerisourceBergen will begin fulfilling orders for Comirnaty after purple cap inventory is depleted.

Local health departments may offer Pfizer, Comirnaty, and Moderna vaccine products.

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
- **For local orders:** Local health departments set the minimum order (<300 doses)
- **For TPR orders:** Minimum quantity of 30; maximum order is 450 for adult Pfizer and 90 for pediatric Pfizer; number of doses requested must correspond to vial size
- An automated email will be sent to providers when a vaccine order fulfillment is “pending”
• The TPR fulfills and ships orders within 48 hours of receiving the shipping file from CDPH (typically Wednesdays and Fridays) and the vaccine/ancillary supplies should be received by the providers within 24 hours of shipment, Tuesdays through Fridays (see Ordering & Distribution Cadence Calendar)

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 inventory (excess or short-dated that can’t be used) to minimize wastage, and request doses.

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-BioNTech vaccine, make sure you have enough diluent and ancillary supplies to send with the vaccine; Pfizer-BioNTech 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, California offers a courier service for vaccines that have been matched on the Vaccine Marketplace in myCAvax. The courier can transport vaccine across any distance, or for providers who are unable to transport/pick up vaccine for any reason.

Sending providers must 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 Transporting Vaccines for more information on packing for transport. Pack Vaccine Transport Log with vaccines to ensure both the sending and receiving providers have a complete record of the transport.

Receiving Shipments

Never reject a vaccine shipment. COVID-19 vaccines have different receiving processes and storage requirements. Refer to these job aids for receiving and storing Pfizer-BioNTech Vaccine Products, Moderna, and Janssen (J&J). For small orders, refer to Receiving Redistributed Small Orders and video.

Report shipping incidents (including product viability, damage or packing slip discrepancies) the same day. Vendor support numbers are included in the job aid.