

# Reporting Shipment Incidents



## California COVID-19 Vaccination Program

Vaccine shipments must be received and inspected immediately upon arrival. (See Receiving & Storing [Pfizer](#) | [Moderna](#) | [Janssen](#) Vaccine for details.) Report all shipment incidents for vaccine product or kits (including product viability, damage or packing slip discrepancies) the same day the shipment arrived at the office as documented by the carrier.

## Centrally Distributed Vaccines (McKesson)

**Moderna and Janssen vaccines and standard ancillary supply administration kit ship from McKesson. McKesson requires that shipment incidents be reported the day of receipt for resolution.**

- Shipping packing slip must be compared against what was ordered and contents in the box; any discrepancies (e.g., missing doses or overage) must be reported immediately upon discovery
- Note the box (if multiple boxes were received) and its tracking number
- Scan and attach the packing list for all incidents
- Include picture of the TagAlert temperature monitoring device and its location in the shipping container (for temperature excursions only)

Login to the myCAvax provider system and click **Vaccine Inventory** to gather the information needed to resolve the shipping incident. Then contact the manufacturer or McKesson to resolve the incident directly and report the case number and any resolution in your shipment incident report.

	Point of Contact	Contact Info
<b>General Vaccine Shipment Issues</b>	McKesson Customer Service	(833) 343-2703 Mon-Fri, 8 a.m. - 8 p.m. ET Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a>
<b>Temperature Excursions during shipment</b>	McKesson Customer Service	<b><u>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine.</u></b> Questions/concerns about vaccine viability issues during shipment must be reported on the <u>same day as delivery</u> .  <b>Phone:</b> (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET <b>Email:</b> <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a> (only send email if after hours)
<b>Ancillary kit issues</b>	McKesson Customer Service	Phone #: 833-272-6634 Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
<b>Moderna/Janssen vaccine shipment has a problem</b>		Report shipment incident using myCAvax

<b>Moderna/Janssen ancillary kit has a problem</b>	McKesson Specialty	Phone #: (833) 343-2703 Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a>
<b>J&amp;J/Janssen vaccine shipment has a problem</b>		Phone: 800-565-4008 (or) 1-908-455-9922 Email: <a href="mailto:JSCCOVIDTEMPEXCURSION@its.jnj.com">JSCCOVIDTEMPEXCURSION@its.jnj.com</a>

## Direct-Shipped Vaccine (Pfizer)

**Pfizer vaccine, large combined ancillary supply kit (for administration, mixing, and diluent) and dry ice kit ship directly from Pfizer. McKesson requires that shipment incidents be reported the day of receipt for resolution.**

- Shipping packing slip must be compared against what was ordered and contents in the box; any discrepancies (e.g., missing doses or overage) must be reported immediately upon discovery
- Note the box (if multiple boxes were received) and its tracking number
- Scan and attach the packing list for all incidents

Login to the myCAvax provider system and click **Vaccine Inventory** to gather the information needed to resolve the incident. Then contact Pfizer to resolve the incident directly and report the case number and any resolution in your shipment incident report.

	Point of Contact	Contact Info
<b>Vaccine shipment issue</b>	Pfizer Customer Service	Phone # (800) 666-7248 (Option 8) Email: <a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
<b>Ancillary kit or dry ice kit issue</b>	McKesson MedSurg	Phone #: 833-272-6634 Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>