

Orders & Distribution

California COVID-19 Vaccination Program

V. 7/2021

Welcome

COVID-19 vaccines, constituent products, and ancillary supplies are procured and distributed by the federal government at no cost to providers.

This lesson introduces orders and distribution plus key myCAvax functionality you'll use to track order status and shipments.

By the end of this lesson, you'll be able to

- explain how vaccines are ordered,
- explain how you'll be notified of orders & shipments, and
- track order status and shipments.

Review Time: about 15 minutes



What You'll Learn

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Orders

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Distribution

Overview

Orders

Providers may request orders for all available vaccine products. Ancillary kits will be automatically added to match vaccine product.

- Moderna offers 140- and 100-dose configurations; ancillary kits are the same
- Moderna 100 will be phased out when inventory is depleted
- Pfizer 1170-dose configuration ships with initial dry ice kit; source dry ice if storing vaccines in thermal shipper for more than 5 days
- Pfizer 450 ancillary kit contains 100% 1” needles; if you need 900 or more doses, order Pfizer 1170; no dry ice refresher shipped for this configuration

For product or kit details including dimensions and kit supplies, see [Vaccine Product Information Guide](#). Also see [Vaccine Product Comparison Guide](#).

Key Concepts

- [Vaccine Product Information Guide](#)
- [Vaccine Product Comparison Guide](#)

How Do I Order Vaccines?

Orders

All active and approved providers may submit order requests in the myCAvax **Vaccine Orders** tab. Ship vaccines to administration site (if possible) to protect the cold chain.

- Submit requests on **Mondays by 5 pm**; shipments delivered the following Mon-Tue
- Local health departments review order requests and allocate vaccines and CDPH submits orders to CDC
- Location Coordinators will be emailed once order requests are approved and when orders are submitted to CDC on Fridays
- Request doses in multiples according to vaccine packaging; smaller order sizes available mid-June
- To calculate quantity, start with your expected appointment capacity and factor in any doses on hand; if your forecast falls short, submit another order the following Monday
- Report number of doses administered (since previous order) and doses on hand (at time of order)

Resources: See [Ordering Vaccines](#) program job aid and myCAvax job aid and video.

Key Concepts

- [Vaccine Product Information Guide](#)
- [Vaccine Product Comparison Guide](#)
- [Ordering Vaccines](#)

Use Marketplace for Quicker Delivery

Orders

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.

All active providers may request doses posted in the marketplace and in smaller quantities than routine minimum order quantities.

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.

Key Concepts

- [Vaccine Product Information Guide](#)
- [Vaccine Product Comparison Guide](#)
- [Ordering Vaccines](#)

How Will I Be Notified of Orders?

Orders

Location Coordinators (Section B in myCAvax) receive emailed notifications regarding order status changes (pending, approved, rejected) and order confirmation once the order is submitted to CDC.

Important: Providers are notified by email for all aspects of the vaccination program. To ensure emails aren't blocked by firewalls or sent to Junk folders, add critical senders to your contact list and work with your IT staff to include them in your organization's email whitelist.

Resources: Refer to [Critical Systems & Senders](#) for senders your IT should whitelist to ensure they aren't blocked by your firewall.

Key Concepts

- [Critical Systems & Senders](#)

How Can I Check Order Status?

Orders

Location Coordinators view order status in myCAvax. Retrieve the Location and click on **Order Number** to view order status and order details:

- **Submitted** (provider submitted order request to LHD * for review)
- **Approved** (order request has been approved)
- **Fulfillment pending** (CDPH transmitted order to CDC for fulfillment)
- **Complete** (CDC shipment info added to order; order now complete)
- **Expired** (no action on order for 21+ days)

Orders transmitted to CDC cannot be canceled; please do not call McKesson or Pfizer for assistance. Contact the COVID Call Center or your local health department to transfer vaccines to another provider.

* LHD = Local Health Department

The screenshot shows the 'Vaccine Order' details for order number 00024387. The account name is 'Marathon Clinic #164', the order record type is 'Provider Location Order', and the vaccine is 'Moderna COVID-19 Vaccine'. The 'DETAILS' tab is selected, showing fields for Account Name, Vaccine, Doses Requested (300), Doses in the Order to be used for dose 2 (300), Doses Administered (300), Fund Type (PAN), and Approved Quantity (300). The 'Additional Information' section shows the Order Start Date as 3/3/2021 and the Status as 'Approved', which is highlighted by an orange arrow.

Vaccine Order 00024387		
Account Name Marathon Clinic #164	Order Record Type Provider Location Order	Vaccine Moderna COVID-19 Vaccine
DETAILS RELATED		
Account Name Marathon Clinic #164	Provider PIN 223	
Vaccine Moderna COVID-19 Vaccine	NDC Code 80777-0273-99	
Doses Requested 300	Comments/Extra Q	
Doses in the Order to be used for dose 2 ⓘ 300		
Doses Administered 300		
Fund Type PAN		
▼ Additional Information		
Approved Quantity 300	Order Comments	
Order Start Date 3/3/2021	Status Approved	

What Ship-To Address Is Used?

Orders

Vaccines ship to the location's shipping address in myCAvax. Make sure location addresses in myCAvax are accurate.

For large off-site events that can administer the minimum order: Ship vaccines to arrive at least the day before the event. Clinic must be able to store vaccines according to CDC's [Vaccine Storage and Handling Toolkit](#).

For mobile clinics and PODs and temporary sites that lack a shipping address: Vaccines must be received at the primary location and transported to the clinic according to manufacturer transport recommendations.

Resources: See [Repositioning Vaccines: Guidance for Satellite, Temporary, and Off-Site Clinics](#).

Key Concepts

- [Critical Systems & Senders](#)
- [Vaccine Storage & Handling Toolkit](#)
- [Guidance for Satellite, Temporary, and Off-Site Clinics](#)

What You'll Learn



Distribution

Overview

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

Shipper	Pfizer Vaccine	Pfizer Ancillary Kit	Pfizer Dry Ice Kit	Moderna Vaccine	Janssen Vaccine	Standard Ancillary Kit
McKesson				✓	✓	✓
Pfizer	✓	✓	✓			

Resources: See CDC's [Vaccine Product Information Guide](#).

Key Concepts

- [Vaccine Product Information Guide](#)

How Will I Be Notified of Shipments?

Distribution

Location Coordinators receive these notifications:

- Order acknowledgement (indication your order was received by McKesson)
- Advance shipment notices for vaccine, ancillary kits, and dry ice recharge kit (McKesson and Pfizer)
- Pfizer temperature reports (in-transit temps recorded by thermal shippers)
- Controlant Monitoring Service (if storing vaccines in thermal shippers)

Resources: See [Critical Systems & Senders](#) for a list of critical systems and senders; work with your IT department to ensure these emails aren't blocked by firewalls.

Key Concepts

- [Critical Systems & Senders](#)

How Can I Minimize Shipment Delays?

Distribution

Ensure the location's shipping and administration addresses, and shipping days/hours, are accurate and complete in myCAvax.

Locations should offer full-day receiving hours to facilitate delivery, or minimally a four-hour window on a weekday other than Monday. All orders must contain an up-to-date phone number and a monitored email address.

Key Concepts

- [Critical Systems & Senders](#)
- [COVID-19 Vaccine Product Information Guide](#)

▼ Coordinator Information	
First Name	First Name
Lillian	Oswald
Middle Initial	Middle Initial
Last Name	Last Name
Disney	Jones
Email	Email
trainingtester1004@gmail.com	trainingtester1003@gmail.com
Telephone	Telephone
(888) 444-5555	(888) 444-6666
Extension Number	Extension Number

*Primary & Backup
emails & phone*

▼ Coordinator Availability to Receive Shipment				
Monday AM From	08:00 AM		Monday AM To	12:00 PM
Monday PM From	12:00 PM		Monday PM To	04:00 PM
Tuesday AM From	08:00 AM		Tuesday AM To	12:00 PM
Tuesday PM From	12:00 PM		Tuesday PM To	04:00 PM
Wednesday AM From	08:00 AM		Wednesday AM To	12:00 PM
Wednesday PM From	12:00 PM		Wednesday PM To	04:00 PM
Thursday AM From	08:00 AM		Thursday AM To	12:00 PM
Thursday PM From	12:00 PM		Thursday PM To	04:00 PM
Friday AM From	08:00 AM		Friday AM To	12:00 PM
Friday PM From	12:00 PM		Friday PM To	04:00 PM

*Location's receiving
Days & Times*

When Should I Expect Shipments?

Distribution

Providers can typically expect this distribution schedule:

- Orders ship within 48 hours of order approval
- Vaccines and ancillary kits ship separately but arrive within roughly 24 hours
- Plan for vaccine shipments arriving Mon-Tue

Never reject a vaccine shipment for any reason to minimize vaccine waste.

Key Concepts

- [Critical Systems & Senders](#)
- [COVID-19 Vaccine Product Information Guide](#)

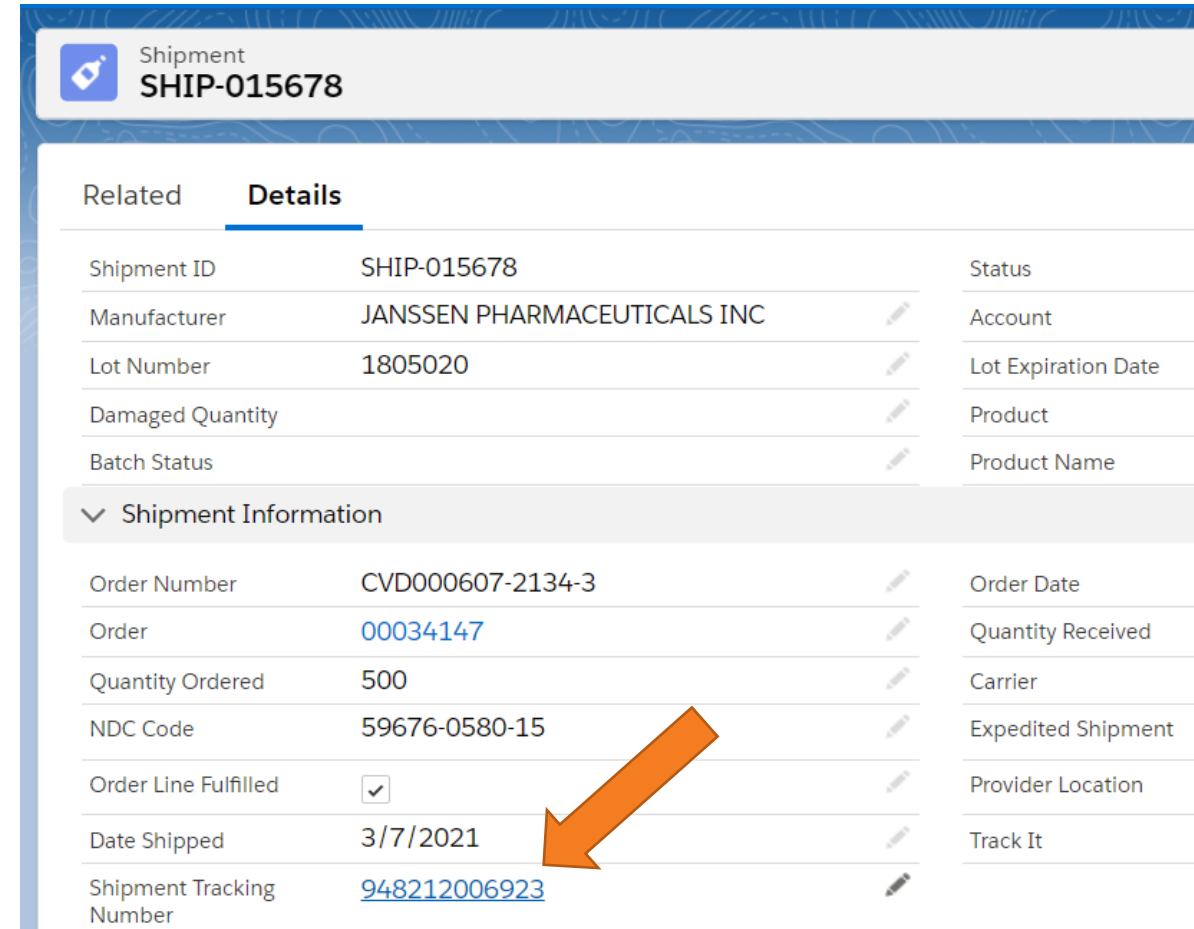
How Can I Track Shipments?

Distribution

Providers can track shipments in myCAvax using the **Shipment** menu option. Click on **Shipment ID** to access

- Product and quantity
- Carrier
- Date shipped
- Shipment tracking number (for order status COMPLETE)

Resources: Click training link in myCAvax to access “Viewing a Shipment Record” job aid and video.



Shipment SHIP-015678		
Related	Details	
Shipment ID	SHIP-015678	Status
Manufacturer	JANSSEN PHARMACEUTICALS INC	Account
Lot Number	1805020	Lot Expiration Date
Damaged Quantity		Product
Batch Status		Product Name
▼ Shipment Information		
Order Number	CVD000607-2134-3	Order Date
Order	00034147	Quantity Received
Quantity Ordered	500	Carrier
NDC Code	59676-0580-15	Expedited Shipment
Order Line Fulfilled	<input checked="" type="checkbox"/>	Provider Location
Date Shipped	3/7/2021	Track It
Shipment Tracking Number	948212006923	

Summary

You have now completed the lesson. You should now be able to perform the following tasks:

- **explain how vaccines are ordered**
Providers submit order requests from the myCAVax **Vaccine Orders** tab; order requests are subject to review and approval.
- **explain how you'll be notified of orders & shipments**
Location Coordinators receive emails of order status changes, order confirmation, and advance shipment notices for products & kits.
- **track vaccine order status and shipments**
Retrieve the location's orders in myCAVax to view order status, and use the Shipment menu option to access shipment details.



Got Questions?

Go to eziz.org/covid for program updates, job aids, contact information, and more

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

Provider Support

COVID Call Center

Email: [For Program Info](#)
Phone: (833) 502-1245
Hours: Mon–Fri, 8AM–6PM

myCAvax Help Desk

Email: [For Technical Support](#)
Phone: (833) 502-1245,
option 2

Program Education and Support:

- [Provider Office Hours and myCAvax Training Sessions](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Frequently Asked Questions](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Other Key Resources:

- [Vaccine Management at a Glance](#)
- [Vaccine Administration at a Glance](#)
- [Reporting at a Glance](#)

Got Questions?

Log in to myCAvax and click **VIEW ALL TRAINING RESOURCES** (or the **Training** tab at the top) to access system job aids and videos



Home

Training

Organization

Locations

Thank you for joining California's fight against COVID-19

Enroll location



Preparation & Training

Organization

Locations

State Review

The progress bar tracks the overall status of the enrollment. To see the specific status of a location, please refer to the

Resources and Job Aids

We regularly update our job aids and training materials to keep your team current on the latest processes for the COVID-19. Check back here for the most updated information.

[VIEW ALL TRAINING RESOURCES](#)



Done!

- You have completed the Orders & Distribution lesson.
- Click “EXIT” at the top of page.