



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)

December 1, 2017

VFC Customer Service Center Closures and Shipping Schedule for December 2017 and January 2018

Dear VFC Provider,

The VFC Program Customer Service Center will be **closed** on the following dates:

- Tuesday and Wednesday, **December 5-6, 2017** (All-Staff Meetings)
- Monday, **December 25, 2017** (Christmas Holiday)
- Monday, **January 1, 2018** (New Year's Holiday)
- Monday, **January 15, 2018** (MLK Holiday)

Orders will continue to be received during these call center closures. Normal business hours will resume after each event. Please ensure that your practice has an adequate supply of VFC vaccines in stock to prevent running out of inventory during holiday closures.

Holiday Vaccine Shipment Schedule:

The VFC Program's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship vaccines during the following dates:

- **December 19, 2017 through January 1, 2018.**

Please submit routine vaccine orders and supplemental flu vaccine orders by **December 12** to ensure adequate time for processing prior to the holiday. Normal vaccine deliveries will resume on January 2, 2018.

For any ordering or delivery questions, please call a VFC Customer Service Representative at (877) 243-8832 Monday through Friday 9am to 5pm or visit our website EZIZ.org for important VFC Program communications and information.

December 3-9 is National Influenza Vaccination Week!
Everyone 6 months and older is recommended to get an annual flu shot.
Be a flu fighter!