



IMPORTANT MESSAGE

California Department of Public Health
Immunization Branch
Vaccines for Children (VFC) Program
850 Marina Bay Parkway
Richmond, CA 94804

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November 9, 2017

VFC Customer Service Center: Closures and Holiday Shipping Schedule for November

Dear VFC Provider,

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

- Friday, November 10, 2017 (Veterans Day Observed)
- Thursday, November 16, 2017 from 11:30am-1pm (Staff Meeting)
- Thursday and Friday, November 23-24, 2017 (Thanksgiving 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.

November Holiday Vaccine Shipment Schedule:

There will be limited shipping the week of November 20th and the VFC Program's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship vaccines during the following dates in November:

- **Wednesday, November 22, 2017 through Friday, November 24, 2017.**

Please submit vaccine orders by November 15 to ensure adequate time for processing prior to the holiday. Normal vaccine deliveries will resume the week of November 27, 2017.

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.