



December 2, 2019

# VFC Customer Service Center Updates

## Customer Service Center Closures

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

- Tuesday and Wednesday, December 3-4, 2019 (Staff Meeting)
- Wednesday, December 25, 2019 (Christmas Day)
- Wednesday, January 1, 2020 (New Year's Day)
- Monday, January 20, 2020 (Martin Luther King, Jr. Day)

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.

## December-January Holiday Shipping Schedule

There will be limited shipping the week of December 16<sup>th</sup>. 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 December and January:

- Friday, December 20, 2019 through Wednesday, January 1, 2020.

Please submit vaccine orders by Wednesday, December 11, to ensure adequate time for processing prior to the holiday. Normal vaccine deliveries will resume the week of January 6, 2020.

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](http://EZIZ.org) for important VFC Program communications and information.

## Continue Ordering Additional Flu Vaccine

Providers should continue to order remaining doses of 2019-2020 influenza vaccine (pre-booked or allocated by VFC if no pre-book was submitted) for their practice.

As a reminder, flu vaccine usage and inventory are now required with every VFC vaccine order (both flu and non-flu vaccine orders). To expedite the submission and processing of your vaccine order, make sure you are ready to report VFC flu vaccine doses administered since the last order and the number of flu vaccine doses on-hand by lot number.

Happy holidays and happy new year from all of us here at the VFC Program!

**Thank you,**



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