



November 5, 2019

VFC Customer Service Center Updates

Customer Service Center Closed

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

- Monday, November 11, 2019 (Veterans Day Observed)
- Monday, November 18, 2019 from 11:30am-1pm (Staff Meeting)
- Thursday and Friday, November 28-29, 2019 (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 Shipping Schedule

There will be limited shipping the week of November 25th. 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 27, 2019 through Friday, November 29, 2019.

Please submit vaccine orders by Wednesday, November 13, to ensure adequate time for processing prior to the holiday. Normal vaccine deliveries will resume the week of December 2, 2019.

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.

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.

Thank you,

VACCINES for CHILDREN
CALIFORNIA



California Department of Public Health | Immunization Branch

Vaccines for Children (VFC) Program

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EZIZ.org