



November 1, 2022

# VFC Customer Service Center Updates

## VFC Flu Vaccine Ordering

Continue to order the remaining balance of influenza vaccine your practice pre-booked or were allocated for the 2022-2023 season. As a reminder, flu vaccine usage and inventory are required with every VFC vaccine order (both flu and non-flu vaccine orders). The flu order form will always display before you can access the routine vaccine order form so that you can report flu vaccine usage and inventory. This must be reported even if you do not plan on requesting additional influenza vaccine doses.

## Flu Order Progress Report Available Now!

Your *Flu Vaccine Ordering Progress Report* shows progress toward your VFC Flu Vaccine Target as of October 24, 2022. This is your first check-in of the current flu season and like last season, we'll be checking back again in January 2022. **We strongly recommend that you share your Flu Progress Report and VFC Flu Target with your clinic decision-makers in charge of ordering flu vaccine.** If you are close to reaching your VFC flu vaccine target, congratulations! If not, there is still plenty of time to implement key strategies into your [VFC flu action plan](#). Please log in to your [MyVFCVaccines](#) account any time throughout the season to view and share your report!

## Customer Service Center Closures

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

- Friday, November 11, 2022 (Veterans Day)
- Thursday and Friday, November 24-25, 2022 (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.

## Holiday Shipping Schedule

There will be limited shipping the weeks of November 21<sup>st</sup> and December 19<sup>th</sup>. The VFC Program's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship routine vaccines during the following dates:

- Friday, November 11, 2022 (Veterans Day Holiday)
- Wednesday, November 23, 2022, through Friday, November 25, 2022.
- Wednesday, December 21, 2022, through Friday, December 30, 2022.
- Monday, January 2, 2023 (New Year's Day Observance)
- Monday, January 16, 2023 (Martin Luther King Jr. Day Holiday).

## Key Order Cutoff Dates

Order By*	Receive By
Thursday, November 10	Thursday, November 17
Thursday, December 8	Thursday, December 15

\*Please note, orders must be approved by the VFC Program by the above "Order By" date

Normal shipping resumes on Monday, November 28<sup>th</sup>, 2022, through Thursday, December 8<sup>th</sup>, 2022, and again on Tuesday, January 3<sup>rd</sup>, 2023. We will continue to receive orders throughout these blackout dates and process for shipping based on the above dates.

**IMPORTANT: If your site plans to close temporarily for the holidays, please wait to submit your vaccine order upon your return. Update your shipping hours to reflect your closure to prevent any shipping incidents that could lead to vaccine waste.**

For any questions, please call the VFC Customer Service Center at (877) 243-8832 or visit our website [EZIZ.org](http://EZIZ.org) for important VFC Program communications and information.

**Thank you,**

VACCINES for CHILDREN  
CALIFORNIA



California Department of Public Health | Immunization Branch

Vaccines for Children (VFC) Program

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