

Key Points

- Never refuse a vaccine shipment under any circumstances.
- Contact McKesson immediately for most vaccines if there are any issues or viability concerns.
- See below for contact information.
- If providers have a FedEx/UPS signature release on file, FedEx/UPS can deliver vaccine shipments outside of providers' delivery and/or office hours.

Dear VFC Provider,

This is a reminder of the proper steps to take if there are issues with your vaccine shipment.

Summary:

1. Never refuse a vaccine shipment. Refused vaccine shipments are counted in the provider's overall vaccine loss.
2. If there are any issues with the shipment or any concerns about vaccine viability, contact McKesson immediately for most vaccines. If the provider fails to contact McKesson the same day as the delivery, any vaccine loss will be counted in the provider's overall vaccine loss.
 - a. Preferred method: **Phone** 1-877-TEMP123 (1-877-836-7123) (Leave a voicemail if after hours so there is a record of same-day contact.)
 - b. **Email** cdccustomerservice@mckesson.com
3. If there are any issues with shipments of Varicella, Proquad, and/or diluent, contact CDC immediately using <https://cdcshipping.merck.com/>.
4. If there are any issues with shipment of Pfizer COVID-19 vaccine, contact CDC immediately using the Pfizer Customer Service line at 1-800-666-7248, or email mrnavaccines@pfizer.com.
5. After McKesson or CDC has been contacted accordingly, notify the Pennsylvania Immunization Program.
 - a. **Phone** 1-888-646-6864
 - b. **Email** pavfc@pa.gov
 - c. Provide the following: order number, date the order was placed, date the order was received, and clear pictures of the shipping box, tag alert, front and back of the purchase order, and all the vaccines in the shipment.
6. Follow any instructions given by McKesson regarding storing or quarantining the vaccine and await further instructions from Pennsylvania Immunization Program staff.

Additional Information:

Providers should never refuse vaccine shipments regardless of the condition of the package, its contents, or how long the package has been in transit. If providers refuse a shipment, it is not eligible for replacement and will be counted in the provider's overall vaccine loss.

If there are any issues, providers should receive the shipment and contact McKesson the same day. If providers do not contact McKesson the same day, the shipment is not eligible for replacement and will be counted in the provider's overall vaccine loss.

If providers have any concerns about the viability of the vaccines in the shipment, contact McKesson immediately.

When providers have a FedEx/UPS signature release on file, it allows FedEx/UPS to drop off any FedEx/UPS package, including vaccine shipments, without a signature and regardless of the provider's office hours. In this case, the temperature monitors in the box could trigger before the provider discovers the package. CDC and McKesson will not replace a package that has spoiled under these circumstances. Providers will need to return the spoiled vaccine and then place a new vaccine order. **It is strongly recommended that providers cancel their signature release on file;** however, such a cancellation applies to all FedEx/UPS packages.

Please direct any questions to the VFC Resource Account at RA-pavfc@pa.gov.

Thank you,

The VFC Program