

Ordering Vaccines

California COVID-19 Vaccination Program



COVID-19 vaccines, constituent products, and ancillary supplies will be procured and distributed by the federal government at no cost to enrolled COVID-19 vaccination providers. During Phase 1 when there is limited vaccine supply, local health departments allocate and create initial COVID-19 vaccine orders once provider enrollment is approved. Approved sites may submit requests for additional vaccine doses using myCAvax.

Key Points

- Orders are requests for additional vaccine doses; full doses requested may not be approved due to limited availability during early phases
- On each order, report the number of doses administered (since the previous order) and doses on hand (at the time of the order)
- Local health departments will approve requests and create vaccine orders based on the likely populations served by a provider, the provider's capability to store and handle various COVID-19 vaccine products, and vaccine availability
- Providers must request doses in multiples according to vaccine packaging
- Request vaccines for each vaccination site (if possible) to avoid breaks in cold chain

Vaccine Products

For available vaccines, minimum order quantities, and storage requirements, refer to the [COVID-19 Vaccine Product Comparison \(PDF\)](#) fact sheet. (This document will be updated as vaccines are approved.)

Ancillary Kits

Ancillary supplies will be automatically added to orders to match vaccine product and do not require additional action. Kits have been augmented to support extra vaccine doses.

CDC will use its *centralized distribution* contract with McKesson to fulfill orders for most vaccine products and associated ancillary supplies. Vaccine products with ultra-cold temperature requirements will *ship directly* from the manufacturer to the vaccination provider site.

Ancillary kits are listed below. For details, please refer to the [Guide to Ancillary Supplies & Kits](#).

Ancillary Supply Administration Kit: Standard Syringe (Centrally Distributed)

- 1 Moderna kit = **100** vaccinations plus overage (standard ancillary adult kit)
- 1 pallet = 36 kits (supports 3,600 vaccinations plus overage)
- Dimensions: 14 in x 13 in x 9 in/3.5 lbs. (standard ancillary adult kit)

Large Combined Ancillary Supply Kit for Administration and Mixing (Direct Ship)

- 1 Pfizer kit = **1,170** vaccinations (plus overage) including 0.9% preservative-free normal saline diluent
- 1 pallet = 8 kits (supports 9,360 vaccinations, plus overage)
- Mixing needles are conventional

Combined Ancillary Supply Kit for Administration and Mixing (Direct Ship)

- 1 Pfizer kit = **975** vaccinations (plus overage) including 0.9% preservative-free normal saline diluent.
- 1 pallet = 8 kits (supports 7,800 vaccinations, plus overage)
- Mixing needles are conventional.
- Dimensions: 24 in x 20 in x 24 in/40 lbs.

Dry Ice Kit (Direct Ship)

Kit is automatically ordered with Pfizer vaccine to support initial dry ice recharge. Opt out to prevent unnecessary shipments if not using thermal shippers for temporary storage. Additional dry ice will not be provided for subsequent recharges.

Dry ice will be delivered within 24 hours of vaccine delivery. If using the thermal shipping container to store vaccine, add initial dry ice resupply pellets (9 mm to 16 mm) within 24 hours of delivery. Locate a dry ice source if planning to use the shipping container to store vaccine for more than 5 days. For details, refer to the [Guide to Ancillary Supplies & Kits](#).

IMPORTANT: Do not use or store dry ice or liquid nitrogen (LN2) in confined areas, walk-in refrigerators, environmental chambers, or rooms without ventilation. A leak in such an area could cause an oxygen-deficient atmosphere. Refer to CDC's [Dry Ice Safety for HCPs \(PDF\)](#) for details.

Order Frequency

Vaccine shelf life varies by storage method. Plan your order frequency accordingly.

Product	Refrigerator	Freezer	ULT Freezer	Thermal Shipper
Pfizer	up to 120 hours/5 days	N/A	up to 6 months	up to 30 days
Moderna	up to 30 days	up to 6 months	N/A	N/A

Shipment Details

Never reject a vaccine shipment. Shipments will be delivered to the provider's shipment address within the provider's receiving days and times as recorded during provider registration.

To avoid shipment delays, ensure shipment address, provider contact information, and shipping hours are accurate and complete. Contact the COVID Call Center to update contact information.

- Orders ship within 48 hours of order approval
- Vaccines, diluent, and ancillary kits ship separately but should arrive around the same time
- Plan for shipments arriving M-F

Report all shipping incidents for vaccine product or ancillary supplies the day of receipt. Missing doses or overage must be reported immediately upon discovery. Contact the manufacturer or McKesson to resolve your incident and report the incident using myCAvax. (See [Receiving & Storing Pfizer](#) | [Moderna Vaccine](#) for contact numbers for manufacturers and McKesson.)

Notifications

Add these senders to your contact list and work with your IT staff to include in your organization’s email whitelist. Whitelisting ensures that emails are not filtered to “junk” and reach the intended recipient.

System	Purpose	Sender
Interim CalVax Orders	Notification of vaccine order processing; alert to expect Vaccine shipments within 24-48 hours of the notice	" noreply@agreeya.com " (via SendGrid.me)
Pfizer Advance Shipments	Notification of vaccine shipment & tracking information; must click to confirm shipment with Pfizer	Pfizer.logistics@controlant.com
Pfizer	Communication regarding Ancillary Kit delivery for Pfizer vaccines	donotreply@pfizer.com
McKesson Advance Shipment	Notification of vaccine shipment & tracking information	CDCCustomerService@McKesson.com
McKesson Ancillary kits	Communication regarding Ancillary Kit delivery	SNSSupport@McKesson.com

Ordering Additional Vaccines

After the initial allocation and order, enrolled sites may submit requests for additional vaccine doses by using myCAvax **Vaccine Orders** tab. This tab will not be visible in the provider system until the enrollment application is approved.

Orders are requests for additional vaccine doses; full doses requested may not be approved due to limited availability during early phases. Local health departments will approve requests and create vaccine orders based on the likely populations served by a provider, the provider's capability to store and handle various COVID-19 vaccine products, and vaccine availability.