



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK BENTON • Chief Deputy Secretary for Health
KELLY KIMPLE • Acting Director, Division of Public Health

October 29, 2024

MEMORANDUM

TO: North Carolina Immunization Program (NCIP) Participants

FROM: Carrie Blanchard, PharmD, MPH *CB*
Immunization Branch Director

SUBJECT: Important: 2024-2025 Holiday Shipping Schedule

The purpose of this memo is to provide important details regarding the upcoming holiday vaccine shipping schedule for the Vaccines for Children (VFC) and the 317 Vaccines for Adults (317 VFA) programs. Providers should assess vaccine needs and ability to store vaccine safely through the month of January 2025, and then submit orders early before limited delivery occurs. Providers should maintain a minimum of 4 weeks of inventory in case shipping delays occur.

November 2024 Ordering and Shipping

- NCIP will accept vaccine orders throughout the month of November, however, providers will not receive vaccine shipments Monday, November 11 and from Monday, November 25 through Friday, November 29, 2024.
- NC state government holidays in November: November 11, 28, and 29, 2024.

December 2024 Ordering and Shipping

- December orders will be accepted until 3 pm on December 13. Only orders received prior to the cutoff of December 13, 2024, will be shipped on December 16, 17, and 18. We recommend ordering enough vaccine prior to December 13 to get through January 2025. Providers will not receive vaccine shipments from McKesson Specialty or Merck from Monday, December 23 through Friday, January 3.
- NC state government holidays in December: December 24, 25, and 26, 2024.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH

LOCATION: 5605 Six Forks Road, Building 3, Raleigh, NC 27609
MAILING ADDRESS: 1931 Mail Service Center, Raleigh, NC 27699-1931
www.ncdhhs.gov • TEL: 919-707-5000 • FAX: 919-870-4829

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January 2025 Ordering and Shipping

- NCIP will resume regular order processing on Thursday, January 2, 2025.
- Providers will not receive vaccine shipments from McKesson Specialty or Merck on Wednesday, January 1 through Friday, January 3, and Monday, January 20, 2025.
- NC state government holidays in January: January 1 and 20, 2025

Holiday Vaccine Handling and Order Management Recommendations

- **Signature Release**
 - We strongly encourage you to cancel your signature release on file with FedEx/UPS if applicable to prevent loss of vaccine due to shipment(s) being left on your doorstep when your practice is closed.
 - A signature release allows FedEx/UPS to drop off any FedEx/UPS package, including vaccine shipments, on your doorstep without obtaining a signature, regardless of your delivery or office hours.
- **Storage Upon Arrival**
 - Vaccines and diluents should be unpacked and stored immediately at the recommended temperature upon delivery to avoid temperature excursions that can trigger temperature monitors in the shipping box resulting vaccine spoilage.
- **Spoilage Policy**
 - The CDC and NCIP will not replace vaccines spoiled due to temperature excursions resulting from unattended shipments.
 - The CDC and NCIP Restitution Policy requires providers to replace vaccines on a dose-for-dose basis at the private sector cost.
 - Notify NCIP Help Desk if your hours of operation or shipping address have changed. Routine shipments from McKesson can take up to four business days to process before they are shipped. However, **they may take longer**, especially if your office does not have regular business hours (Mon – Fri 8:00am – 5:00pm).
- **Placing Orders During Closures**
 - If your practice is closed for more than four consecutive days or an extended length of time during the holidays, avoid placing orders until your practice returns to normal business hours and can receive deliveries.

How to Contact Us

The NCIP Help Desk is available to assist with vaccine orders or questions during normal business hours at 1-877-873-6247.

Thank you for continued partnership in keeping our North Carolina communities safe through the provision of vaccination services!

In Health,
NC Department of Health and Human Services