



CVP TRAINING SERIES:

HOW TO ADDRESS VACCINE SHIPMENT ISSUES

Office of Immunization / Childhood Vaccine Program

April 24, 2025

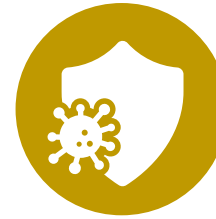
Topics Covered



MCKESSON



MERCK



PFIZER

MCKESSON




MCKESSON – VACCINE RECEIVING PROCESS



1. Never refuse a vaccine shipment
2. Open the package immediately and:
 - Check temperature monitor readings
 - Inspect the vaccine
 - Compare the vaccine received with the information on the packing list
 - Store under proper conditions in storage unit
3. Contact CVP for any shipment issues (not including viability) the same day of delivery
4. For viability concerns, label the vaccine “Do not used” and store it in your storage unit
5. Contact McKesson to check viability. If not viable, contact CVP
6. If the vaccine is viable, receive the vaccine in the IIS

MCKESSON – SHIPPING ISSUES CHART

Issues Regarding	First Contact	Information needed	Second Contact	Information needed	What to do w/ vaccines until determination of the case
➤ Viability	McKesson 877-836-7123	<ul style="list-style-type: none"> ✓ Temperature monitor reading ✓ Have packing list ready 	If vaccine is determined non-viable , contact the Childhood Vaccine Program wachildhoodvaccines@doh.wa.gov	<ul style="list-style-type: none"> ✓ PIN, IIS order #, brief description of issue ✓ Copy of packing list (front/back) ✓ Photo of shipping box (all attached labels), and temp monitor 	 <p>For non-viable, damaged, or overage only:</p> <ul style="list-style-type: none"> ✓ The vaccine should be marked “Do Not Use” and stored under proper conditions in your storage unit ✓ Do not receive, reject or place a new order in the IIS
<ul style="list-style-type: none"> ➤ Damage ➤ Shortages ➤ Overages ➤ Shipment loss ➤ Order delivered to wrong location 	Childhood Vaccine Program wachildhoodvaccines@doh.wa.gov	<ul style="list-style-type: none"> ✓ PIN, IIS order #, brief description of issue ✓ Copy of packing list (front/back) ✓ Photo of shipping box (all attached labels), and vaccine (if damaged) 	N/A	N/A	

MCKESSON – SHIPPING CONTAINERS



EcoFlex Cooler

- Frozen (MODERNA Covid) and large orders of refrigerated vaccines
- **MUST** be returned
- Return label located on inner flap of the box, if missing, request a new label at info@coldchaintech.com



KoolTemp Cooler

- Refrigerated vaccines only
- **DO NOT** return, please discard

Note: Disregard the return instructions



MCKESSON – CHECKING VACCINE VIABILITY

TagAlert Temperature Monitor

- Included with frozen and refrigerated vaccine shipments
- The shipment includes a [flyer](#) with directions and pictures. For TagAlert instructions follow the blue card.
- The TagAlert is a single-use temp monitor, please discard.



The image shows a TagAlert Temperature Monitor, a small rectangular device with a black border. It features a small LCD screen at the top displaying a green checkmark and a red 'X'. Below the screen, the text 'TagAlert SENSITECH' is visible. There is a circular logo with a green 'e' and a 'CE' mark. A blue button labeled 'START & STOP' is on the right side. At the bottom, it says 'TagAlert is a registered trademark of Sensitech Inc.', 'C1049-H60995', and 'EXP 06/2025'.

INSTRUCTIONS FOR CONFIRMING PROPER SHIPPING TEMPERATURES

Receiver Instructions

- 1. Stop TagAlert® Indicator**
Press and hold the **START & STOP** button for 5 seconds until Stop icon ● appears.
- 2. Read Indicator Status**
✓ Accept: Left arrow ◀ points to Green check mark: Ready for Use.
✗ Reject: Right arrow ▶ points to Red X and numbers 1, 2 and/or 3 are visible—a temperature alarm has triggered: **QUARANTINE PRODUCT** and call +1-877-836-7123 or your state/local immunization program right away.

T17003135 Rev. A

KNOWLEDGE CHECK 1

MERCK




MERCK – VACCINE RECEIVING PROCESS

You must open the package **immediately** and:

1. Check packing slip for “Product Must Be Received On or By” date and/or refer to the shipper insert to determine viability
2. Inspect the vaccine
3. Compare the vaccine information with the vaccine products shown on the packing slip
4. Store under proper conditions in your freezer
5. Receive the vaccine in the IIS

MERCK – SHIPPING ISSUES

- If an order is delivered late, damaged, or sent to the wrong location, or if there are issues like shipment loss, shortages, overages, or diluent problems, please complete the CDC/VFC Vaccine Inquiry Tool form at <https://cdcshipping.merck.com/> (same day of delivery).
- Required information: Purchase Order Number and NDC Number (found on the packing slip).



[CDC/VFC Vaccine Inquiry Form](#)

- This form is to be used to report shipping/delivery issues related only to VARIVAX® (Varicella Virus Vaccine Live), ProQuad® (Measles, Mumps, Rubella, and Varicella Virus Vaccine Live), and/or diluent.
- Complete template and click SUBMIT.
- All fields marked with (*) are mandatory.
- Once submitted, you will receive an email confirming receipt of your inquiry.
- You will then receive a response from Merck on this issue within 5 business days.
- Please do not submit multiple requests to the mailbox for the same issue, as it will delay response time.
- The email address(es) that you listed on the form above will be included in all future communications on this issue.
- Please contact your local CDC/VFC Administrator/Coordinator with questions regarding inventory reporting.
- ITEMS THAT SHOULD NOT BE REPORTED USING THIS FORM:
 - Non-viable vaccine due to storage error, keying error, power/mechanical failure, adverse events, and product quality complaints.



While awaiting a determination from Merck regarding damage or vaccine viability:

- Do not receive, reject or place a new order in the IIS
- Vaccine should be marked “Do Not Use” and stored under proper conditions in your freezer

MERCK – AEROSAFE CONTAINER

Reduce waste

Do not discard

Replace

1



Replace cooler contents

Reseal

2



Close flap 1, peel away tape backing on flap 2 and close to seal box

Return

3



Place at the front desk or designated pick-up spot -- we will handle the rest!

DO NOT RETURN PRODUCT USING THIS BOX

****Product returned in this box may be subject to severe processing delays and/or not be eligible for credit****
See product return instructions at (www.merckvaccines.com/global/helpful-links/return-merchandise/)



Ready for pick-up sooner?

Scan this QR code

Questions? Call us! +1 585-760-2830



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E-0966-g1

AeroSafe

GLOBAL



MERCK – CHECKING VACCINE VIABILITY



Packing Slip

- Product must be received on or by date
- Ship Date

MERCK *Packing Slip* **CT00115409** Order Complete Page 1 of 1

2000 Galloping Hill Road
KENILWORTH NJ, 07033

TempTale:

Shipped From MD Logistics LLC 12125 Moya Blvd RENO, NV 89506 USA	DEA License N/A State Distributor N/A State Control Drug N/A	Ship To [REDACTED]	State License MD00039786 DEA License [REDACTED] Account # Drop Ship Acc	Sold To DEPT OF HEALTH IMMUNIZATION-CDC VFC DUNS 001317601 TIN/EIN 22-1261880 BLDG 1 NEW MARKET INDUST CTR OLYMPIA, WA 98504-7843	State License [REDACTED] DEA License [REDACTED] Account # 0000015408
Order No 3025456036	Order Type Frozen CDC	Purchase Order Number 4002100257	Carrier UPS	No of Pallets 0	Drop PO# V102031
Ship Date 24-Jun-2021	Product Must Be Received On or By 28-Jun-2021	Order Date 18-Jun-2021	Service Level GROUND	No of Cartons 1	Delivery No 0824637078

Special Instructions: MTUWTHF 8-430;

Item Number	Item Description	Batch Number	NDC Number	Expiration Date	Ordered Qty	Shipped Qty
1000794	STERILE DILUENT 0.7ML 10X1 DOSE VIAL	T032307	00006430900	17-Apr-2023	1	1
1032065	PROQUAD RHA 0.5ML 10X1 DOSE VIAL USA	U002533	0006417100	24-Jul-2022	1	1
Total Units					2	



1-day, 2-day and 4-day Inserts

- How long the product is good for based on the ship date from packing slip
- 1-Day for Proquad
- 2 & 4-Day for Varivax



KNOWLEDGE CHECK 2

PFIZER



PFIZER – VACCINE RECEIVING PROCESS

You must open the package **immediately** and:

1. Check the packing list for the “Must be received by <Date> at <Time>” to determine viability for the refrigerated Pfizer pre-filled syringes.
2. For the frozen ultra-cold vials, check the temperature monitor “Controlant” to determine viability
3. Inspect the vaccine
4. Compare the vaccine information with the vaccine products shown on the packing list
5. Store under proper temperatures in your storage unit
6. Receive the vaccine in the IIS

PFIZER – SHIPPING ISSUES



- For any shipping or delivery issues (including diluent), contact Pfizer Customer Service at 1-800-666-7248, Option 2.
- Required information: VTrckS PO # (begins with 400xxxxxxx) OR Outbound delivery # (begins with 811xxxxxxx) .



While awaiting a determination from Pfizer regarding damage or vaccine viability:

- Do not receive, reject or place a new order in the IIS
- Vaccine should be marked “Do Not Use” and stored under proper conditions in your fridge or Ultra-Cold freezer

PFIZER – SHIPPING CONTAINERS



Refrigerated Pre-filled Syringes

- Sonoco Refrigerated – Do not return, please discard
- AeroSafe 8L, 18L, and 59L – Must be returned



Frozen Ultra-Cold Vials

- Sonoco Small – Do not return, please discard
- Softbox Medium or Large ULT – Must be returned



**SONOCO
THERMOSAFE**

PFIZER – CHECKING VIABILITY REFRIGERATED PRE-FILLED SYRINGES



Packing Slip-Shipped from WI

Pfizer Inc.

Packing List

Document Date: 05/17/2024
Page: 1 of 1

Ship From / Sold By:
Pfizer Inc.
10501 80th Ave
Pleasant Prairie WI 53158

Delivery Note
Cust. PO/Date
Sales Order
Payment Terms
Sales Rep
Shipping Point US73

State License: 2214

Center: FEDEX NO PRIORITY BY 10:30 AM
FUND: VFC
CONTRACT #: 75030123016651

No. Of Packages: 1 V000002252

Ship-to PO Number: VFC

Qty	Shipping Unit	Item No.	NDC/Product ID	SI Description	Material Description	Weight/UCM	Volume/UCM	Length/UCM	Width/UCM	Height/UCM	Batch	Exp Date
0		701936310103290287		AEROSAFE SM (BL/BI) PPLC		11.000 LB	0.16 FT3	10.50 IN	4.25 IN	5.38 IN		
1		000010	0069-2377-10	COMIRNATY 0.1mg/ml 10x0.418ml PFS GC US		1.000 EA	1.000 EA		LE1811	08/31/2024		

Packed on 05/20/2024 at 10:00:04 CST

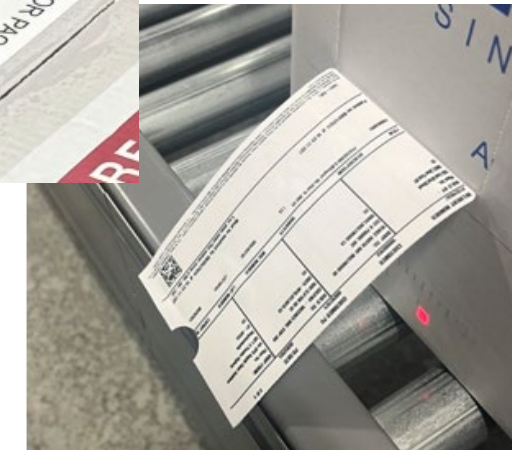
Must be received by 05/22/2024 at 12:00:04 CST

Contact Pfizer Customer Service 800-616-7248

As of January 1, 2015, the information required by the Drug Supply Chain Security Act (DSCSA) will be provided through a secure electronic portal. Transaction information and Transaction Statement (TUTS) can be accessed through <https://hsa.tracelink.com/hsa> by selecting Pfizer and entering the delivery number and the following unique access code: uP2dndVq1ytk. As of November 27, 2023, the merged TUTS required by the DSCSA can be accessed through a secure electronic portal <https://hsa.tracelink.com/hsa>. For additional DSCSA support please contact DSCSA@pfizer.com.



Packing Slip-Shipped from KY



PFIZER – CHECKING VIABILITY FROZEN ULTRA-COLD VIALS



Location



Note: Compartment cover on top of the temperature monitoring device



Temp Monitor “Controlant”



Controlant Support Team:

- support@controlant.com
- 701-540-4039

KNOWLEDGE CHECK 3

Vaccine Receiving At-a-Glance

Source	Container Type/Vaccine Temp	Tool for Checking Vaccine Viability	Return Temp Monitor	Return Container
McKesson	EcoFlex/ Frozen & Refrigerated	TagAlert Temp Monitor	No	Yes
	KoolTemp/ Refrigerated	TagAlert Temp Monitor	No	No
Merck	AeroSafe/Frozen	Packing Slip (Received on or by date)	N/A	Yes
Pfizer COVID	Sonoco or Softbox/ Frozen Ultra-Cold Vials	Pfizer Controlant Temp Monitor	Yes	Yes Softbox only
	Sonoco or AeroSafe/ Refrigerated Pre-Filled Syringes	Packing Slip (Receive on or by date and time)	N/A	Yes AeroSafe only

Tools and Resources

- [Childhood Vaccine Program](#)
- [Childhood Vaccine Program Training](#)
- [Tag Alert Temperature Monitor](#)
- [Merck Shipper Instructions-Replace, Reseal, Return \(video\)](#)
- [Merck CDC/VFC Vaccine Inquiry Form](#)
- [Vaccine Management Plan](#)

Questions?



Childhood Vaccine Program Contact Information

WAChildhoodVaccines@doh.wa.gov

Phone: (360)236-2829

Fax: (360)236-3811



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.

DOH 348-1096, April 2025