

**QUICK REFERENCE GUIDE FOR PROJECT POINTS OF CONTACT (PPOCs)
aka “The PPOC Cheat Sheet”**

Issue	CDC and/or McKesson Point(s) of Contact	Source Document to Obtain Full Text on Processes/Procedures
General information or suggestions concerning VMBIP	Your POB project officer	N/A
Request for VACMAN technical assistance	vacman@cdc.gov or (404) 639-8303	N/A
Request for provider order status if the order status in VACMAN reads “Held at CDC” or “Pending CDC Approval” one business day after transmitting the order	Your RA&M monitor	PPOC Users’ Guide, Section B
Request for provider order status for a non-flu order if the order status in VACMAN reads anything other than “Held at CDC” or “Pending CDC approval”	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users’ Guide, Section B
Report a problem with a vaccine shipment (e.g., wrong product, wrong number of doses, shipped to wrong provider, temperature monitor issue)	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users’ Guide, Sections A and C
Escalate an unresolved issue already reported to customer service	Refer to the most current escalation chart at http://www.cdc.gov/vaccines/programs/vmbip/documents.htm	PPOC Users’ Guide, Section A
Request to process and ship a priority order the next business day	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users’ Guide, Section D
Request to rush a non-flu order for same-day shipment (for use only when doses cannot be borrowed from another provider and in which there are immediate public health implications)	If McKesson Specialty Customer Care is open : cdccustomerservice@mckesson.com , your RA&M monitor, and your POB project officer, and immediate call to McKesson Specialty Customer Care (877) 822-7746	PPOC Users’ Guide, Section D

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	<p>If McKesson Specialty Customer Care is closed:</p> <p>Call the CDC Director’s Emergency Operations Center (phone number available via AIM members’ only website www.immunizationmanagers.org)</p>	<p>All-grantee message dated August 29, 2008 entitled “Process for requesting after-hours vaccine shipments in response to a public health emergency” (message posted at AIM members’ only website www.immunizationmanagers.org)</p>
<p>Request to rush a flu order for same-day shipment (for use only when doses cannot be borrowed from another provider and in which there are immediate public health implications)</p>	<p>Call the CDC Director’s Emergency Operations Center (phone number available via AIM members’ only website www.immunizationmanagers.org)</p> <p>(Note: do not contact McKesson Specialty Customer Care in this case even if McKesson Specialty Customer Care is open)</p>	<p>Grantee Guidance for Flu Vaccine Ordering 2008-2009 Season, Section entitled “Timing of Flu Vaccine Distribution and Priority Orders” distributed as all-grantee message August 3, 2008 (document posted at AIM members’ only website www.immunizationmanagers.org)</p>
<p>Request to recall a provider shipment en route due to acts of nature</p>	<p>cdccustomerservice@mckesson.com and (877) 822-7746, your McKesson regional account manager, your POB project officer, and your RA&M monitor. To locate the name and email address of your regional account manager, please refer to the account manager by state document in the VMBIP web site at http://www.cdc.gov/vaccines/programs/vmbip/documents.htm.</p>	<p>PPOC Users’ Guide, Section J</p>
<p>Request to pause shipments temporarily due to acts of nature</p>	<p>cdccustomerservice@mckesson.com and (877) 822-7746, your McKesson regional account manager, your POB project officer, and your RA&M monitor. To locate the name and email address of your regional account manager, please refer to the account</p>	<p>PPOC Users’ Guide, Section J</p>

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	manager by state document in the VMBIP web site at http://www.cdc.gov/vaccines/programs/vmbip/documents.htm .	
Request to cancel any order that has not been held at CDC	cdccustomerservice@mckesson.com and (877) 822-7746	PPOC Users' Guide, Section N
Request to cancel a flu order that is held at CDC (due to grantee exceeding flu allocation)	Dale Verell (404) 639-8770 or dverell@cdc.gov	Grantee Guidance for Flu Vaccine Ordering 2008-2009 Season, Section entitled "New Allocation Functionality in NIPVAC" distributed as all-grantee message August 3, 2008 (document posted at AIM members' only website www.immunizationmanagers.org)
Advanced notification of plans to place provider orders for >3,000 doses of adult vaccines in a month (notify CDC only if such a large total volume for a month is unusual for your project area)	vaccinedistributionc@cdc.gov and your POB project officer	PPOC Users' Guide, Section M
Request to transfer virtual inventory doses to another grantee serviced by the same distribution center that services your project area	Your POB project officer	PPOC Users' Guide, Section L
Request to transfer flu doses to another grantee serviced by the same distribution center that services your project area	Your POB project officer	Grantee Guidance for Flu Vaccine Ordering 2008-2009 Season, Section entitled "Frequently Asked Questions" distributed as all-grantee message August 3, 2008 (document posted at AIM members' only website www.immunizationmanagers.org)
Request for additional flu vaccine (after October 1, 2008)	Ken Sharp kls2@cdc.gov	All-grantee message dated September 16, 2008 entitled "Additional Pre-book"

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Question about grantee-specific vaccine allocation quantity assigned	Your POB project officer (who will route you to a VSAB contact working with the respective allocated vaccine)	N/A
Question about NIPVAC daily allocation balance report	Ken Sharp kls2@cdc.gov and Lisa Galloway lfg8@cdc.gov	Grantee Guidance for Flu Vaccine Ordering 2008-2009 Season, Section entitled “New Allocation Functionality in NIPVAC” and Appendix A, distributed as all-grantee message August 3, 2008 (document posted at AIM members’ only website www.immunizationmanagers.org)
Coordinate return of empty box to McKesson Specialty Distribution	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users’ Guide, Section I
Coordinate return of expired/wasted vaccine	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users’ Guide, Section G
Where to submit grantee-specific wasted/expired vaccine form for review by CDC	vaccinedistributionc@cdc.gov	PPOC Users’ Guide, Section G
Question about federal excise tax credit process	Your POB project officer	PPOC Users’ Guide, Section H
Question about how to complete the State and 317-FA Funded Bulk Order Spreadsheet	Your POB project officer	PPOC Users’ Guide, Section K And The following tabs within the State and 317-FA Funded Bulk Order Spreadsheet <ul style="list-style-type: none"> • Introduction • Form and Instructions
Question about the status of a state/local or 317-FA funded vaccine bulk order receipt	cdccustomerservice@mckesson.com or (877) 822-7746	N/A
Question about VOFA and spend planning workbook	Your RA&M monitor and cc your POB project officer	N/A

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Question about spend plan monitoring and replenishments	Your RA&M monitor and cc your POB project officer	N/A
Request to receive data warehouse reports (i.e., Nonviable Vaccine Report and Grantee-Specific Inventory Report)	CDC field staff assigned to provide the reports to you	N/A
Question about data warehouse reports (i.e., Nonviable Vaccine Report and Grantee-Specific Inventory Report)	Lisa Galloway lfg8@cdc.gov and cc your POB project officer	N/A
Question about cancellation report	vaccinedistributionc@cdc.gov and cc your POB project officer	N/A
Question about backorders or backorder report	cdccustomerservice@mckesson.com or (877) 822-7746	PPOC Users' Guide, Section E
Question about daily shipping log	cdccustomerservice@mckesson.com or (877) 822-7746	N/A
Request for grantee-specific flyers to be included in shipments	vaccinedistributionc@cdc.gov	PPOC Users' Guide, Section F
Request to add a grantee staff member to email distribution list for VMBIP-specific all-grantee messages	Your POB project officer	PPOC Users' Guide, Section Q
Question about contents of VMBIP e-newsletters	Julie Orta jio7@cdc.gov and Brad Prescott bap3@cdc.gov and cc your POB project officer	N/A
Question about tiered order frequency (TOF)/economic order quantity (EOQ)	Julie Orta jio7@cdc.gov and Brad Prescott bap3@cdc.gov and cc your POB project officer	N/A
Question about pedigree	Helen Kuykendall htk0@cdc.gov and cc your POB project officer	N/A