



10 March 2022- Delivery Acceptance and Stock Management Reporting | Cold Chain Packaging Collection | VCF Connect | No Deliveries - Public Holiday 14 March 2022 | VOC Opening Hours

Dear Service Provider,

This email provides information about a range of matters relevant to participating pharmacies in the COVID-19 Vaccination in Community Pharmacy Program (CVCP), as follows:

- Delivery Acceptance and Stock Management Reporting
- Cold Chain Packaging Collection
- VCF Connect
- No Deliveries - Public Holiday 14 March 2022
- VOC Opening Hours.

A word of thanks to all pharmacies for their resilience - both in response to the COVID pandemic and natural disasters. Floods in Queensland and New South Wales have profoundly affected some communities, and the pharmacies servicing these local communities. The Taskforce especially acknowledges the invaluable role that pharmacies play in their local communities during these challenging times.

Delivery Acceptance and Stock Management Reporting

A reminder, pharmacies are required to complete Delivery Acceptance and Stock Management Reporting by the following timeframes:

- Delivery Acceptance is due on **the day you receive your vaccine delivery**; and
- Stock Management Reports are **due every week by 9pm Friday** (local time).

Importantly:

- CVAS now requires pharmacies to complete their most recent Stock Management report in CVAS **prior to placing their next order**.
- Please [review the PPA Notice of 3 March](#) for information about Order Approvals and Excess Stock on Hand.

If you have any difficulties with any of the above, or if you are in flood affected areas and are unable to access the system, please contact the Vaccine Operation Centre (VOC) on 1800 318 208.

The Taskforce acknowledges and thanks the majority of participating pharmacies



currently completing Stock Management reporting in a timely and accurate manner.

Cold Chain Packaging Collection

- When drivers deliver vaccines, they are not always able to stay for the pick-up of the cold chain packaging.
- If the driver is unable to collect the packaging, you can arrange collection by emailing DHL (dhlcontroltower@dhl.com) or Linfox (HCL_coldchaincollections@linfox.com).

VCF Connect available to Pharmacies

VCF Connect is now available for pharmacies to manage their own VCF account.

- If you haven't already done so, please see your VCF Connect registration email for details about how to link your pharmacy and begin updating your information.
- Your registration email was sent from the CV19.Products@health.gov.au mailbox.
- The Taskforce is standing by to support you. If you have any questions, please contact CV19.Products@health.gov.au, or call 1800 316 375.
- FAQs can also be [found on the PPA website](#).

To note:

- VCF Connect updates go live on the Vaccine Clinic Finder in under two hours.
- VCF Connect enables vaccination providers to update a range of details on the Vaccine Clinic Finder and is crucial in assisting people to find suitable appointment times for vaccinations.
- For example, pharmacies in relevant States can use VCF Connect to update opening hours for the 14 March public holiday.

No Deliveries - Public Holiday 14 March 2022 - SA, VIC, TAS & ACT

- Please be advised, due to the public holiday there will be **no deliveries of vaccines or consumables** in South Australia, Victoria, Tasmania and the Australian Capital Territory on 14 March 2022.

VOC Opening Hours

Please note that the VOC operating hours are 7am - 9pm AEDT (7 days).

Kind regards,

Pharmacy Programs Administrator