

June 21, 2010

Dear H1N1 Vaccine Providers,

CDC recently received feedback from grantees regarding two issues with UPS labels:

1) **LABELS WITH NO INSTRUCTIONS:** A small percentage of providers received UPS labels, but did not know what to do with the labels because the staffs opening the mail were not aware of the Central H1N1 Vaccine Recovery Program instructions. This occurred as a result of provider staff turnover, not checking emails/mail, or internal miscommunication between staff members.

Again, CDC requests that grantees notify their providers to ensure relevant office staffs are aware of the proper instructions. If any providers discarded their UPS labels by mistake, they can contact the HHS Supply Service Center and replacement labels will be issued.

2) **CHARGED FOR PICK-UP:** A small percentage of providers are being told they will be charged a UPS pick-up fee when they call UPS. Sometimes providers are requesting upgraded pick-up services (e.g. express pick-up), which are not covered under the federal contract.

Please note that if UPS routinely delivers or picks up packages to a health care facility, clinic, or offices, the provider does not need to schedule a separate UPS pick-up. They can wait until the next time UPS visits their office to take their unused/expired H1N1 vaccine.

Providers can also go on-line to www.ups.com to schedule a UPS pick-up to avoid being charged an additional fee. Instructions to request an online pick up are attached and also posted on <http://sscweb.psc.gov/h1n1>

****Please notify your providers of these important UPS instructions****