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To: Maine Immunization Providers
From: Maine Immunization Program
Subject: Vaccine Planning: Change in FedEx and UPS shipping procedures
Date: July 21, 2020

Due to the COVID-19 pandemic, both FedEx and UPS have temporarily adjusted their signature guidelines for all shipments within the United States. This means that signature requirements may no longer be needed for UPS and FedEx deliveries. Drivers should still capture the recipient's name by entering it manually, unless there is a signature listed on file, in which case the package may be left with no recipient's name entered.

The pandemic and increase in e-commerce, orders and shipments have had a significant effect on the major carriers. While they are striving to maintain proper procedures during this time there is the chance for procedural lapses. This may cause vaccine orders to be left unattended at provider offices or delivered outside of hours. While we are working closely with Merck and McKesson to keep this from happening, we know that it will. **In order to prevent the loss of vaccine, we ask that providers actively monitor their local guidelines (as signature requirements may vary and evolve depending on phased re-openings) and practice extra vigilance when expecting an order delivery.** We encourage all providers that are expecting vaccine deliveries to routinely check drop-off locations, as well as, prior to leaving for the day. Additionally, please be sure to allow ample time for your vaccine orders and ensure there is sufficient inventory on hand to cover if there is a delay.

Due to COVID-19 some providers are now locking their office doors and restricting entry. If a provider chooses to do this, please ensure they have signs that are highly legible and in an easy place for the driver to see, instructing the driver what to do with the package (eg. knock on the door or leave the package on the doorstep). In addition, if the provider keeps their doors locked, we strongly encourage that they reach out to their local hub and let them know that they will be locking their doors during regular business hours.

Working together through this unprecedented time will help providers receive their vaccine without delay and prevent spoilage of vaccine.

If you have questions, please contact the Maine Immunization Program at 207-287-3746.