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State of Louisiana

Louisiana Department of Health
Office of Public Health

DATE: October 27, 2026

TO: Vaccines For Children (VFC) Providers

FROM: Dionka C. Pierce, MPH
Immunization Program Director

Adrienne M. Whitney, MPH
Vaccines Procurement and Distribution Manager

Please route to:
- Clinical Supervisor
- Medical Director
- Clinic Manager
- Clinic staff
- Pharmacy staff

SUBJECT: Automatic UPS Pickup for Empty EcoFlex Vaccine Coolers

On Monday, October 12, 2026, McKesson Corporation, the primary centralized vaccine distribution partner for the Centers for Disease Control and Prevention (CDC), implemented an automatic UPS pickup process for empty EcoFlex vaccine shipping coolers.

EcoFlex coolers are insulated shipping containers used to deliver vaccines. Under this process, UPS automatically schedules a pickup for empty EcoFlex coolers within 1–2 business days after vaccine delivery. Providers no longer need to call UPS or submit an online request to arrange a pickup.

Please note: This update applies only to the return of empty EcoFlex vaccine shipping coolers. The existing process for handling spoiled or expired vaccines can be found in the Vaccine Waste section of the VFC Program Manual.

How the Process Works

- **Automatic Pickup:** UPS will automatically schedule pickup of empty EcoFlex coolers within 1–2 business days after vaccine delivery. Providers do not need to call UPS or submit an online pickup request.

- **Return Shipping Labels:** UPS return shipping labels will continue to be included with vaccine shipments. Providers who prefer not to wait for the scheduled pickup may use the included label to return the cooler through the standard UPS shipping process.

Key Operational Details

- **Remove Vaccine Products and Temperature Monitors:** Before returning a cooler, remove all vaccine products and transfer them to appropriate vaccine storage. Remove and dispose of temperature monitors according to established procedures.
- **Eligible Locations:** Automatic pickup is available at all locations currently eligible to return EcoFlex coolers using UPS return shipping labels. Locations that use alternative return procedures should continue to follow their existing process.
- **Pickup Reattempts:** If UPS is unable to complete the initial pickup, it will make up to three automatic reattempts.
- **Missed Pickups:** If the cooler has not been collected after three reattempts, contact McKesson Customer Service for assistance or use the included UPS return shipping label.

Additional Information and Assistance

Informational flyers with additional details about the automatic pickup process are attached for reference. Please share this information with clinic and pharmacy staff responsible for receiving vaccine shipments and returning shipping coolers.

For questions or assistance with EcoFlex cooler returns, contact McKesson Customer Service:

- **Phone:** 1-877-822-7746 (Monday–Friday, 7:00 a.m.–7:00 p.m. CST)
- **Email:** cdccustomerservice@mckesson.com

For questions about this notification, contact the Louisiana Department of Health (LDH) Immunization Program:

- **Phone:** 504-568-2600
- **Email:** LA.Immunization@la.gov

Thank you for your continued partnership in supporting the safe and efficient distribution of vaccines throughout Louisiana.