

# COVID-19 VACCINE DISTRIBUTION BY DSV HEALTHCARE

## INFORMATION FOR PRIMARY DISTRIBUTION AND VACCINATION SITES

### How to be set up as a vaccination site

DSV Healthcare (DSV) will only supply sites approved by the National Department of Health (NDoH).

The NDoH has provided DSV with a list of primary distribution and vaccination sites. If you are receiving this communication, then you are one of these sites. Each site has been allocated a *Master Facility List (MFL) unique identification (UID) number* by the NDoH. It is important that this number is quoted on queries. Failure to do so will delay the handling of your query. If you do not have this master facility listing number please visit: <https://mfl.csir.co.za> to get your UID

Name	E mail address	Contact number
xxx		

### What quantities of Covid-19 Pfizer mRNA vaccine (Comirnaty) will be supplied

supply will be in multiples of 195 vials (a single unit) and not in single vials.

A single unit has 195 vials of 6 (six) doses each and is equal to 1 170 doses.

Please note that a single replenishment of Covid-19 Pfizer mRNA vaccine (Comirnaty) may be fulfilled over multiple shipments (invoices) over a period of time if the availability of vaccine is constrained.

The pictures below show the units of measure:

1 multi  
dose glass  
vial



This single vial will be used to administer 6 doses.

1 tray of  
195 vials  
(interior)



This is the interior of the Pfizer/BioNTech box containing 195 vials. The vials will not be supplied as singles and will be supplied as one sealed tray of 195 vials.

1 tray of  
195 vials  
(exterior)



This is the outer box containing the 195 vials.

There are two boxes in this picture.

### What service levels to expect

DSV will advise the vaccination site of the expected delivery day.

The planned delivery frequency is once per week. Deliveries outside of normal working hours or on weekends will be by prior arrangement only.

### How to receive a vaccine shipment

Deliveries will be made to a named person or their designate at the vaccination site. That person or their designante must be available to receive the shipment on the delivery day as advised by DSV.

**Step 1:** Attend to the DSV driver delivering the vaccine within 30 minutes of his arrival. He will notify you that he has vaccines to deliver. The person receiving the shipment must show the driver positive identification before the delivery can proceed.

**Step 2:** Open the DSV cold box containing vaccines and note the temperature on the temperature logger in the DSV box together with the driver.

**Step 3:** Check that the correct order quantity and product has been supplied. Remove the product from the DSV packaging and immediately place in the facility storage (fridge or freezer).

**Step 4:** Complete the POD with:

- number of units supplied;

- arrival temperature of shipment as shown on the temperature logger;
- facility stamp;
- date and time of delivery;
- signature;
- any other notes or endorsements relating to the delivery.

**Step 5:** Hand the now empty DSV cold box and temperature logger to the driver.

Note that the DSV packaging is not designed or validated for storage of product beyond the transport period. You may not use the packaging to store product at all.

Under no circumstances may a vaccination site withhold a POD. All completed PODs must be returned with the driver immediately. DSV will not entertain short supply, damaged supply or temperature excursion claims if not clearly noted on the POD at time of delivery.

**The driver is instructed not to deliver if the above procedure is not followed and will return the order to DSV.**

### Where to direct queries

Queries regarding deliveries can be directed to the DSV Vaccine Control Room:

E mail address	Contact number
<a href="mailto:covid19vaccines@za.dsv.com">covid19vaccines@za.dsv.com</a>	010 248 0015

For speedy assistance quote your order reference number or your master facility number.

### How to return product

Contact the DSV Vaccine Control Room at 010 248 0015 to log a request to return product.

DSV will apply the returns policy as advised by the NDoH. Approved returns will be collected by DSV within 5 (five) business days of claim logging.

***If there is a problem with an order or shipment identified at the time of delivery contact the DSV Control Room immediately on 010 248 0015 and ask the driver to wait for further instructions.***