

May 2020

## Dear CDC Provider:

As Merck continues to evolve and expand our use of reusable shipping containers, effective June 22, 2020, we will begin shipping ALL Merck vaccines in a **REUSABLE SHIPPING CONTAINER** originating out of our Reno, NV Distribution Center, which will help reduce waste and negative impacts on our environment.

## Important changes that you should be aware of include:

- The reusable shipping container will look different than the current Styrofoam shipping container you have been receiving and can be seen to the right.
- The reusable shipping container will now be used for ALL STANDARD shipments for ALL Merck Vaccines originating from our Reno Distribution Center.
- In the first half of 2021, Merck plans to begin using the reusable shipping container for shipments originating from the Merck Plainfield, IN Distribution Center.



- Please refer to the map on Page 4 of the letter to see when your orders will be coming in the reusable shipping container. Please bear in mind that until all of Merck's distribution centers are using the reusable shipping container you may get both the Styrofoam as well as the reusable shipping container for vaccine products.
- Providers who receive both CDC and commercial/private orders from Merck, who may have relied on the differing box lids, can now differentiate their Merck orders based on the packing slip enclosed. See Packing Slip differentiation instructions on Page 3 of this letter for further details.

Information regarding proper handling of the new reusable shipping container, along with detailed return instructions, will be included in each of the reusable shipping containers. For detailed instructions, and additional information, please use the link below to view a quick video.

https://bcove.video/3bttOxY

You can also visit <a href="https://www.merckvaccines.com/help/vaccine-shipping-schedule/">www.merckvaccines.com/help/vaccine-shipping-schedule/</a>, or the Shipping Schedule page on merckvaccines.com, to view information about the reusable shipping containers.

If you have any questions about returning the new shipping containers, please call AeroSafe at 585-760-2830.

For all other questions, please reach out to your Merck Representative or contact the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372) 8:00 AM – 7:00 PM ET, Monday through Friday.

Sincerely,

Michele Taylor

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Executive Director, US Vaccines Contracting & Distribution Strategies Merck Sharp & Dohme Corp.

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## **Merck Packing Slip Differentiation Instructions**

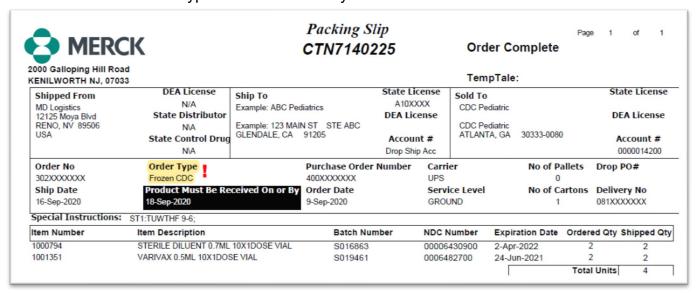
CDC participating providers who receive both CDC and commercial orders from Merck, can now differentiate their Merck orders based on the packing slip enclosed.

Upon opening your reusable shipping container, you should immediately see the Packing Slip on top of the product. By reviewing the 'Order Type' on the Merck packing list, you can determine if the order is a CDC or commercial shipment.

See the Example Packing Slip below for a CDC Order:

Take notice of the listed 'Order Type'.

✓ If the order type is Frozen CDC – you can be sure this is a CDC Order.



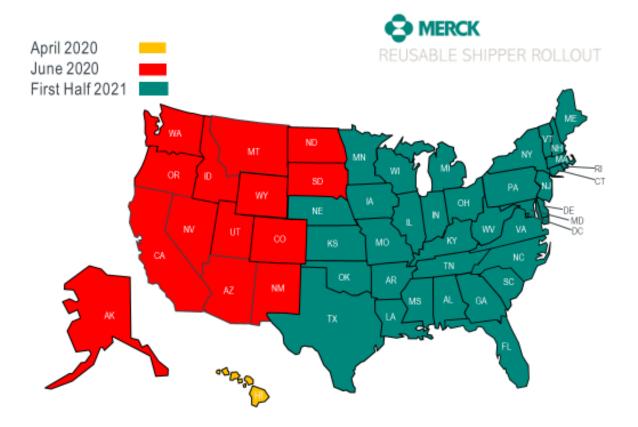
See the Example Packing Slip below for a Commercial Order:

Take notice of the listed 'Order Type'.

✓ If the order type is Frozen Drop Ship – you can be sure this is a Commercial Order.



For questions, or missing Packing Slips please contact the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372) 8:00 AM – 7:00 PM ET, Monday through Friday.



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