

Where to Find Help With...

1. Questions about the interruption to business transactions

- Contact your Merck representative. Representatives are prepared to discuss what the interruption might mean to your office.
- Call the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.
- Read the "Communications to Customers and FAQs" document on MerckVaccines.com®.

2. Finding my new Customer (account) Number

- Your new customer number will be mailed to you by April 6, 2010.
- After April 6 you may access your new customer number several ways:
 - Online (starting April 7):
 - Active online users of MerckVaccines.com will automatically be updated with a new Customer Number on the site.
 - In order to see your new Customer Number, log in to MerckVaccines.com and select "Place an Order" then select View Cart. The summary page will include your Customer Number in the "Account Information" section at the top of the page.
 - Contact your Merck representative.
 - Call the Merck Vaccine Customer Center.
 - Call your Vaccine Account Specialist at 877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.

3. Questions about my invoice

- Call the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.
- After April 7, to obtain a copy of your invoice if you are registered on MerckVaccines.com, please login and then select Pay an Invoice from the Account Tools area. If you have multiple accounts, you must then select an account. You will then see all your open invoices listed and available for download. If you need a paid invoice, select that topic at the top of the page. Please note that only invoices created after April 6 will be available for download.

4. The new ordering functionality on MerckVaccines.com

- After April 7, when the new ordering functionality becomes available, you can access the new online help section for assistance with questions and navigation.
- In March, you can access a step-by-step guide on how to place an order located on the information page about the disruption to business services.
- Call the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.
- Contact your Merck representative.

5. Finding Order History for orders placed prior to March 25, 2010:

A roll up by month of doses or dollars for orders placed prior to March 25, 2010, may be obtained the following ways:

- Online:
 - Log in to MerckVaccines.com and selecting Order History Report from the left navigation. It is under the section entitled Account Tools in the grey box on the left side of the page.
- Contact your Merck representative, or
- Call the Merck Vaccine Customer Center at 1-877-VAX-Merck (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.

NOTE: Specific order details will no longer be available electronically. To get more information about a specific order placed prior to March 25, 2010, please call the Merck Vaccine Customer Center at 1-877-VAX-Merck (877-829-6372).

6. Are there other ways this interruption may have an impact on me?

If you are a speaker for Merck or work for Merck on a clinical trial you may experience some additional changes. To learn more, please contact the Merck National Service Center at 1-800-NSC-MERCK (1-800-672-6372).