

## **Indirect Customers: Frequently Asked Questions**

### **1. What is the impact of drop ship orders of frozen products for indirect purchasers?**

From Thursday, March 25 until Tuesday, April 6, Merck will not ship any vaccine products directly to customers. This includes drop-shipments of frozen vaccine products on behalf of a wholesaler or Physician Distributor.

To minimize the impact on you, we suggest you consider the following:

- Place your March through mid-April vaccine orders via your usual wholesaler or distributor no later than the week of March 15th to ensure processing is complete before the temporary interruption begins.

### **2. As an indirect customer, how much should I order to cover any interruptions?**

We recommend you continue ordering refrigerated Merck vaccines through your wholesaler or Physician Distributor as usual in your normal quantities. The only impact will be to frozen vaccines that Merck would drop ship directly to you. We recommend you order enough frozen vaccines to meet your needs until mid-April no later than the week of March 15th in order to ensure your order is processed before the interruption to business transactions begins on March 25.

### **3. What do I do if I need frozen product during the interruption period?**

Merck will be unable to ship any frozen product during the interruption period. Unfortunately, customers must wait until after the interruption to receive frozen product shipments. Please be sure to order enough frozen product prior to the interruption to meet your needs through mid-April.

### **4. Are Centers for Disease Control and Prevention (CDC)/Merck working with CDC's contracted distributor, McKesson Specialty, to ensure they have adequate inventory to cover demand during the down time?**

Yes, Merck is working closely with the CDC on the situation. CDC intends to have appropriate amounts of non-frozen Merck vaccines available at the McKesson Specialty warehouses to support public sector orders.

### **5. Is Merck working with Prime Vendors to ensure they have sufficient quantities of inventory to cover for Military and VA accounts?**

The Merck Order Fulfillment Center is working with all wholesalers to provide appropriate amounts of inventories to fulfill customer orders during Merck's period of interruption.

### **6. How does the interruption impact Vaccines for Children (VFC) customers when they place orders to the State?**

Merck is working closely with the CDC on the situation. VFC customers should continue to place orders in their usual manner unless directed otherwise by their City or State Immunization Project.

**7. During Merck's interruption period, what direction should be given to VFC providers ordering frozen vaccines that need to be shipped by Merck?**

During this interruption period, all VFC providers should continue to place VFC orders in a normal manner unless instructed otherwise by their Immunization Project Manager.

**8. Where does a customer get information on the status of existing orders or vaccine issues prior to the interruption to business transactions beginning March 25?**

MerckVaccines.com will maintain an information page about this interruption, including any changes in status of vaccine supply and interruption details.

In addition, please call either the Order Management Center (OMC) at 800-MERCK-RX (800-637-2579) or the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372) about any specific order questions you may have.

**9. When will Merck cease updating membership and eligibility (ie adding/removing customers from contract)?**

The last day to put a new customer on a contract is March 11. Existing customers can continue to make membership and eligibility changes until March 23. Updates will resume on April 6.