

Guide to New Ordering/Account Management Area on MerckVaccines.com[®]:

NOTE: MerckVaccines.com will not resume ordering operations until April 7.

1. Where do I go to find help with the new ordering functionality on MerckVaccines.com?

Coming in March, you can access a step-by-step guide on how to place an order using the new area of the site by selecting Step-by-Step Guide to New Online Ordering and Account Management on MerckVaccines.com on the information page about the interruption to business transactions.

Beginning April 7, when the new ordering functionality becomes available on MerckVaccines.com, you may also access the new help section to address your questions about navigating the site and finding information.

You are always welcome to contact the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday, or call your Merck representative for assistance.

2. Has the entire site changed?

No. Only the ordering and account management areas of MerckVaccines.com have changed. MerckVaccines.com still provides you with comprehensive product information on Merck vaccines, including Prescribing Information and/or Patient Prescribing Information, Storage and Handling, Dosing and Administration, and Efficacy information. Additionally, MerckVaccines.com offers disease information, on Demand eMedical Forums, links to other Merck sites as well as our new ordering functionality for vaccines.

If you're a Direct Purchase Account customer, you will notice a new look and feel to the ordering and account management functionality on the site. It was designed to improve access to the Product Catalog, Shopping Cart, Order Tracking and Accounts Payable features, including the ability to download and print invoices.

3. How do I find my Order History for orders placed prior to March 25, 2010 on MerckVaccines.com?

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).

4. How do I place an order for multiple locations?

The functionality for placing orders for multiple locations has changed. Once you have chosen all of your products, click on the Shopping Cart in the upper right hand corner of the site. In the Shopping Cart, you will choose the account and then for shipping, click Multiple locations. You will then see a drop down box under each product line where you can designate where the product will be shipped to. Then, click Apply Changes.

5. Why can't I see my PO Box listed on my billing information online?

There is a display issue that we are working to correct. The PO Box is still part of your account profile and it will print on the invoice correctly. If you would like to confirm that your PO Box number is correct for your account, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.

6. Why do pharmaceutical products now appear in the Online Catalog?

Merck has various types of direct accounts that allow customers to order different products. Certain customers are able to order pharmaceutical products.

7. Why is my credit card information not on MerckVaccines.com?

Most customers will still see their stored credit card information on MerckVaccines.com. If your credit card is not displayed, it is because you previously used one credit card across multiple accounts.

- If you want to store your credit card, you can do so for one account only. This can be done on MerckVaccines.com or by calling the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) from 8 AM to 7 PM ET, Monday through Friday.
- If you want to use one credit card for multiple accounts, you cannot store your card in our systems. If you try to enter a credit card and it is already stored in our systems for another account, you will be prompted to enter another card. If this occurs, you have two options:
 - If you want to use the same card, you must delete it from the account it is linked to. You can do this by logging into MerckVaccines.com for each account and selecting Pay an Invoice from the choices on the left. Then select Payment Methods to see the cards on file for that account. Select the card and delete.
 - Use another credit card.

If you have questions about using your credit card, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK (877-829-6372) for assistance.

8. Why has the "Remember Me" functionality disappeared from the site?

The enhanced security of Merck's new systems does not allow for this capability on Web sites. You will still be able to access a forgotten password or userid; however, you will now have to enter your userid and password each time you come to MerckVaccines.com.