

FAQs for Reusable Shipping Containers

As Merck transitions to the new Reusable Shipping Containers, we know there will be a lot of questions. Below are questions and answers that we hope will help with the Reusable Shipping Containers, how to return them, impacts to shipping timeframes, and much more.

Q: What is the reusable shipping container?

A: Merck has worked with AeroSafe to utilize a new shipping container for Merck vaccine products that, once received and product contents are removed, is returned to AeroSafe to eliminate waste and storage issues with customer offices. These new containers allow for multiple changes with regard to what we can ship and how we can ship it.

Q: Are there changes to the shipping timelines with the new reusable shipping containers?

A: Frozen products (ProQuad® [Measles, Mumps, Rubella and Varicella Virus Vaccine Live] and VARIVAX® [Varicella Virus Vaccine Live]) will ship with 2-4 days in transit. ProQuad will no longer be sent automatically overnight. Refrigerated products and M-M-R® II (Measles, Mumps, and Rubella Virus Vaccine Live) purchased direct will also ship with 2-4 days in transit. Direct customers and indirect customers purchasing Merck products can still request overnight shipping for an additional fee.

Q: What is the benefit of the longer shipping timeframe?

A: Typically, shipments will be received in 2 days. An additional feature associated with these containers is that shipments can be shipped Thursday and Friday to be received the following Monday and Tuesday. This allows for more flexibility in shipping during peak vaccination seasons.

Q: What sizes are there for the reusable shipping container?

A: Currently, there are two (2) sizes for the reusable shipping container, a 12L size and a 33L size. The reusable shipping container size used for your shipment will depend on the number of product units ordered. The 33L reusable shipping container will only be used for refrigerated Merck vaccine shipments.

Q: Is there a change to what vaccines can be shipped together? Or how many doses will come in a single container?

A: For frozen vaccine shipments (M-M-R® II, VARIVAX, and ProQuad), all vaccines can be combined to ship in a single container. A single 12L reusable shipping container can hold up to 140 doses. For refrigerated products, all vaccines can be combined to ship in a single container. A single 12L reusable shipping container can hold 20 to 50 doses total. A 33L reusable shipping container can hold 100 to 540 doses total. However, these numbers can change depending on whether the vaccine is packaged as a vial, syringe, or tube. Customers should place orders as normal, and Merck will work to ship in the fewest number of shipping containers possible to safely ship the product.

Q: Is there a change to determining the viability of the product?

A: The packing slip will continue to show the date by which the product needs to arrive. As long as the product is received by the date on the packing slip, it is viable. However, if you would like assurance, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK.

Q: Where will the diluent be stored in the new 12L shipping container?

A: Diluent, and any paperwork, will be on the top tray. As soon as you open the flaps, the diluent and paperwork will be visible prior to lifting the tray to access the vaccine.

Please visit us at
[MerckVaccines.com](https://www.MerckVaccines.com)
for more information.

FAQs for Reusable Shipping Containers (*Continued*)

Q: What should be included in the reusable shipping container when it is returned to AeroSafe?

A: Everything that was received with the Merck shipment should be returned in the reusable shipping container EXCEPT any paperwork and Merck product. All refrigerants, panels, trays, etc., are required to be sent back for refurbishment and reuse. If you have questions on what you should return, please call AeroSafe at 1-585-760-2830.

Q: What should NOT be returned in the reusable shipping container?

A: Everything that was received with the Merck shipment should be returned in the reusable shipping container EXCEPT any paperwork and Merck product. No other items should be added including other products (Merck products or another manufacturer's product) or TempTales. All refrigerants, panels, trays, etc., that were received in the reusable shipping container are required to be sent back for refurbishment and reuse. If you have questions on what you should return, please call AeroSafe at 1-585-760-2830.

Q: What is the cleaning or refurbishment process? Is the AeroSafe reusable shipping container and its packing material safe to use during COVID-19?

A: Please call the Merck National Service Center at 1-800-NSC-MERCK or go to www.aerosafeglobal.com or www.aerosafeglobal.com/contact-us for information regarding how the reusable shipping containers are cleaned and refurbished for reuse.

Q: What happens if I don't return the AeroSafe reusable shipping container and its packing material (ice packs, etc.)?

A: We strongly encourage you to return the reusable shipping container and its contents to AeroSafe because re-use of the containers is essential to the success of the reusable shipping container program. AeroSafe will be contacting customers if the reusable shipping container is not returned to assist with any issues that may be causing the delay.

Q: My state is not going to be included in the AeroSafe reusable shipping container program until 2021; is there a chance I could receive one before then?

A: Yes, there are times when your orders may be shipped from our Reno, NV distribution center, but the majority of your shipments will be in the current styrofoam shipping container until we are able to roll out the reusable shipping container program to our Plainfield, IN distribution center.

Q: I received a vaccines order that came in the styrofoam shipping container, but I was getting the AeroSafe reusable shipping container before. Am I going back to the styrofoam?

A: From time to time we may have to ship your order from our Plainfield, IN distribution center. The majority of your orders should arrive in the AeroSafe reusable shipping container, but you may receive both until we roll out the reusable shipping containers to our Plainfield, IN distribution center.

Q: Do you know when in 2021 I will start to receive only the AeroSafe reusable shipping container?

A: A final date for implementation of the AeroSafe reusable shipping container for all of our distribution centers has not yet been determined. Once that information is available, we will communicate it to all customers.

Q: When can I expect pick up of the reusable shipping container?

A: AeroSafe will arrange for UPS to pick up the reusable shipping container the next business day after the delivery of your Merck products.



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FAQs for Reusable Shipping Containers (*Continued*)

Q: Am I charged for UPS to pick up the reusable shipping container?

A: There is no charge for UPS to pick up the reusable shipping container. AeroSafe coordinates the pick up and covers the charge. If the customer contacts UPS directly to return the reusable shipping container, there may be a charge. The customer should contact AeroSafe at 1-585-760-2830 with any questions regarding pick up of the container.

Q: How do I report an issue with my shipment (eg, the product was received late, damaged, an overage or shortage of product, or shipped to the wrong location)?

A: If you ordered the product directly from Merck, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK. If you ordered the product through a distributor or wholesaler, please contact the distributor or wholesaler and they will work with Merck to correct the issue. If the product was ordered through the CDC/VFC, please call 1-800-MERCK-RX.

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