

FAQs for Reusable Shipping Containers

As Merck transitions to the new Reusable Shipping Containers, we know there will be many questions. Below are questions and answers that we hope will help with the rollout process for 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, a cold-chain service provider, to create a new shipping container for Merck vaccine products that, once received and product contents are removed, is returned to AeroSafe for refurbishing for reuse. This eliminates waste and storage issues associated with Styrofoam shipping containers in customer offices. These new containers allow for multiple changes to what we can ship and how we can ship it.

Q: Is there a change to what vaccines can be shipped together?

A: For frozen vaccine shipments—M-M-R[®]II (Measles, Mumps, and Rubella Virus Vaccine Live), VARIVAX[®] (Varicella Virus Vaccine Live), and ProQuad[®] (Measles, Mumps, Rubella and Varicella Virus Vaccine Live)—all vaccines can be combined to ship in a single container. For refrigerated products, all vaccines can be combined to ship in a single container. Frozen and refrigerated products will not be combined in a single container.

Q: Are there changes to the shipping timelines with the new Reusable Shipping Containers?

A: Yes, see below:

Order Day	Receipt Date					
	Refrigerated Products		Frozen Products (including M-M-R [®] II)		ProQuad [®] (Measles, Mumps, Rubella and Varicella Virus Vaccine Live)	
	Styrofoam	Reusable Shipper	Styrofoam	Reusable Shipper	Styrofoam	Reusable Shipper
Monday	Tuesday	Wednesday	Wednesday	Wednesday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday	Thursday	Thursday	Wednesday	Thursday
Wednesday	Thursday	Friday	Friday	Friday	Thursday	Friday
Thursday	Friday	Monday	Monday	Monday	Friday	Monday
Friday	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday	Tuesday
Saturday	Tuesday	Wednesday	Wednesday	Wednesday	Tuesday	Wednesday
Sunday	Tuesday	Wednesday	Wednesday	Wednesday	Tuesday	Wednesday

Overnight shipping can still be requested for additional fee.
Shipping timeframes vary by shipping container type and size.

Q: What is the benefit of the longer shipping timeframe associated with the Reusable Shipping Container?

A: Typically, shipments will be received in 2 days. An additional feature associated with the Reusable Shipping Containers is that shipments can be shipped to allow for transit over the weekend. This allows for more flexibility in shipping during peak vaccination season.

FAQs for Reusable Shipping Containers (*continued*)

Q: What Reusable Shipping Container sizes are available? How many doses will come in a single container?

A: See below:

	Frozen Vaccine Shipments (Vial) ¹	Frozen Vaccine Shipments ¹	Refrigerated Vaccine Shipments (Vial/Syringe)	Refrigerated Vaccine Shipments (Tube) ¹	Refrigerated Vaccine Shipments
Shipper Size	Max Doses in Shipper ²	Max In-Transit Timeframe	Max Doses in Shipper ²		Max In-Transit Timeframe
8 L	60 doses	4 days	10 doses	25 doses	2 days ⁵
12 L ³	140 doses	4 days	20 doses	50 doses	4 days
33 L ⁴	510 doses	5 days	100 doses	100 doses (10 pack) or 175 doses (25 pack)	5 days
TC-391 ⁶	1080 doses	5 days	1080 dose/240 doses	300 doses	5 days

¹Includes MMR[®]II, Varivax[®], and ProQuad[®].

² Max doses in a shipper depends on type of vaccine: vial, syringe, and/ or tube. The Merck warehouse will pick the best way to ship the product based on mix of vaccines ordered.

³An order will ship in two 12 L containers and will hold maximum of 280 doses of frozen vaccine or 40 doses of refrigerated vaccine (maximum 100 doses of RotaTeq[®]) across the two containers before being switched to one 33 L.

⁴Diluent ships in separate box.

⁵Does not ship over the weekend.

⁶ProQuad[®] cannot be shipped in this container.

Q: What is the diluent shipping container? What does it look like? Is it reusable?

A: The diluent shipping container will be used with diluent-only orders or with accompanying frozen shipments sent out in the 33 L Reusable Shipping Container. The diluent shipping container will have a similar appearance to the Reusable Shipping Container; however, the customer will not be required to return the diluent shipping container to AeroSafe to be reused. It can be disposed of like any other cardboard box.



Diluent Shipping Container

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 be received. As long as the product is received by the date on the packing slip, it is viable. However, if you would like confirmation, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK.

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, temperature monitors, 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.

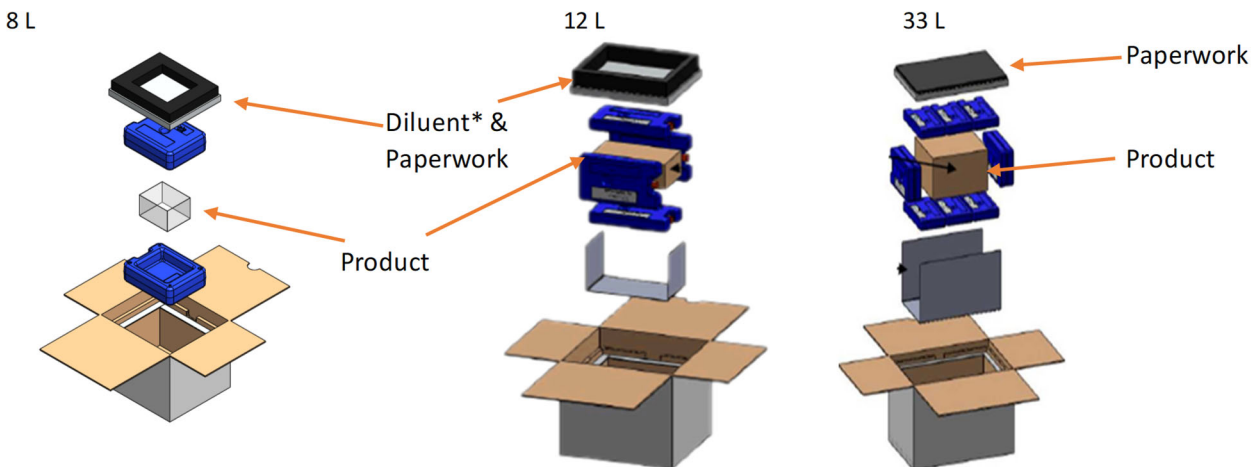
FAQs for Reusable Shipping Containers (*continued*)

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, temperature monitors, and Merck product. No other items should be added, including other products (any Merck product or another manufacturer's product), disposable or medical waste, or temperature monitors. 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 in the Reusable Shipping Container, please call AeroSafe at 1-585-760-2830.

Q: Where in the Reusable Shipping Container are the product, diluent, and paperwork stored?

A: See diagram below:



*Diluent will only be included in the 8 L and 12 L Reusable Shipping Containers. Diluent is shipped in a separate non-reusable shipping container when an order for Merck product is packed in a 33 L Reusable Shipping Container.

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 go to www.aerosafeglobal.com, or www.aerosafeglobal.com/contact-us, or call the Merck National Service Center at 1-800-NSC-MERCK, 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 reuse 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: When will my state of residence be transitioning to the new Reusable Shipping Container?

A: States will be transitioning over a period of time using a multiphase approach. Please refer to the Reusable Shipping Container Rollout map at www.merckvaccines.com/help/vaccine-shipping-schedule/ to see when your state might start using the Reusable Shipping Container. Frozen vaccines and refrigerated vaccines may not transition to Reusable Shipping Container use at the same time.



Please visit us at
MerckVaccines.com
for more information.

FAQs for Reusable Shipping Containers (*continued*)

Q: My state is expected to be included in the AeroSafe Reusable Shipping Container program sometime in 2022; is there a chance I could receive one before then?

A: Yes, there are times when your orders may be shipped from one of our distribution centers that are already set up to use the Reusable Shipping Containers, but the majority of your shipment will go out in the current-use Styrofoam shipping container, until we are able to roll out the reusable Shipping Container program to all of our distribution centers.

Q: I received a vaccine order that came in the Styrofoam shipping container, but previously had been receiving my Merck vaccine orders in the AeroSafe Reusable Shipping Container. Why did I receive a Styrofoam shipping container?

A: From time to time, we may have to ship your order from a distribution center that has not transitioned to the Reusable Shipping Container. 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 **all** of our distribution centers.

Q: I received a vaccines order that was delivered by FedEx; is UPS no longer being used for shipping Merck Vaccines?

A: Merck Vaccines will begin to ship from 3 Merck warehouses. The newest warehouse, located in Memphis, Tennessee, will be utilizing FedEx instead of UPS, and supports states in the Southeast. The existing warehouses in Plainfield, Indiana and Reno, Nevada, will continue to utilize UPS for their small partial shipments. Shipping timeframes for Memphis and Reno will be the same, since they are both using the Reusable Shipping Containers.

Q: If my shipment arrives via FedEx, will UPS still be picking up my Reusable Shipping Container when I am ready to return it?

A: Yes, UPS will still pick up the Reusable Shipping Container. FedEx will not be able to return the Reusable Shipping Container for you.

Q: Do you know when in 2022 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 pickup of the Reusable Shipping Container?

A: AeroSafe will arrange for UPS to pick up the Reusable Shipping Container the next business day following delivery of your Merck product(s). You may receive a call the day the shipment is delivered to assist with the return process.

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 pickup 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 container pickup.

Q: How do I report an issue with my shipment (eg, late product arrival, damaged product, an overage/shortage of product, or product was 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. If you are supposed to report the issue to Merck per the above, and are told that product needs to be sent back to Merck, please use the Merck Call Tag that will be emailed to you for the return. Returning the product using the label on the shipper will result in delays in receiving credit, if eligible.