

FAQs for Reusable Shipping Containers

Q: What is the Reusable Shipping Container?

A: Merck worked with AeroSafe, a cold-chain service provider, to create a 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 containers allow for multiple changes to what products we can ship and how we can ship them.

Q: Is there a change to what vaccines can be shipped together by using the Reusable Shipping Container?

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: What Reusable Shipping Container sizes are available? What is the maximum number of doses that will come in a single Reusable Shipping Container?

A: See below

	Frozen Vaccine Shipments (Vial) ¹	Frozen Vaccine Shipments ¹	Refrigerated Vaccine Shipments (Vial/Syringe)	Refrigerated Vaccine Shipments (Tube)	Refrigerated Vaccine Shipments	
Shipping Container Size	Max Doses in Shipping Container ²	Max In-Transit Timeframe	Max Doses in Shipping Container ²		Max In-Transit Timeframe	Temperature Monitor Included
8L	20 doses	4 days	60 doses/10 doses	10 doses	2 days ³	No
12L⁴	140 doses	4 days	140 doses/20 doses	20 doses (10 pack) or 25 doses (25 pack)	4 days	No
33L⁵	540 doses	5 days	540 doses/100 doses doses	100 doses (10 pack) or 175 doses (25 pack)	5 days	No
77L⁵	1500 doses	4 days	1500 doses/380 doses	350 doses (10 pack) or 550 doses (25 pack)	5 days	Yes

¹Includes 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).

²Maximum number of doses in a Reusable Shipping Container depend 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.

³Does not ship over the weekend.

⁴For orders of up to 40 doses, the diluent will ship in the same box. For orders of 50-140 doses, the additional diluent will ship in a separate box.

⁵Diluent ships in separate box.

Please visit us at
MerckVaccines.com®
for more information.



FAQs for Reusable Shipping Containers (*continued*)

Q: What is the benefit of the longer shipping time frame 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 a weekend. This allows for more flexibility in shipping during peak vaccination season.

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 12L (for orders of 50-140 doses), 33L, and 77L Reusable Shipping Containers. 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 by using the Reusable Shipping Container?

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** Merck product and any paperwork. All refrigerants, panels, trays, temperature monitors (included in 77L ONLY), etc., are required to be sent back to AeroSafe for refurbishment and reuse. If you have questions on what you should return, please call AeroSafe at 1-585-760-2830. Please note any Merck product returned using the Reusable Shipping Container may be subject to severe processing delays and/or not be eligible for credit. For instruction about how to return expired merchandise, you can visit www.merckvaccines.com/global/helpful-links/return-merchandise. For questions on returning non-expired product, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK.

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** Merck product and any paperwork. No other items should be added, including other products (any Merck product or another manufacturer's product) or disposable or medical waste. All refrigerants, panels, trays, temperature monitors (included in 77L ONLY), etc. that were received in the Reusable Shipping Container are required to be sent back to AeroSafe 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. Please note any Merck product returned using the Reusable Shipping Container may be subject to severe processing delays and/or not be eligible for credit. For instruction about how to return expired merchandise, you can visit www.merckvaccines.com/global/helpful-links/return-merchandise. For questions on returning non-expired product, please call the Merck Vaccine Customer Center at 1-877-VAX-MERCK.

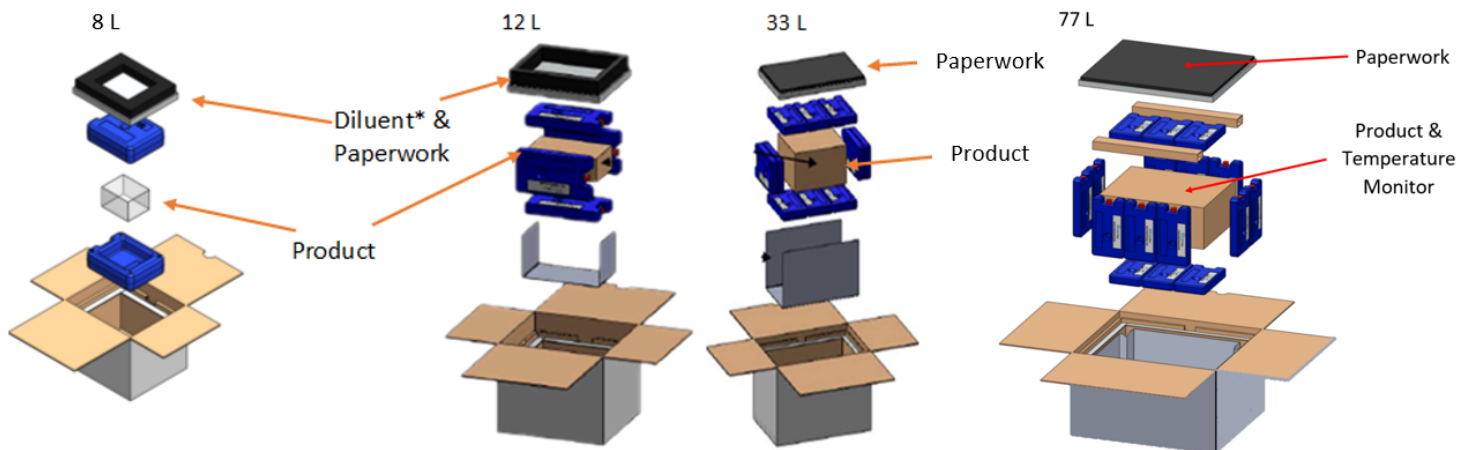


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FAQs for Reusable Shipping Containers (*continued*)

Q: Where in the Reusable Shipping Container are the product, diluent, paperwork, and/or temperature monitor (included in 77L ONLY) stored?

A: See diagram below:



*Diluent will only be included in the 8L and 12L Reusable Shipping Containers. Diluent is shipped in a separate non-reusable shipping container (Diluent Shipping Container) when an order for Merck product is packed in a 33L or 77L Reusable Shipping Container.

Q: What is the cleaning or refurbishment process?

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 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.

FAQs for Reusable Shipping Containers (*continued*)

Q: How do I report an issue with my shipment (eg, late product arrival, damaged product, an overage/shortage of product, or product 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 Merck product through a distributor or wholesaler, please contact the distributor or wholesaler, and they will work with Merck to correct the issue. If the Merck 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 direction provided above and are told that the product needs to be sent back to Merck, please use the Merck Call Tag that will be emailed to you for the return, but do not use the Reusable Shipping Container with the Merck Call Tag. Returning the Merck product using the Merck Call Tag on the Reusable Shipping Container will result in delays in receiving credit, if eligible.

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