



January 26, 2010

Dear Customer:

Merck values its relationship with you and would like to provide advance notice of changes that will affect when and how you purchase vaccines from us. As part of a long-term plan to standardize commercial systems that will enhance efficiency, we will implement a major software update in April 2010.

This update will cause the following interruptions to business transactions:

- **Placing orders for any Merck product, including vaccines will be on hold from Thursday, March 25, 2010 through Tuesday, April 6, 2010.**
- Shipping orders, processing payments via credit card, or applying credits to your account will be interrupted during this time.
 - This includes shipments of frozen vaccines for Vaccines For Children (VFC) orders.
- Updating your account/customer profile, ie, changes to address, phone numbers, and office hours, will be on hold from March 9 through April 6.

Actions you can take to minimize the impact to your business include:

1. Before March 9, communicate to Merck any changes to your account/customer profile, ie, address, phone number, office hours that might occur between March 9 and April 6.
2. Consider your vaccine inventory needs and purchasing schedule and **place your direct orders^a no later than the week of March 15** to ensure processing is complete, based upon product availability, before the interruption. VFC orders should be placed in the usual manner unless directed otherwise by your City or State Immunization Project Manager.

As a result of the update, you will receive a **new Customer Number** to use when managing your account activities. This number will replace your current Account Number and will be mailed to you before April 6. Lastly, users of MerckVaccines.com[®] will experience a new ordering and enhanced account management system. More information about these changes will be forthcoming.

Once the software update is completed, we expect to be fully operational. However, we realize that a major software upgrade of this nature may cause a few unexpected issues that need to be worked out. We ask for your patience as we work to bring our systems back up and return to normal processing times for all business transactions.

Thank you for your business and we apologize for any inconvenience this interruption may cause you. We are committed to supporting you during this time. If you have any questions, please contact your Merck

^a Standard terms and conditions apply to all orders

representative, the Merck Vaccine Customer Center at 1-877-VAX-MERCK (1-877-829-6372) from 8 AM to 7 PM ET, Monday through Friday, or visit MerckVaccines.com.

We appreciate your patience and your continued commitment to improving public health.

Best Regards,

Christopher J. Haney

Vice President, Global Commercial Operations

Merck Vaccines

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This document can be found on the CDC website at:

<http://www.cdc.gov/vaccines/programs/vmbip/downloads/newsletters/2010/provider-letter-2010-508.pdf>