

## **Attention: CuraScript SD Specialty Distribution Customers**

Merck will be performing an upgrade of their financial and commercial systems March 25, 2010 – April 06, 2010, resulting in a temporary interruption to all business transactions with this organization.

### **What does this mean for you?**

CuraScript SD has made arrangements and will have product available. With the exception of drop-ship items, Merck products will be available for distribution during this time.

### **Merck Drop-ship Items:**

Item #	Description
51144	Varivax SDV
51136	Varivax SDV W/ Diluent EA DS
208728	Zostavax SDV EA
208736	Zostavax 10/BX

If you currently purchase any of the drop ship items listed in the table above, please take a moment to ensure you have or will have adequate supply to meet your needs during the systems upgrade.

For more information, please review pages 2 and 3 of this document.

Thank You  
CuraScript SD Specialty Distribution's Procurement Team.

## **Frequently Asked Questions About Merck's Interruption to Business Transactions:**

### **1. When is this interruption taking place?**

*From Thursday, March 25 until Tuesday, April 6 you will be unable to conduct any business transactions directly with Merck.* These transactions include ordering, shipping, payments via credit card, and credits.

### **2. What can I do to minimize potential delays as a result of this interruption?**

The temporary interruption only impacts your orders coming directly from Merck, ie private stock and drop-shipments of frozen product. Please continue to place your Vaccines for Children (VFC) orders for public stock through your normal ordering process.

To avoid any potential delays of receiving product, we suggest you consider the following for private stock only:

- Place your March through mid-April orders no later than the week of March 15th to ensure processing is complete before the temporary interruption begins.

### **3. Why is Merck having this interruption?**

Merck is upgrading our financial and commercial systems. This upgrade is part of a long-term plan to modernize our systems to become more efficient.

### **4. What if I have an invoice due during the interruption?**

You should continue to make timely payments based on the due date noted on the invoice; however, you may experience a delay for the payment to be reflected on your accounts.

#### **Paper Checks and EFTs**

- We can accept paper checks and EFTs throughout the interruption

#### **Credit Cards**

- Credit card payments can also be recorded during the interruption by calling the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372)
- However, payments will not be processed until systems are back up on April 6
- NOTE: As long as the payment is received, there will not be any late charge assessed or prompt payment discount lost as a result of our inability to process until after April 6. If your credit card is set up to be charged on day 89 and Day 89 falls during the interruption, you will not be assessed a late charge and you will continue to be eligible for the prompt payment discount.

### **5. What if I have credits that should be processed during this interruption?**

You may apply credits against other open items on your accounts before March 25 or after systems are activated on April 6, 2010.

### **6. Does this have anything to do with Merck's vaccine supply challenges?**

No. This is a long-planned upgrade of our financial and commercial systems. This upgrade is part of a long-term plan to modernize our systems to become more efficient.

**7. What is Merck doing to minimize the impact of this interruption to me and my practice?**

There are several communications that will be sent to customers to prepare them for this interruption that include details on how to minimize delays and identify where to find help. You will receive this information online, via mail and e-mail, from your Merck Sales Representatives and from your Vaccine Account Specialist at the Merck Vaccine Customer Center.

Additionally, we have arranged for increased phone support during this period to help customers through this period AND have trained all sales representatives to assist you with questions you may have.

**8. During Merck's interruption period, what direction should be given to VFC providers ordering frozen vaccines that need to be shipped by Merck?**

During this interruption period, all VFC providers should continue to place VFC orders in a normal manner unless instructed otherwise by their Immunization Project Manager.

**9. Does this have anything to do with the merger between Merck and Schering-Plough?**

No. This is a long-planned upgrade of our financial and commercial systems. This upgrade is part of a long-term plan to modernize our systems to become more efficient.

For more information about the merger, please visit  
<http://www.merck.com/about/merck-schering-plough-merger/home.html>

**10. Are there other ways this interruption may have an impact on me?**

If you are a speaker for Merck or work for Merck on a clinical trial you may experience some additional changes. To learn more, please contact the Merck National Service Center at 1-800-NSC-MERCK (1-800-672-6372).