

From: dph.immunizations@ct.gov <noreply@everbridge.net>
Sent: Monday, July 24, 2023 1:28 PM
Subject: Merck Shipping Delays for Frozen Vaccines



DEPARTMENT OF PUBLIC HEALTH

July 24, 2023

Please see attached notification from Merck concerning direct ship Varicella & MMRV orders.

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For the CT DPH Immunization Program, visit: [Contact Us](#)

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July 21, 2023

RE: Important Information Regarding Merck Product Shipping

Dear CDC Provider,

The purpose of this letter is to provide you with important, updated information regarding Merck product shipping, which has been disrupted as a result of a recent network incident at the Merck third party logistics provider.

At the time of this letter, the third party logistics provider continues to work urgently to resolve the issue, and has been able to ship a very small number of orders. We are working diligently and expect to increase the number of orders shipped as the applicable distribution and logistics systems are brought back on-line. We hope to return to normal operations quickly and will provide a status update early next week. Please note that once we do return to normal operations, orders will continue to be delayed for a period of time until we are able to work through the backlog of orders resulting from the incident.

For CDC orders, this incident will result in delay of the delivery of frozen product distribution. In addition, we are working in partnership with the CDC to minimize any potential impact on the availability of refrigerated product through the CDC.

Please note that this issue is also impacting health care provider (HCP) customers who order directly from Merck for privately purchased doses.

Thank you for continued patience and understanding as we work urgently to resume normal order fulfillment and shipping operations. We will continue to provide updated information as the situation evolves.

If you have any questions, please contact the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372).

Sincerely,

A handwritten signature in black ink, appearing to read "B. Tomko", with a long horizontal line extending to the right.

Brian Tomko
Director, Vaccines Contracting and Distribution
Strategies
US Vaccines
Merck Sharp & Dohme LLC