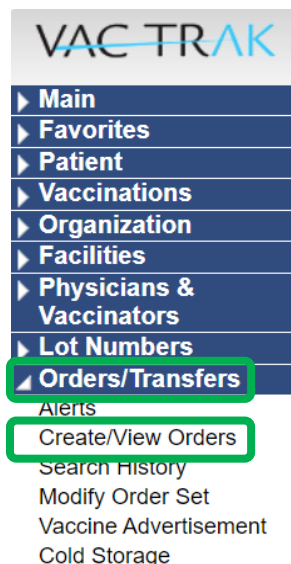




## How to Report a Failed Merck Vaccine Shipment

1. Use this [link](#) to report any of the following issues with a Merck shipment:
  - Delivered late
  - Package delivered to the wrong location
  - Lost shipment
  - Shortage
  - Overage
  - Order Status Updates
  - Other questions related to a Merck shipment
2. Once submitted, Merck will send an immediate confirmation email and follow-up within 5 business days.
3. Store vaccine appropriately and label “Do Not Use” until further direction from Merck.
4. Do not receive or reject the order in VacTrAK. If a replacement is sent, the same order will be used to receive in the replacement shipment.
5. If a return/replacement is approved, Merck will send a replacement order and email a UPS call tag to send the spoiled vaccine back.
6. Once the replacement arrives, carefully compare the vaccine lot numbers to what is populated in VacTrAK. You may need to edit the lot number in the pending VacTrAK order before clicking Receive.
7. To do this, log into VacTrAK, click on **Orders/Transfer – Create View Orders**.



8. Click on the arrow next to the order number.

Current Order/Transfer List					
Inbound Orders					
Select	Order Number	PIN	Submit Date	Approval Date	Status
<input type="button" value="--&gt;"/>	224898	100674	11/11/2020	11/13/2020	Shipped

9. If the lot or expiration date is different than what is physically received, make the edits before receiving in the shipment. Once everything is correct, click **Receive**.

Order Details								
Shipped Quantity	Receipt Quantity	Rejected Quantity	Vaccine	Funding Source	Manufacturer	Lot Number	Expiration Date	Reason for Rejecting
10	<input type="text"/>	<input type="text"/>	varicella	PUB	MERCK-MSD	T020652	06/16/2022	--select--
Comments						Tracking #	125R74050104064668	



**Note:** These instructions apply to shipments from Merck only and do not apply to shipments from McKesson. For temperature issues with McKesson orders, contact them at 877-836-7123 immediately after receiving the package. If you wait too long, your order may not be eligible for replacement.