

Texas Vaccines for Children/Adult Safety Net Program(s) Providers,

Merck product shipping has been disrupted because of a recent network incident at a third-party shipping provider, causing product delay. Merck is working to resolve the issue and will provide a status update through the Texas Department of State Health Services (DSHS) as soon as possible.

Once normal operations return, product orders will continue to be delayed until Merck is able to work through the backlog of orders due to this incident.

For general information on the status of Merck distribution:

- Contact the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372)
- To inquire about the status of an existing order, use this [link](#).

Contact your Responsible Entity (RE) with any questions.

Thank you for your continued participation in the TVFC/ASN Programs.

Texas Department of State Health Services Immunization Program