

We're streamlining the path **from production to practice.**

Beginning in January 2025, Vetsulin® will transition to a direct ordering and fulfillment model, available exclusively to **Verified Practices through the Merck Animal Health eShop.**

Why is Merck Animal Health making this change?

Vetsulin® is a critical treatment for managing canine and feline diabetes. Its unique formulation makes reliable supply essential for the pets who rely on it. By transitioning to Vetsulin® Direct ordering and fulfillment, we can proactively:

- Safeguard against misuse, diversion and waste
- Ensure consistent access for your patients
- Streamline the path from our production facilities straight to **Verified Practices²**

Deadline:

All applicable accounts must complete **Verification** and transition to **Vetsulin® Direct no later than May 15, 2025.³**

Verification and Vetsulin® Direct in four steps:

1 Assign an authorized shopper.⁵
Designate a team member who is authorized to place orders for your practice.


2 Complete the online form.
Fill out the online form with the requested contact information for your practice.

3 Receive eShop login details.
Once Verified, Merck Animal Health will share eShop login credentials within 2 to 3 business days.

4 Place your first Vetsulin® Direct order.
Log in to the eShop as a Verified Practice and place your Vetsulin® Direct order seamlessly and securely.

Don't wait to go **Direct.**

Get Verified and make the switch to purchasing Vetsulin® Direct today. **Thank you** for your immediate attention to this important update!

 Click here to get started:
account.merck-animal-health-usa.com

Vetsulin® Direct and Verified Practice checklist⁴

To streamline the Verification process, have the following items on-hand before you get started:

- ✓ **Practice information**
 - Current billing address
 - Current shipping address
- ✓ **Responsible contacts⁶**
 - Authorized shoppers
 - Authorized payers (if needed)



Verified Practice⁷

TRUSTED, AUTHORIZED ACCESS
TO MERCK ANIMAL HEALTH PRODUCTS

As an **established account** with Merck Animal Health, completing the eShop/Vetsulin® Direct form will confirm your clinic's credentials and **automatically grant Verified Practice status.**

We're here to help!

- ✉ customercareeshop@merck.com
- 🌐 merck-animal-health-usa.com/ecommerce
- ❓ Check out FAQs on the **next page**

Frequently asked questions

Why is Merck Animal Health requiring Vetsulin[®] to be fulfilled directly?

Vetsulin[®] is a life-saving therapy that helps manage canine and feline diabetes. Due to its unique formulation, consistent availability is critical for the pets who need it most.

Indirect fulfillment models for Vetsulin[®] limit our ability to respond quickly when demand spikes or supply is tight. Our goal with direct fulfillment is to reduce the chance of stock issues and ensure that Vetsulin[®] can consistently be shipped to customers that directly treat pets.

What is a Verified Practice?

A Verified Practice has provided up-to-date veterinarian credentials and authorized contacts. To order Vetsulin[®] Direct from Merck Animal Health, an account must complete the Verification process. Verification reinforces our commitment to protect pet health, uphold the highest standards of compliance and ensure that essential products reach trusted practices like yours.

Who is an online shopper, and why do I need to designate one?

An online shopper is someone who is authorized to make purchases on behalf of your account. This could be a veterinarian, practice manager or another trusted team member. By designating authorized shoppers, we ensure that orders are placed securely and only by approved individuals.

Who is an online payer, and why might we need to designate one?

A online payer is the person responsible for handling payments on behalf of your account, often someone in finance or accounts payable. Assigning a designated payer ensures that all invoices and payments are managed efficiently by an approved team member. This helps keep the purchasing process smooth and reliable, so you can focus on providing care without delays.

Why should I complete Verification and begin ordering Vetsulin[®] directly now?

Completing your Verification and starting your orders for Vetsulin[®] now ensures uninterrupted access to this essential treatment well before the May 15, 2025 cutoff. By signing up early, you'll avoid any last-minute disruptions or processing delays, and have the peace of mind that Vetsulin[®] will be readily available for your patients. This also gives you plenty of time to familiarize yourself with the eShop's quick ordering process, so when you need Vetsulin[®], you can get it without delays.

Am I required to purchase Vetsulin[®] through Merck Animal Health for my on-site pharmacy?

Yes; Starting May 15, 2025, Vetsulin[®] will be available exclusively through Vetsulin[®] Direct for Verified Practices only.

How does the Vetsulin[®] Direct ordering requirement affect our use of home delivery services?

We recognize that home delivery is an important tool for clinics. If your account offers this service through a platform like Covetrus' Home Delivery, Vetsource or another approved provider, there is no change to that process. Pet owners with a valid prescription can continue placing orders and having them delivered seamlessly.

Aside from Vetsulin[®], are any other products available to purchase directly from Merck Animal Health?

Yes: All HomeAgain and Sure PetCare products as well as Vetsulin[®] accessories, such as VetPens and carrying cases are also available for direct purchase from Merck Animal Health via the eShop. Gilvetmab[®], our novel canine oncology therapeutic, is also available for purchase for specialty accounts with the proper credentials.

For all other vaccines, therapeutics, biologics and parasiticides, please work with your distributor partner or Merck Animal Health sales representative.

Where do I go if I have questions?

Reach out to your Merck Animal Health sales representative, contact Merck Animal Health Customer Care at customercareeshop@Merck.com or visit <https://www.Merck-animal-health-usa.com/ecommerce/contactus>.