FREQUENTLY ASKED QUESTIONS

Why am I being asked to complete the setup of the Organization before I begin my submission?
Completing the organization information first (organization name/contact details, organization details/address information and Payee information)
- Will allow the Organization's profile to be available for future submissions
- Will allow you to complete your submission much quicker.

Why are you asking for so much information on the Organization?
It is very important that we have the necessary details on the requesting Organization associated with the submission. While this may seem like a lot of information, rest assured that Merck is collecting only what is necessary in order to process your request. Moreover, it is only required once, unless you need to update the profile of your Organization

In setting up my Organization and creating my submission, there are some fields with an * (asterisk), why?
The fields indicated by a *(asterisk) are mandatory fields while the others are supplemental and can be completed if you feel this additional information will help us in the assessment of your request.

What is a "'Request for Additional Information"' and what is the expected turn-around time?
A request for Additional Information is made when more information is needed for the assessment/approval of your request. In order to ensure that there are no delays with the review process, this information should be provided as soon as possible.

Can I complete part of the submission and come back to it later?
Yes. If you are unable to complete your request in one sitting, please make sure that you have saved what you have completed before leaving the portal. At any time before the submission of a request, you will have the opportunity to come back and make changes to the request. All pending requests can be found in the "My Required Tasks" section of the welcome page.

What if I have additional information/documents that I want to provide via an attachment?
You will have the opportunity to upload supporting documentation to the section entitled "document uploads" towards the end of your submission.

I see that that for Conferences/Congresses I am being asked to upload an Agenda, what if it isn't finalized yet?
If your meeting Agenda is not yet finalized you can upload the draft agenda as well as the agenda from the previous year's meeting (if applicable) to show what type of sessions were organized at the previous year's Conference/Congress.

Will my Merck Business Contact be able to assist me with the application process?
Your Merck Point of Contact can certainly help answer any questions you have with the submission process. Alternatively, If you need additional support, you can contact the Portal Administrator at Fundingrequest@merck.com

How will I know the status of my request?
Under the "My Requests" section of your homepage you can see the status of all your submissions. The status of your request is updated as it moves through the review and approval process. The system will generate emails to keep you updated as your submission moves through the various stages.

FREQUENTLY ASKED QUESTIONS

What are the statuses of my request as it moves through the various stages?

Portal Status	
Action	**Status**
Create a Request	New
Request Submitted	Submitted for Review
Request Approved	Approved
5 days post-event	Pending Reconciliation
Reconciliation Submitted	Reconciliation in Review
Reconciliation Approved	Closed

I see that I am being asked to provide a detailed budget for the amount of financial support being requested. What level of granularity is required?
For all requests, we require the total cost of the project/initiative/Conference. If the request is for a multi-sponsored, multi-level (i.e.. Bronze, Silver, Gold) educational conference/event, no additional budget details are required. For any other type of request, we require an itemized budget for the amount of support being sought by Merck.

If I have a question or concern regarding my request, is there someone I can call /contact?
Yes. You can sent an email to Fundingrequest@merck.com with your question and the Merck Portal Administrator will respond with 24 hours.

Why am I being asked if I have a Merck Point of Contact (POC)?
By identifying your Merck POC, they will be copied on all email communications so that they can also be aware of the status of your request.

How can I make changes/updates to my Organization's profile/information?
To update either your account profile or that of the requesting organization, click on the down arrow next to your name in the top right-hand section of the Welcome Page and select profile. This will take you into the Account and Organization profile.