



FREQUENTLY ASKED QUESTIONS (FAQS) **GRANT MANAGEMENT SYSTEM**

February 26, 2015 | Information for U.S. and PR Grant Requests

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TECHNICAL

❖ What Internet browsers can I use to access the AbbVie Grant Management System?

- a. The recommended browser is Microsoft Internet Explorer. Please visit <http://www.Microsoft.com/windows/ie/default.msp> to download the latest version.
- b. Other supported browsers include:
 1. Internet Explorer v8, v9, v10
 2. Mozilla Firefox v8 and up
 3. Google Chrome v10 and up
 4. All versions of Firefox

Please note: a PDF viewer will need to be installed on your computer in order to view or download PDF documents.
- c. Check spam filters, as correspondence will primarily be sent via e-mail, and if the spam filter is set at “Enabled”, you may not receive any communications and alerts from AbbVie concerning your Grant or Charitable Donation request.

❖ Why didn't I receive the e-mail notification from AbbVie?

- a. It is possible that the e-mail from AbbVie was mistakenly filtered by your organization's spam filter. Please check to ensure that this is not the case. Also, any correspondence that is sent out is directed to the e-mail address of the contact person who was provided in the Grant or Charitable Donation request. If you were not listed as the contact person, you will not receive any correspondence from AbbVie regarding any Grant or Charitable Donation requests. There can only be one contact name on the request and this name will be used on all legal documents.

❖ How do I register within AbbVie Grant Management System to be able to apply for a Grant or Charitable Donation?

- a. Click on “Register” in the login section of the Grant Management System homepage.
- b. Read the terms and conditions for AbbVie Inc. If you agree with the terms, click “I agree” and click “Submit”.
- c. Enter the required information in the Profile Registration. Fields marked with an asterisk are required.

The information collected here will be stored in your profile. If you log-off before clicking the “Upload & Submit” button, the information you have entered will not be saved. Please note: you will be able to make changes to most fields in your profile information at any time, however, if you make any changes to your profile and have existing Grant or Charitable Donation requests in the system, the changes will not be reflected in the existing requests. The changes will only be reflected in any new requests that you submit. If you would like changes made to your profile for existing Grant or Charitable Donation requests in our system, send an e-mail with the requested changes to: abbviegrants@abbvie.com.

Fields you will not be able to change in your profile include:

- Organizational Name

- Tax ID
- Organization Status
- E-Mail Address

If you would like changes made to these fields, send an e-mail with the requested change to:

abbviegrants@abbvie.com.

IMPORTANT: the e-mail address and phone number you provide in your profile for any communications regarding your request will be used to communicate to you about your request. Make sure the e-mail address is current and spelled correctly and the telephone number is accurate.

❖ Why was I prevented from registering?

Common reasons include:

- a. Some of the information entered as part of your registration was not valid. See the error message in red at the top of the web page and re-enter the requested information.
- b. You entered an e-mail address or password during your registration that has already been registered with AbbVie Grant Management System. Choose a different e-mail address or password.
- c. If you have registered previously, please request that your username be e-mailed to you (see “What if I cannot remember my username or password?” below for details).

If you are still having problems, contact AbbVie Grant Management Department at (877)-228-7177 or via e-mail at abbviegrants@abbvie.com.

❖ What if I cannot remember my Username or Password?

You may request to have your password e-mailed to your registered e-mail address by clicking on the appropriate links, “Forgot Password” that are provided on the homepage in the login section. **Note: Your username is your e-mail address you registered with the system.**

❖ What if I have entered my password too many times and am now locked out of the system?

If you attempt to login incorrectly more than ten times, you will be locked out of the system. To have your password reset contact the AbbVie Grant Management Department at (877) 228-7177 or via e-mail at abbviegrants@abbvie.com. Once the password is reset, you can enter the system and select “Forgot Your Password” to establish a new password.

❖ I do not have access to a scanner and I am unable to upload the required documents into the website to complete my Grant or Charitable Donation request. What do I do?

Contact the AbbVie Grant Management Department at (877) 228-7177 or via e-mail at abbviegrants@abbvie.com.

SUPPORTED ACTIVITIES

❖ Who can request a Grant or Charitable Donation?

AbbVie Grant Management Department is dedicated to supporting appropriate third-party entities, including health care delivery organizations and professional associations, to foster increased understanding of scientific, clinical or health care issues that contribute to the enhancement of patient care. AbbVie also supports charitable donation requests from non-profit organizations, including non-profit health care providers.

❖ What type of Grants or Charitable Donations are considered by AbbVie?

a. Medical Education: Guidelines considered for Grant funding include, but are not limited to the following:

1. Types of educational activities considered:
 - a) Live presentations (e.g., symposia, regional/local programs, teleconferences, live webcasts)
 - b) Enduring (e.g., printed materials, CD-ROM, programmed tests, audiotapes, videotapes, slide kits, monographs, computer-assisted, and web-based instructional materials)
2. Eligible recipients for educational Grants may include:
 - a) Medical and Other Health Care Professional Associations
 - b) Patient Organizations
 - c) Academic Institutions
 - d) Hospitals and Other Medical Centers
 - e) Medical Education Companies
 - f) Other Scientific Associations
3. The majority of the program time is devoted to education and not recreation or entertainment activities.
4. Grant payments can only be paid to an organization, not to an individual or group practice.
5. Venue must be conducive to learning.

b. Non-Medical Education: Guidelines considered for Grant and Charitable Donation funding include, but are not limited to the following:

1. Types of activities considered:
 - a) Charitable Donations
 - b) Educational Grants
 - c) Fellowships and Scholarships
 - d) Patient Support
2. Eligible recipients for educational Grants may include:
 - a) Medical and Other Health Care Professional Associations
 - b) Patient Organizations
 - c) Academic Institutions
 - d) Hospitals and Other Medical Centers
 - e) Medical Education Companies
 - f) Other Scientific Associations

c. Grant and Charitable Donation Requests Not Considered

1. Grants or Charitable Donations to individuals or group practices
2. Payee is a physician group or its affiliate
3. Payee is an individual
4. Retroactive support (program already occurred)
5. Advertising Space (Contact your local AbbVie Sales Representative)
6. Staff/Professional Development

d. Requests outside AbbVie’s Therapeutic Areas of Interest

Grant and Charitable Donation Components that will not be considered include but are not limited to the following:

1. Travel, lodging or registration expenses for non-faculty healthcare professionals or spouses to attend an educational program [there are exceptions for healthcare professionals in training (i.e., medical students, fellows, etc.) to attend major medical society meetings]
2. Registration or parking for conference attendees (there are exceptions for healthcare professionals in training for registration fees)
3. Promotional exhibit or display space (Contact your local AbbVie Sales Representative)
4. Entertainment or social events

❖ **Can I request a Grant or Charitable Donation for a program that has already occurred?**

No, AbbVie Grant Management Department does not fund programs that have already occurred. Requests for support must be submitted to AbbVie 60 days prior to the decision needed by date. If the event is less than 60 days out, the system will not allow your request to be submitted.

❖ **Can I submit more than one request at a time?**

Yes, multiple Grant or Charitable Donation requests may be submitted simultaneously as individual requests. Each request will be evaluated based on its individual merits.

❖ **Can AbbVie provide speaker suggestions for my Medical Education activity?**

No, AbbVie complies with the Accreditation Council for Continuing Medical Education (ACCME) guidelines which state in part, “A provider cannot be required by a commercial interest to accept advice or services concerning teachers, authors, or participants or other education matters, including content, from a commercial interest as conditions of contributing funds or services.”

❖ **Does previous support by the AbbVie Grant Management Department guarantee future support?**

No, each Grant or Charitable Donation submitted to the AbbVie Grant Management Department will be evaluated on its individual merit. Please do not consider any Grant or Charitable Donation request approved until you receive written confirmation from AbbVie and a Contractual Agreement has been

signed by all required parties prior to the event date.

REQUEST PROCESS

❖ What is the process for submitting a Grant or Charitable Donation request?

a. Medical Education Requests

1. Register for an online account at the AbbVie Grant Management homepage.
2. Once you have registered, the system will take you back to the homepage where you will be asked to log-in to the system with your newly created log-in ID and password.
3. Once logged-in click "Submit New Grant Request".
4. Complete the online Grant Request Form and upload any required documents.
5. All correspondence relating to your Grant or Charitable Donation request will be conducted through the e-mail address identified in your profile. You will be notified via e-mail if additional information is required and when a decision has been made on your Grant request.
6. If approved, you will be sent a link via e-mail to electronically accept the terms of the Contractual Agreement that must be reviewed and electronically accepted. All accepted requests require all parties to agree to the terms of AbbVie's Contractual Agreement prior to awarding the Grant Donation. Should an organization choose not to accept the terms of AbbVie's Contractual Agreement prior to the event start date, AbbVie Grant Management Department reserves the right to withdraw approval of the proposal.
7. Upon receipt of the accepted Contractual Agreement from all parties, a check per the terms of the Contractual Agreement will be mailed to the payee at the address identified in the request.
8. Medical Education and Non-Medical Education Grants must reconcile to the approved budget within 90 days following the grant end date. Reconciliation includes providing information as to how you spent the awarded funds. Failure to reconcile within 90 days of the educational program completion date will prevent you and anyone in your organization utilizing your tax ID number from submitting a future Grant request.

Please note: For honorarium, AbbVie Grant Management Department will require refund for any honoraria payment that **exceeded** the honoraria amount originally requested from AbbVie Grant Management.

b. Non-Medical Education or Charitable Donation Grants Requests:

1. Register for an online account at the AbbVie Grants Management homepage.
2. Once you have registered, the system will take you back to the homepage where you will be asked to log-in to the system with your newly created log-in ID and password.
3. Once logged-in click "Submit New Grant Request".
4. Complete the online Grant Request Form and upload any required documents.
5. All correspondence relating to your Grant or Charitable Donation request will be conducted through the e-mail address identified in your profile. You will be notified via e-mail if additional information is required and when a decision has been made on your Grant or Charitable Donation request.
6. If approved, you will be sent a link via e-mail to electronically accept the terms of Contractual Agreement that must be reviewed and electronically accepted. All accepted Grant or Charitable Donation requests require all parties to agree to the terms of AbbVie's Contractual Agreement prior to awarding the Grant or Charitable Donation. Should an organization choose

not to accept the terms of AbbVie's Contractual Agreement prior to the event start date, AbbVie reserves the right to withdraw approval of the proposal.

7. Upon receipt of the accepted Contractual Agreement from all parties, a check per the terms of the Contractual Agreement will be mailed to the payee at the address identified in the Grant or Charitable Donation request.
8. Medical Education and Non-Medical Education Grants must reconcile to the approved budget within 90 days following the grant end date. ***Charitable Donations are excluded from the financial reconciliation requirement however; a Letter of Acknowledgment for the funds received is required to be uploaded.*** Reconciliation includes providing information as to how you spent the awarded funds. Failure to reconcile within 90 days of the educational program completion date will prevent you and anyone in your organization utilizing your tax ID number from submitting a future Grant request.

Please note: For honorarium, AbbVie Grant Management Department will require refund for any honoraria payment that **exceeded** the honoraria amount originally requested from AbbVie Grant Management.

❖ What information do I need in order to submit a Grant or Charitable Donation request?

- a. You may need to include the following information as it applies to your Grant or Charitable Donation request.
 1. Federal Tax ID Form for your organization signed and dated within 12 months of the program date
 2. Organizational Information/Profile
 3. Accreditation Information for accredited medical education programs only
 4. The name of your accrediting body (your organization or a third party accreditor) for accredited medical education programs only. Note: It is very important to submit accurate and up-to-date information as many times the Grant Management Department is required to follow up with the accreditor.
 5. A copy of your accrediting organization's Letter of Accreditation to upload for accredited medical education programs only
 6. E-mail address and phone number for continuous communications
 7. Full Program Description
 8. Number of Faculty/Speakers
 9. Number of participants and audience type
 10. Detailed Agenda and program objectives (for enduring: Table of Contents)
 11. Location and date of event (for all programs if a series is requested)
 12. Letter of Request for funding on company letterhead. The dollar amount in the Letter of Request must match the amount in the submission and the Letter of Request must be signed.
 13. Needs Assessment describing the need for the program
 14. Budget* (not required for Charitable Donations)
 15. Outcomes: Description of how and when they will be measured (not required for Charitable Donation requests).
 16. Decision Needed By Date: The date a decision on the Grant or Charitable Donation is needed by in order to plan, confirm or proceed with the program. This must be at least 60 days from the submission date.

❖ **How do I upload documents?**

Click on the "Browse" button to bring up the file selector and choose the file you wish to upload. After doing this, the file path name will be located in the Browse Box. Next, press the upload button to attach the listed file to the request. Please Note: you can upload only one document at a time. Additionally, the upload is successful once the red "X" has been displayed to the right of the filename.

❖ **Can I complete part of the online Grant or Charitable Donation request and come back to it later?**

Yes, if you are unable to complete your Grant or Charitable Donation request in one sitting, you may save the request and come back to it later by clicking "Save & Continue Later" at the bottom of the page. At any time before the submission of a Grant or Charitable Donation request, you will have the opportunity to come back and make changes. **NOTE: The request is not officially submitted until you click the "Submit" button and generate a grant number. You will receive a confirmation e-mail of your submission with the grant number.**

❖ **What is a "Request for Additional Information"?**

A "Request for Additional Information" is made when more information is needed to process your Grant or Charitable Donation request. The request for additional information will be sent via e-mail. Please note that AbbVie Grant Management Department will not continue to review your request until the additional information requested is received. If the requested information is not received *within 7 days* of the request, the Grant or Charitable Donation may be rejected.

❖ **What if I want to fax documents regarding my Grant or Charitable Donation to AbbVie?**

Online submission of documents is the preferred method of receiving Grant or Charitable Donation related documents. If faxing is necessary, please contact the AbbVie Grant Management Department at (877) 228-7177 or via e-mail at abbviegrants@abbvie.com.

❖ **What if I want to mail a copy of my Grant or Charitable Donation request for review, or mail documents relating to my request?**

AbbVie does not accept Grant or Charitable Donation requests sent via mail or express carrier. Please do not mail any Grant or Charitable Donation requests or documents relating to requests, as we will not be able to accept them. **Only online requests will be considered.**

❖ **What criteria does AbbVie use when reviewing Grant or Charitable Donation requests?**

AbbVie carefully considers every Grant or Charitable Donation request. Requests are reviewed and a decision is reached by a group of individuals within the Grant Management Department, Office of Ethics & Compliance, Financial Compliance and Legal at AbbVie. Criteria for awarding a Grant or Charitable Donation includes, but is not limited to:

- a. Educational strategy
- b. Scientific and educational merit
- c. Target audience
- d. Geographic equity
- e. Availability of funds
- f. Adequate review time
- g. Organization's Mission

❖ **How long does approval typically take?**

Every attempt is made to make a determination on the Grant or Charitable Donation request by the "Decision Needed by Date."

❖ **How will I be notified of the decision on my Grant or Charitable Donation request?**

All correspondence related to your Grant or Charitable Donation request will be sent to the e-mail identified in your profile. You may check your grant status anytime by logging into the AbbVie Grant Management System.

❖ **How do I track the status of my Grant or Charitable Donation request?**

- a. Login to the AbbVie Grant Management System website and refer to the "My Requests" inbox section. The "Status" column will identify the status of the request and the top right header of the grant will identify any actions that are needed for the request. Below is a list of the status keys:
 - 1. *Coordinator Review* – The first stage of the review process
 - 2. *Under Consideration* - The second stage of the review process
 - 3. *Cancelled* - The request has been cancelled due to provider request for cancellation
 - 4. *Closed* - The request has been closed out. All actions of the request are complete
 - 5. *Rejected* - The request has been rejected and the requestor has been notified. The request is closed.
 - 6. *Not Submitted* - The Requestor needs to complete the request.
 - 7. *Pending Grant Closeout* - The request is in the close-out stage and AbbVie is reviewing the submitted reconciliation
 - 8. *Pending Reconciliation* - The Requestor needs to reconcile
 - 9. *Refund Due* - The requestor needs to return unused funds

❖ **I received an e-mail notification stating that AbbVie is able to support our Grant or Charitable Donation request. Can we consider this as a commitment and move forward with the program?**

While AbbVie Grant Management Department has communicated that your request will be supported, it is conditional until Contractual Agreement has been electronically signed by all parties (AbbVie, Requestor, and Third Party Accreditor [for medical education if applicable]). AbbVie Grant Management reserves the right to withdraw funding if Contractual Agreements are not signed *prior* to the program/event date.

❖ **When do I sign the Contractual Agreement?**

After you receive notification that your Grant or Charitable Donation request has been approved, login to the AbbVie Grant Management System website and click on the link under the header of the grant. You (or the authorized signer if different person) will see your request listed and a link to prompting you to acknowledge the Contractual Agreement. Click this link and complete the electronic signature by reviewing the agreement and clicking on the “Accept” button. An electronic signature is required to bind all parties to the agreement.

For Medical Education: If a Third-Party is listed as the accreditor in your Grant request, please notify them that they will receive an e-mail from AbbVie Grant Management System notifying them there is a Contractual Agreement for approval. Upon receiving the notification, the accreditor needs to login to the AbbVie Grant Management System website using their unique username and password and click on the link under the “My Grants” section. They will see the Grant request listed and a link prompting them to acknowledge the terms of the Contractual Agreement. The accreditor should click this link and complete the electronic signature (IP address, time and date stamped) by reviewing the agreement and clicking on the “Accept” button.

❖ **What if I have my own Contractual Agreement?**

All Grants and Charitable Donations must abide by the Contractual Agreement issued by AbbVie. If you have any questions on the agreement terms, please contact AbbVie at (877) 228-7177 or via e-mail at abbviegrants@abbvie.com.

AFTER THE DECISION

❖ What is reconciliation?

At the conclusion of the funded activity (***Charitable Donations are excluded from the financial reconciliation requirement however require a gift receipt to be uploaded acknowledging funds received***), recipients are required to submit information detailing the audience reached, use of funds, outcomes and other information to verify the Grant award was used as intended. You will receive an e-mail reminding you to reconcile at the end date of your program. According to the Contractual Agreement, if you have not reconciled your Grant within 90 days after the completion of the program, all parties in your organization utilizing the same tax ID number may be prevented from submitting any future Grant or Charitable Donation requests.

❖ Why do I have to reconcile?

Reconciliation confirms proper use of the Grant funds and is a requirement as stated in the Contractual Agreement. The budget line items should be reconciled with the original budget line items that were submitted and approved with the Grant request.

❖ What are AbbVie Grant Management Department policies regarding reconciliation?

Reconciliation must be completed within 90 days after the end date of the funded activity. If additional time is required, please contact an AbbVie Grant Analyst at (877) 228-7177 or via e-mail abbviegrants@abbvie.com.

Note: if your organization does not complete the reconciliation within the 90 days allowed, the system may prohibit your entire organization from submitting new Grant or Charitable Donation requests until the reconciliation has been completed and submitted.

❖ I have monies left over after completion of my original program. May I apply these funds to another program?

No, the funds provided are to be used for the specific program to which the applicant was awarded monies. Unexpended funds cannot be applied to another program. Pursuant to the terms of the Contractual Agreement, unexpended funds must be sent to AbbVie. Checks can be made payable to: **AbbVie Inc.**

Mail check to the following address:

AbbVie Inc.
Attn: Grant Management Department
1 North Waukegan Road
Dept ZZ21, Bldg AP30-2
North Chicago, IL 60064

❖ **I need help distributing invitations to my activity. Can AbbVie help?**

No, AbbVie will not help with the distribution of invitations, business reply cards, “save-the-date” cards or brochures.

MISCELLANEOUS

❖ **Will my AbbVie Sales Representative be able to assist me with the request process or keep me apprised of the status of my Grant or Charitable Donation?**

No, only the AbbVie Grant Management Department may assist you with your Grant or Charitable Donation request. Submission of your request by any AbbVie personnel outside of the AbbVie Grant Management Department will lead to automatic rejection of your request.

❖ **How can I acknowledge AbbVie’s support for my program?**

Use the following statements:

- Medical Education: *“Supported by an independent educational Grant from AbbVie.”*
- Non-Medical Education: *“Supported by a grant from AbbVie.”*
- Charitable Donation: *“Supported through charitable contributions from AbbVie.”*

Please call us at (877) 228-7177 or e-mail to abbviegrants@abbvie.com for the current AbbVie logo to be used.

