Frequently Asked Questions (FAQ)

Marketing

**1. How do I track the status of my portal request?**
Once your request is submitted, you'll receive email updates throughout the process. You can also contact marketing.us@medel.com for the status anytime.

**2. How long does it take for a marketing project to be completed?**
Timelines vary based on project scope, complexity, and current workload. Simple projects may take a week or two, while larger projects could take several weeks. We will provide an estimated timeline once the project is reviewed.

**3. What if I need an urgent request?**
We understand urgent projects may have tight deadlines. If you have an urgent request, please submit it through the portal and mark it as "urgent." The team will assess whether the project can be prioritized, though not all requests may be fulfilled on short notice.

**4. Will my project be guaranteed to get started once submitted?**
Submission does not guarantee that the marketing team will start your project immediately. Each request is reviewed and discussed with the team to determine its objectives, deliverables, and priority before we decide whether it will be executed.

**5. Who will be my point of contact during the project?**
Our Project Manager of the marketing team will be assigned to your project and will serve as your primary point of contact. They will provide updates and work with you on revisions or approvals as the project progresses.

**6. What if I need help with design or messaging for my project?**
Our marketing team can work with you to refine branding, messaging, and design. If you’re unsure about how to frame your project or need creative input, indicate that on your request form, and we’ll schedule a consultation.

**7. Can I request updates or changes to an existing project?**
Yes! You can reply to the project update emails or reach out directly to our project manager with any changes.

**8. What if I need to cancel a portal request?**
If you need to cancel, please contact us as soon as possible. Be mindful that once materials go to print or production, we may not be able to stop the process.

**9. What happens if a project doesn’t meet the deadline?**
We strive to meet all deadlines, but delays can happen due to unforeseen circumstances. If a project timeline is at risk, we will notify you in advance and work together to adjust deadlines or find alternative solutions.

Events

**1. What is the definition of an event within the company?**

**2. How far in advance should I submit my event request?**
To ensure proper planning and availability, it’s best to submit requests at least **8-12 weeks** before the event date for larger events and **4-6 weeks** for smaller ones.

**3. Can the Events Department help with virtual events?**
Yes, we support both in-person and virtual events. We can assist with platform selection (Zoom, Teams, etc.), technical setup, attendee registration, and event execution.

**4.** **Does the department handle venue booking?**
Yes, we can help you source and book a venue, negotiate contracts, and coordinate logistics. However, we recommend early requests to ensure availability.

**5. How do I set up and use Microsoft Forms for event-related activities?**

**6. When should I use CVENT versus OnceHub for event management?**The choice of platform depends on the type of event:

* CVENT is best used for \_\_\_\_.
* OnceHub, on the other hand, is ideal for \_\_\_\_\_\_\_\_.

**7. How do I receive updates on event registration?**The Events Department will provide regular updates via your preferred communication method (Teams, email, etc.). You can receive daily or weekly reports on registration numbers, attendee demographics, and special accommodations.

**8.** **Will I have an event coordinator assigned to my event?**
For larger or complex events, \_\_\_\_\_\_\_ For smaller events, we provide support as needed and offer self-service tools and resources.

**9. How are speakers and presenters managed?**
The Events Department can assist with speaker coordination, including travel arrangements, technical requirements (e.g., microphones, presentations), and agenda planning. If you have specific speakers in mind, let us know early so we can manage logistics

**10.** **What happens if an event needs to be canceled or postponed?**
If you need to cancel or postpone an event, please contact the Events Department as soon as possible. We will assist with notifying attendees, canceling vendor contracts, and rescheduling if needed. Be mindful of any cancellation fees or policies related to venue and vendor bookings.

**11. What resources are available to help me plan an event?***The Events Department provides templates, checklists, and guidelines to assist you with planning. These include timelines, venue checklists, and vendor coordination tips.* please refer to our **event planning guide**. (I googled an example and created a sample if events wants to use?)

**12.** **What is the process for submitting a grant request?**
Grant requests can be submitted through the portal. The process involves providing event details, required funding, and supporting documentation. Grant requests will be reviewed by the Compliance department, and you’ll receive updates on approval timelines and status.