Frequently Asked Questions

Ex-U.S. Sites

Question: What is the Payment Intake Form (PIF)?
Answer: The Payment Intake Form is used by DrugDev to gather required bank account information in order to generate payments to your site. It is also used to gather the sites invoicing contact and financial/payee contacts information.

Question: Who should I designate as the Payment Recipient from my site?
Answer: The Payment Recipient is the person who will have access to the DrugDev Payments Portal for payment details. They will receive a payment notification via email upon execution of each payment to your site.

Question: Who should I designate as the Invoice Recipient from my site?
Answer: The Invoice Recipient is the person who will be raising invoices to DrugDev. Throughout the study, DrugDev will be sending the invoicing contact a Pro Forma recommendation to help aid in the visit invoicing process.

Question: Why am I being asked to fill out a Payment Intake Form if the banking information is in my contract?
Answer: If all information is not provided within the sites contract, DrugDev will contact the site with a Payment Intake Form to be completed. DrugDev will need all fields populated in order to process a payment to your site.

Question: There are banking terms on the Payment Intake Form (PIF)) that I do not understand.
Answer: Contact DrugDev at support@drugdevglobal.com or go to http://www.drugdev.com/assets/sitesupport.pdf to obtain your countries local phone number.

Question: What is a Pro Forma invoice?
Answer: A PDF document of all new completed visits reported in the EDC data received by DrugDev that have not already been processed for payment. The Pro Forma should be used by the site to generate an invoice per local Tax Authority Requirements.

Question: Who will receive the Pro Forma Invoice?
Answer: The invoicing contact that is established on the Payment Intake Form (PIF) will receive the Pro Forma.

Question: Who do I contact if I don't receive the Pro Forma invoice or I believe there is an error?
Answer: Contact DrugDev at support@drugdevglobal.com or go to http://www.drugdev.com/assets/sitesupport.pdf to obtain your countries local phone number.

Question: Why are some completed visits not included in the Pro Forma provided by DrugDev?
Answer: If completed visits are missing from the Pro Forma, then these visits were not included in the EDC data file provided by the sponsor for payment based on the dates pulled.

Question: What information is required for a valid invoice?
Answer: The following information should be included on your invoice - Site Name, Investigator Name**,** Sponsor & Protocol Name**,** Invoice Number and Date, Clear details of expense items, and any necessary back up documentation.

Question: Can I combine pass through expenses and visits on the same invoice?
Answer: No, pass through expenses must be invoiced separately from the visits.

Payment Inquiries

Ex-U.S. Sites

Question: Where do I send my invoice for payment?
Answer: DrugDev
Email: support@drugdevglobal.com
Fax: +1-610-994-2784
Mail: DrugDev
     Attn: DrugDev Payments
     1170 Devon Park Drive, Suite 300
     Wayne, PA 19087 (Ref: Study)

Question: When can I expect to receive my payment?
Answer: Payments will be processed per the terms of the Clinical Trial Agreement.

Question: How will I be notified that a payment has been made?
Answer: With each payment processed to your site, the designated payment recipient contact will receive an email notification from payments@drugdev.com. The notification will include a link to the DrugDev Payments Portal which will provide the details of the payment made.

Question: How do I get access to the DrugDev Payments Portal**?**
Answer: Contact DrugDev at support@drugdevglobal.com or go to http://www.drugdev.com/assets/sitesupport.pdf to obtain your countries local phone number.

Question: Who do I contact if I have questions using the DrugDev Payments Portal?
Answer: DrugDev at support@drugdevglobal.com or go to http://www.drugdev.com/assets/sitesupport.pdf to obtain your countries local phone number.

Question: What is my Payment for?
Answer: The payment details can be seen the DrugDev Payments Portal at https://www.cfspayment.com.