

## Using This Guide

#### **NAVIGATION**

Quickly navigate through the guide using the icons in the top-right corner of each page



Guide Main Menu

#### SUPPORT RESOURCES



To access the Sakura Grants Portal, click this link:

https://otsuka.envisionpharma.com/ienv\_otsuka/visiontracker/portal/login.xhtml?pgm=GRANTS



For Sakura process related questions, please contact:

grants@otsuka-us.com



For technical support, and system access support, contact the Envision Pharma Helpdesk at:

helpdesk@envisionpharmasupport.com



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- New Sakura Grants Account Registration
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  - Transfer of Value
- Program Closure Notification



# 01 | Registration and Access

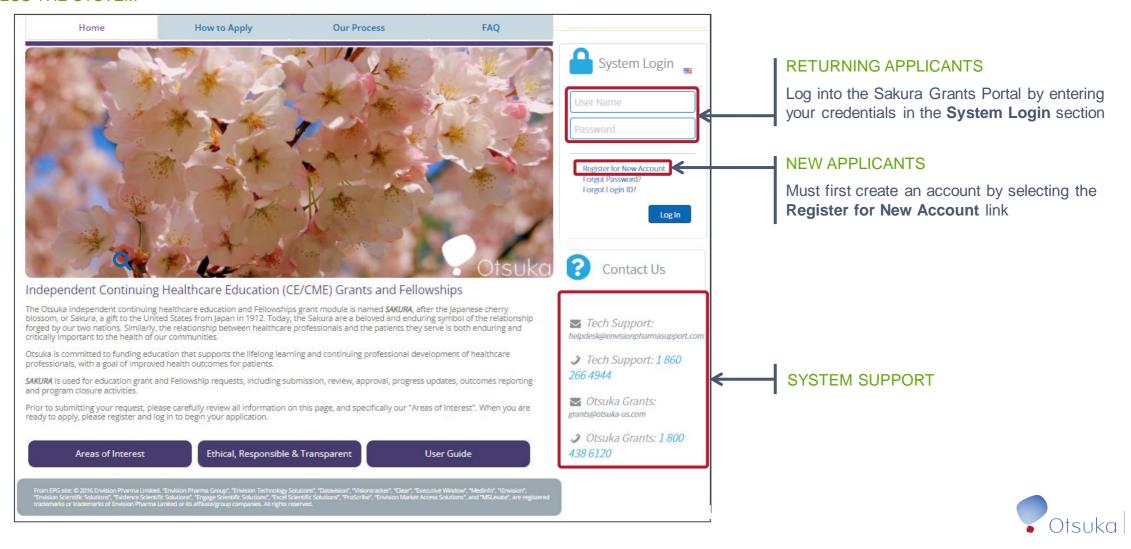
- Access the Sakura Grants Portal
- New Sakura Grants Account Registration
- Log into the Sakura Grants Portal



### Access the Sakura Grants Portal

Navigate to the Sakura Grants Portal landing page: <a href="https://otsuka.envisionpharma.com/ienv">https://otsuka.envisionpharma.com/ienv</a> otsuka/visiontracker/portal/login.xhtml?pgm=GRANTS

#### ACCESS THE SYSTEM





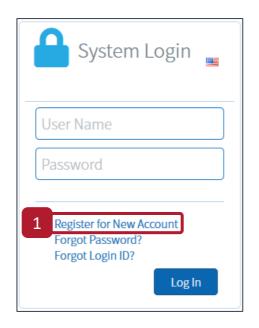
### New Sakura Grants Account Registration (1 of 2)

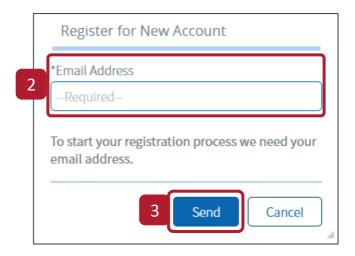
New Applicants must complete registration to create an account before proceeding with applications for Sakura ME grants

To register for a **New Sakura Grants Account**:

- Self-register for an account by clicking the Register for New Account link on the right side of the Sakura ME Portal
- 2. Enter your Email Address
- 3. Click **Send** to open the User Registration form

**Note**: The system will only accept official organizational email addresses; please do not register using your personal email address









### New Sakura Grants Account Registration (2 of 2)

Your User Registration form will open up

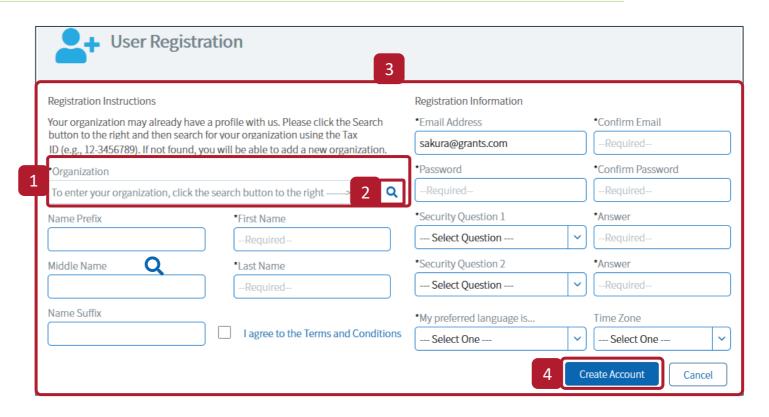
Complete the **User Registration** form as follows:

 From the Organization dropdown menu, click on the Q icon to find your organization by searching with your Tax ID

**Note**: If you cannot locate your organization, please see **Adding Organizations** on how to add your organization to the Sakura Grants Portal

- 3. Enter the **Registration Information**, including all required fields marked with an asterisk (\*)
  - ✓ First/Last Name
  - ✓ Confirm Email
  - Your Password must contain a minimum of eight characters with at least one lowercase and one uppercase letter
  - Select and provide an answer to your two Security Questions
  - ✓ Select your **preferred language**
  - ✓ Read and agree to the Terms and Conditions by selecting the checkbox
- 4. Click Create Account to submit your User Registration form

Note: You will receive an email containing an activation link; click the link to activate your account



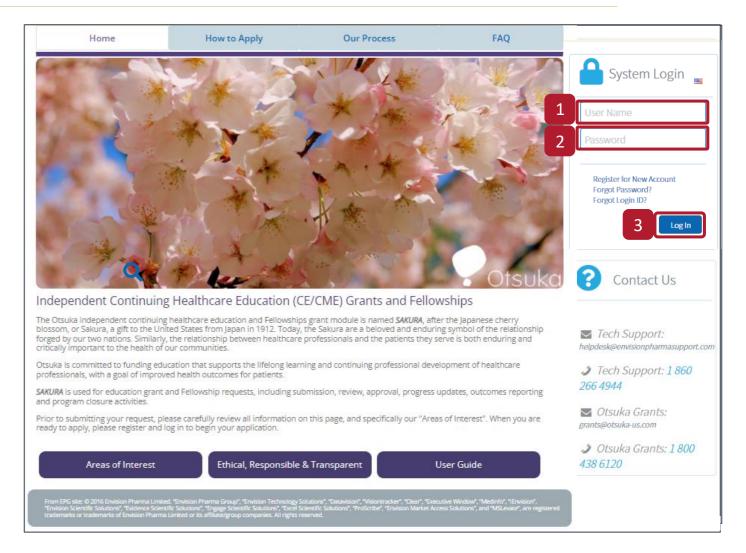




### Log into the Sakura Grants Portal

Newly registered and returning applicants log into the system from the **Sakura Grants Portal** landing page:

- Enter your email address used in the registration process as your User Name
- 2. Enter your account Password
  - Your initial account password will match what you had entered on your User Registration form
  - If you forgot your Login ID or Password, use the Forgot Password? and Forgot Login ID? links to self troubleshoot
- 3. Click Log In







# 02 | Navigate the System

- System Icons
- Navigation Overview
- Global Tools
- Profile
- Context Bar and Menu
- Customize Your View
- Dashboard
- Workbench

## System Icons

#### Navigation Menu







Dashboard

Workbench

#### **Functionality Tools**













Back

Expand

Collapse

Save

Copy

Print



Maximize Widget







Remove

#### Global Tools



Help



Bookmarks





Notifications



Profile



iEnvision Logo

#### Context Bar











Search

Help Text Available

View Menu

Open Menu

Actions Menu



## **Navigation Overview**

Once you log into the Sakura Grants Portal, you will default to your Grant Applicant Dashboard

To navigate the **Sakura Grants Portal:** 

- A. Use the **Navigation** menu to quickly access the Platform tools:
  - Dashboard: View information about your task, training videos, and additional information
  - Workbench: Displays a high-level summary of your active studies
- B. The Global Tools provide access to system support, bookmarks, notifications, and your user profile
- C. The Breadcrumbs show your current location within iEnvision, and the path taken by which you arrived
- D. The Context Bar and Context Menus display a brief overview of your current screen location and allows you to interact with and action your tasks

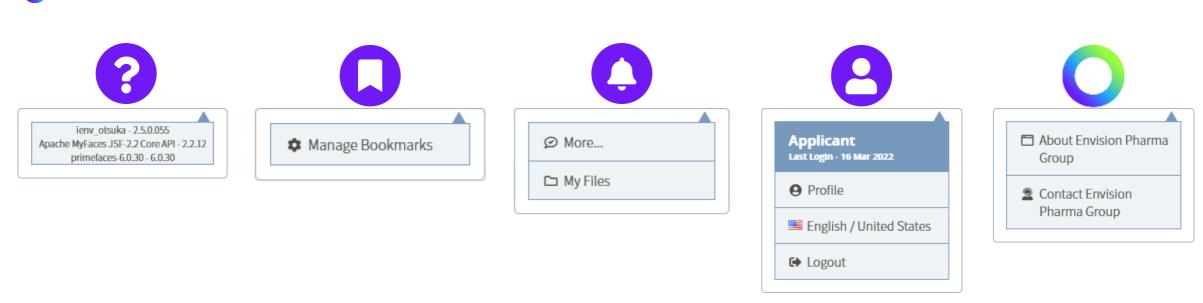






### Global Tools

- ? Help View a list of frequently asked questions and other support documentation
- Bookmarks Access and manage any saved Dashboard, or Workbench
- Notifications View your system notifications including task requests, record updates, and updates to your subscribed lists
- Profile Manage your user information, out of office settings, skills, notification preferences, and log out
- iEnvision Open the Envision Pharma Group company website or email Envision Pharma Group technical support

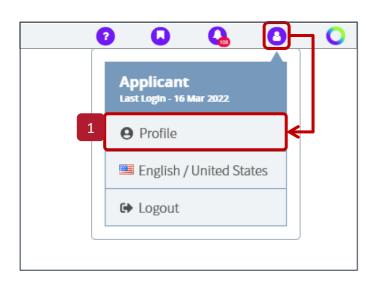


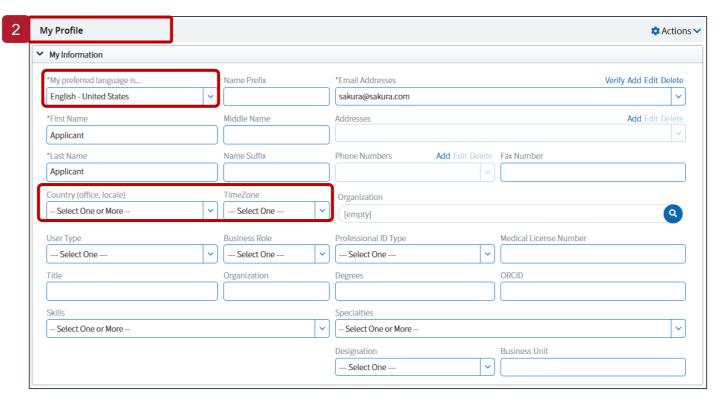




### **Profile**

- 1. To manage your User Information, navigate to the **Profile** tool
- 2. Verify your information on My Profile and update as needed, including:
  - Contact details, required fields are notated with and asterisk (\*)
  - Preferred language
  - Country and Time Zone



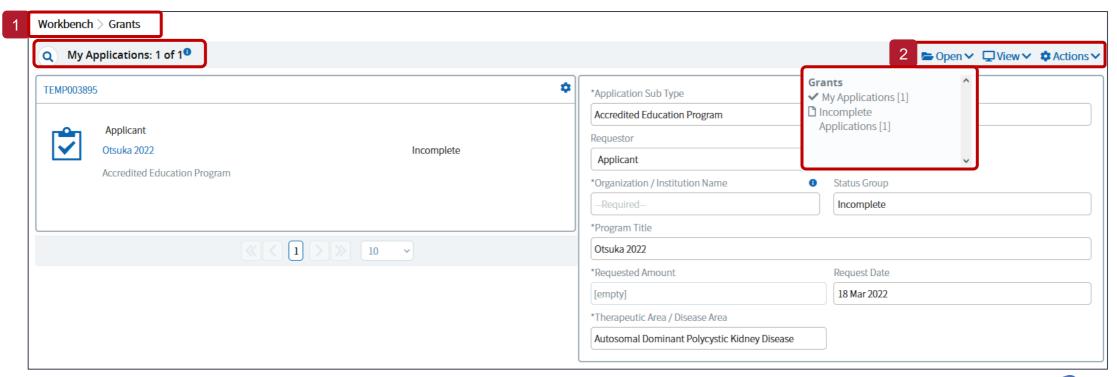






### Context Bar and Menu

- 1. The **Context Bar** is located below the breadcrumb area and provides information about the record or set of records on display. The contents of the context bar will differ based on your location in the system. The example shown is the context bar for the Workbench
- 2. The Context Menus: the contents of these menus change based on where you are in the system
  - Open: Opens record sets and task groups
  - View: Toggles between different views
  - Actions: Lists actions available based on your current record selection



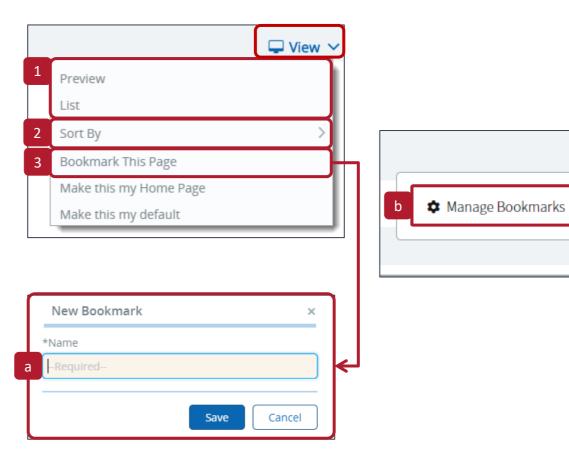




### Customize Your View

The View menu allows you to:

- 1. Change the way records are displayed by selecting Preview or List
- 2. Use **Sort By** to customize the order in which your records appear
- 3. Select Bookmark This Page to save your preferred view
  - a. Give your New Bookmark a descriptive name for future reference and click Save
  - b. Access or edit your bookmarks from anywhere in the system by selecting **Manage Bookmarks** from the icon in the Global Tools menu (found at the top right corner of every screen)





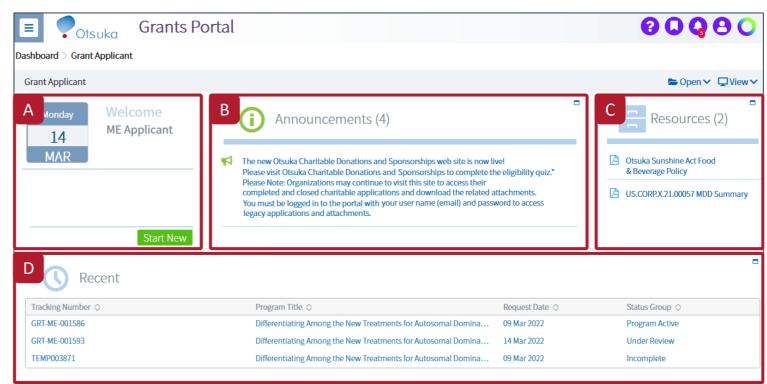


### Dashboard

After logging in, the Coordinator Dashboard is your default landing page and contains menus and a set of widgets showing information about your

tasks and projects, including:

- A. The **Welcome** widget contains any current grants grouped by task type
- B. The **Announcements** widget displays details of important news from the Otsuka Grants team to applicants. This is updated periodically as new details are shared
- C. Your Resources widget provides users with documentation around various aspects of the application for and processing of Grant requests
- D. The Recent widget displays a list of the last 15 projects you accessed in the system



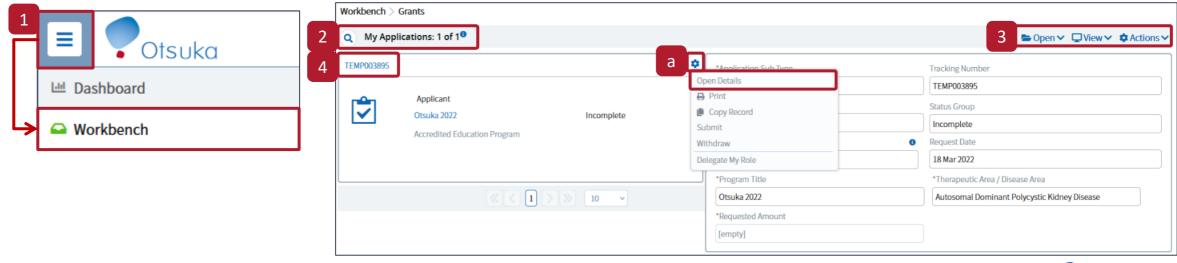




### Workbench

Your Workbench displays records of open applications that have tasks pending your action and a high-level summary of your active applications

- 1. Access your Workbench from the Navigation menu
- 2. The active task group and total number of documents are shown on the context bar
  - Click the Q icon to search within the active task group; for example, search by application type or title
- 3. Use Context menus to open task groups, change your Workbench view, or start a new application from the Actions menu
- 4. Applications in the active task group will be listed below the Context Bar
  - a. To view details or continue an in-progress application, click the 🌣 icon and select Open Details







# 03 | Submit a New Application

- Create a New Application
- Acknowledgment
- Attestation
- Program Details (Education Programs only)
- Program Details (Fellowships only)
- Personnel (Fellowships only)
- Organizations
- Fellowship (Fellowships only)
- <u>Budget</u> (Education Programs only)
- Activities (Education Programs only)
- Attachments
- Submission



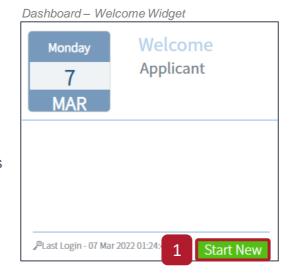


### Creating a New Application

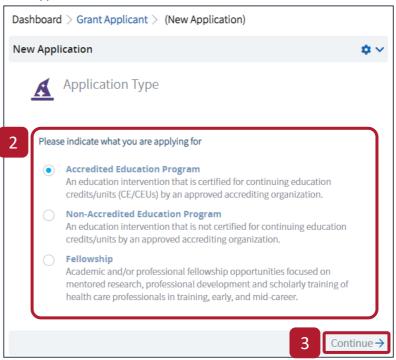
- 1. To start a new application, click Start New
- 2. Next, select the type of application that you will be submitting
- 3. Click **Continue** at the bottom right of your screen

Please note that while this guide will primarily show details on how to complete an **Accredited Education Program** application; this guide can also be used to assist completion of any of the three application types, including **Non-Accredited Education Program** and **Fellowship** 

When creating a new application, a temporary request ID is assigned until the application is successfully submitted. The Status of the application will also read "Incomplete" until submitted



#### New Application Wizard



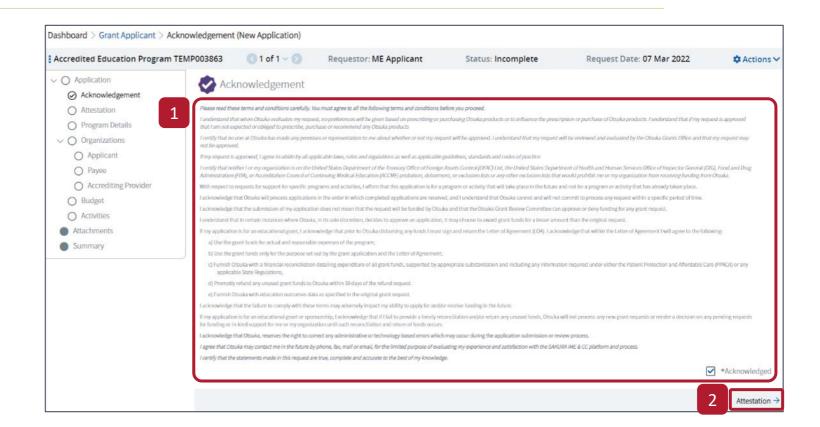




## Acknowledgment

You are required to read, understand, and agree to the Terms and Conditions on the Acknowledgment node

- Check the Acknowledged box at the bottom of the acknowledgment section after reading the Acknowledgment
- Once you have clicked the Acknowledged box, Attestation appears on the bottom right of your screen, click it to continue



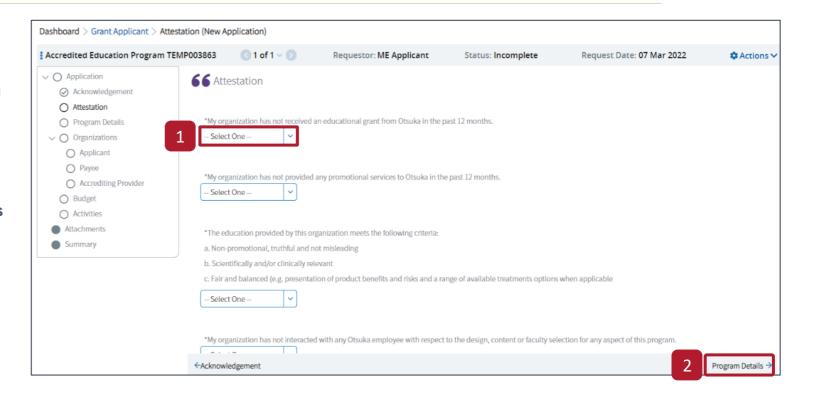




### Attestation

The next node of the application is the **Attestation** 

- Per the guidance on this page, please read and answer each question to attest to your understanding of and willingness to comply with policy statements regarding the support and administration of the program you are applying for financial support
- Once you have answered the questions, scroll to the very bottom of the section and click **Program Details** to progress your application





## Program Details (Education Programs only) (1 of 2)

On the **Program Details** node, you are required to fill out details of the program for which you are seeking funding

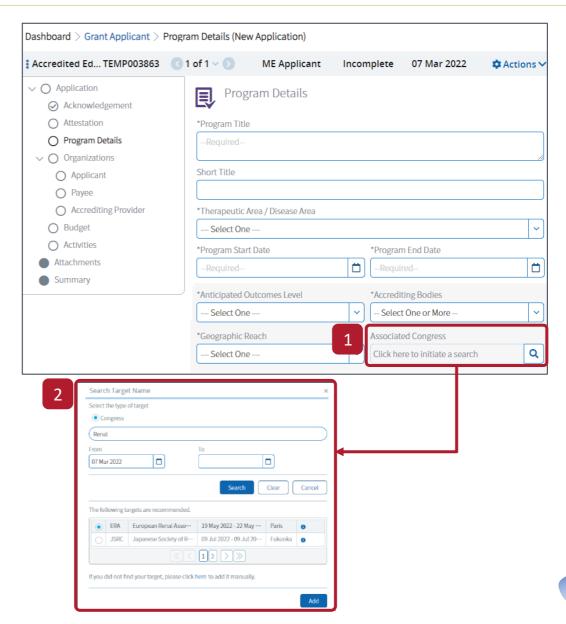
Click here to skip to the Program Details page for Fellowships

Required fields for this section include:

- Program Title
- Therapeutic Area / Disease Area
- Start Date and End Date of the Program
- Anticipated Outcome Level
- Accrediting Bodies
- Geographic Reach
- Associated Congress (if applicable)
- To add an Associated Congress, click the magnifying glass next to the field
- 2. To search for a congress, enter a keyword into the search bar, enter the dates of the event, and click **Search**. A list of congresses matching the criteria will appear at the bottom of the screen

Once you have selected a congress click Add

 Should you be unable to find the congress you are looking for, click the word here at the bottom of the window to add the congress manually







### Program Details (Education Programs only) (2 of 2)

Scrolling down on the **Program Details** page, find sections where you can detail:

- Program Description
- Learning Objectives
- Needs Assessment Summary
- Recruitment Plan
- Prior Experience
- 1. For each of the text boxes, you are able to either format text you entered, or insert a Word document
- 2. You are required to upload documents for:
  - a. Request on Letterhead
  - b. Needs Assessment with References
  - c. Program Agenda/Overview
- 3. Once all of the fields for Program Details have been filled, and all required attachments uploaded to the request application, click Organizations at the bottom right of the screen to progress the application







### Program Details (Fellowships only) (1 of 2)

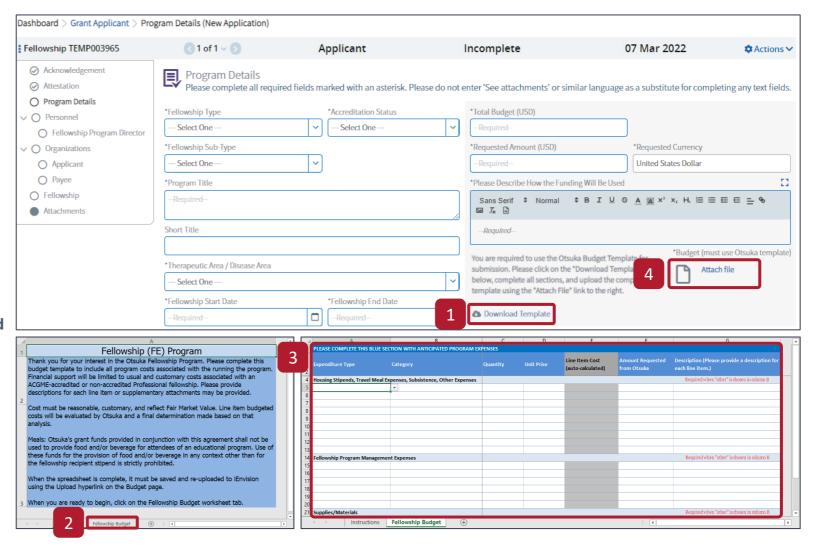
**Note**: This page is specific to the details found within **Fellowship Applications** 

Required fields for this section include:

- Fellowship Type and Sub-Type
- Accreditation Status
- Program Title
- Therapeutic Area / Disease Area
- Start Date and End Date of the Fellowship
- Total Budget
- Requested Amount and Currency
- Description of How the Funding Will Be Used
- Budget file (must use Otsuka template)
- To download the Budget template, click **Download** Template
- Read the Instructions before moving to the Fellowship Budget Excel sheet
- Complete all the Anticipated Expenses in the Blue Section

**Note**: You will only need to complete the **Red** section (not shown in the screenshot) when the Application is in Reconciliation

4. Upload the completed Otsuka Excel Budget file





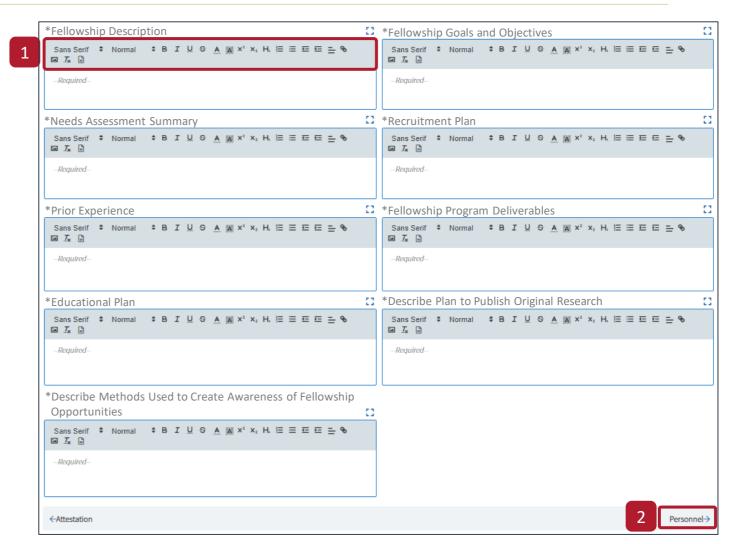


## Program Details (Fellowships only) (2 of 2)

**Note**: This page is specific to the details found within **Fellowship Applications** 

Scrolling down on the **Program Details** node, find sections where you can detail:

- Fellowship Description
- Fellowship Goals and Objectives
- Needs Assessment Summary
- Recruitment Plan
- Prior Experience
- Fellowship Program Deliverables
- Educational Plan
- Describe Plan to Publish Original Research
- Describe Methods Used to Create Awareness of Fellowship Opportunities
- For each of the text boxes, you are able to either format text you entered, or insert a Word document
- Once all of the fields for Program Details have been filled, click Personnel (Fellowship Only) at the bottom right of the screen to progress the application







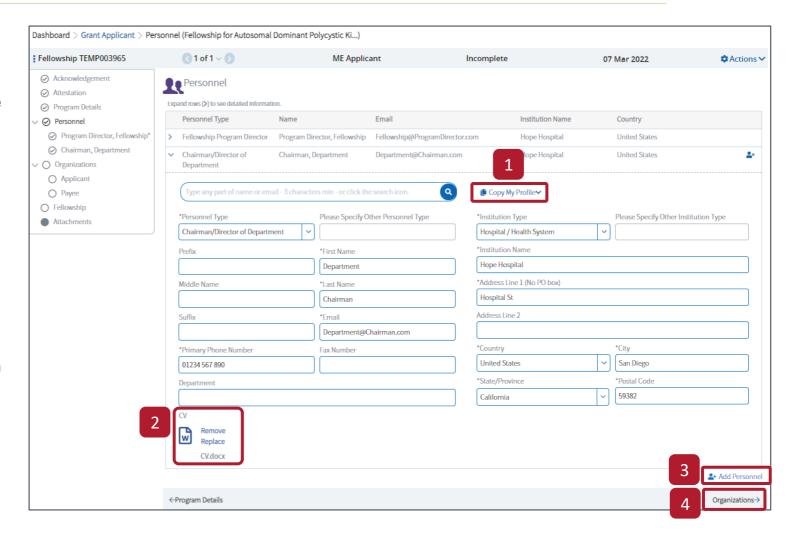
### Personnel (Fellowships only)

**Note**: This page is specific to the details found within **Fellowship Applications** 

On the Personnel node, you need to enter details for the **Program Director** and any other personnel that are applicable to the Fellowship

Mandatory information includes field entries indicated with an asterisk (\*)

- 1. If you are the personnel member you can copy information over from your Sakura user profile
- 2. Upload the person's CV, if applicable
- 3. Add any additional Personnel
- 4. Once all information for the Personnel have been entered, scroll down and click Organizations on the lower right of your screen to progress the application







## Organizations

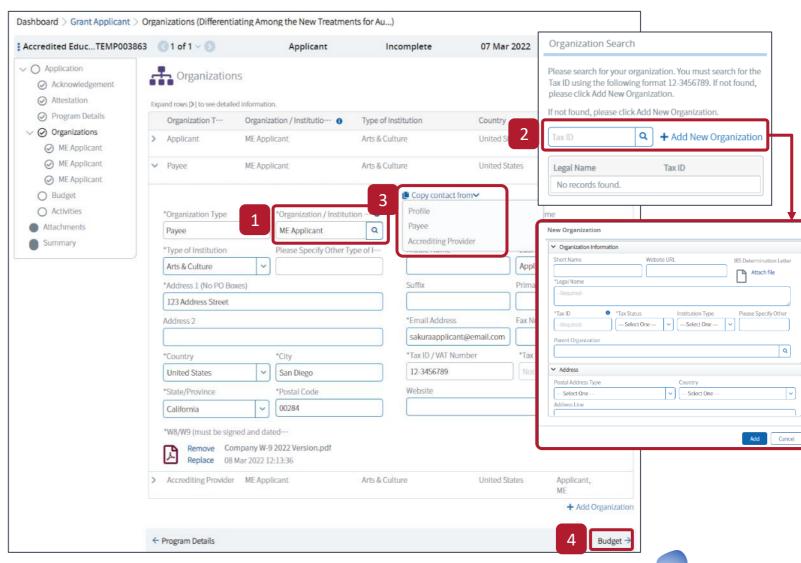
On the Organizations node, you need to enter details for the **Applicant**, **Payee**, and **Accrediting Provider** (if an Accredited application)

Mandatory information includes field entries indicated with an asterisk (\*)

You are also be required to upload files such as a payee W8/W9, and the provider's Certificate of Accreditation

- 1. Search for an organization by clicking the Q icon
- Enter the Organization's Tax ID, if not found add the Organization to the system by clicking + Add New Organization
  - If the new Organization is a subsidiary of a Vendor the same **Tax ID** will be accepted
- Copy information over from either your Applicant, Payee, or Accrediting Provider sections using the Copy contact from function next to the Organization search bar
- Once all information for the Organisations have been entered, scroll down and click **Budget** on the lower right of your screen to progress the application

**Note**: For Fellowship Applications the option will be instead be **Fellowship** 





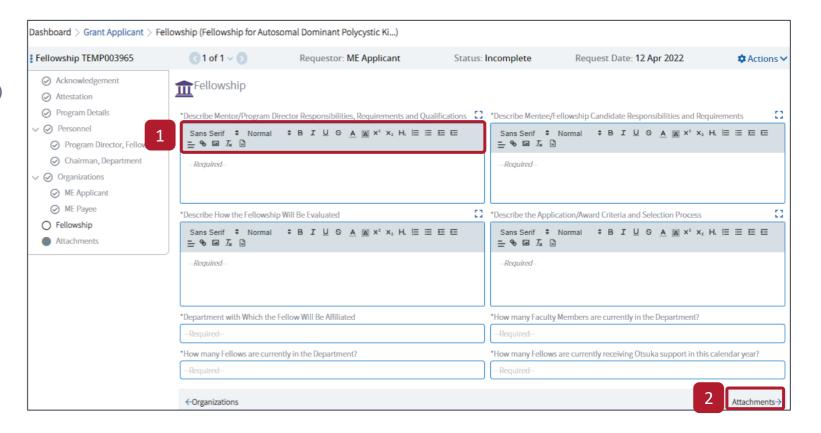


## Fellowship (Fellowships only)

**Note**: This page is specific to the details found within **Fellowship Applications** 

Scrolling down on the **Fellowship** node, complete all the Mandatory field indicated with an asterisk (\*)

- For each of the text boxes, you are able to either format text you entered, or insert a Word document
- Once all of the fields for Fellowship have been entered, click Attachments at the bottom right of the screen to progress the application





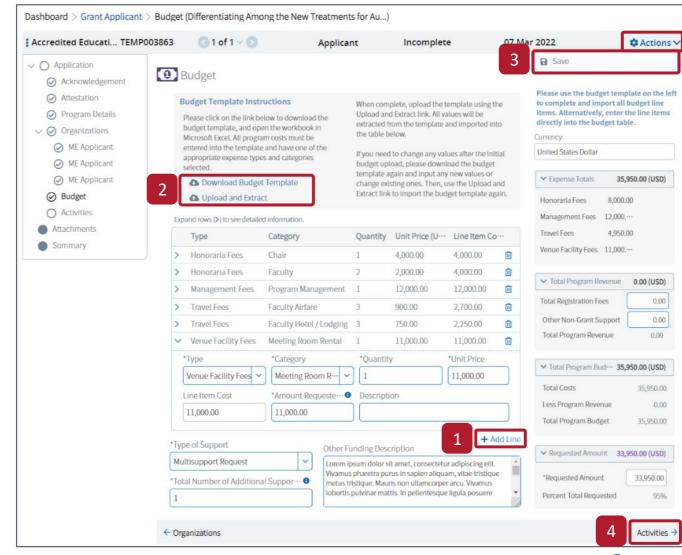


## Budget (Education Programs only)

On the Budget node, the financial details on the right will update automatically as line items are added to the table on the left

**Note**: If you are submitting a Fellowship application, you will not have this node and will instead need to enter the **Budget** information on the **Program Details** node by using the Otsuka Template form

- To fill the table with line items, click + Add Line, and add each item that falls within the budget of your program
- 2. Alternatively, you can upload a budget template to populate the table. Click **Download Budget Template** at the top left of the screen. You will then be prompted to save an Excel budget template. Once the template has been completed, click **Upload and Extract**. All values entered will be extracted from the template, and moved to the table
- Once all budget line items have been added, ensure that the USD amount requested for each line item has been added. Click Save once completed
- Click **Activities** to progress the application to the next step



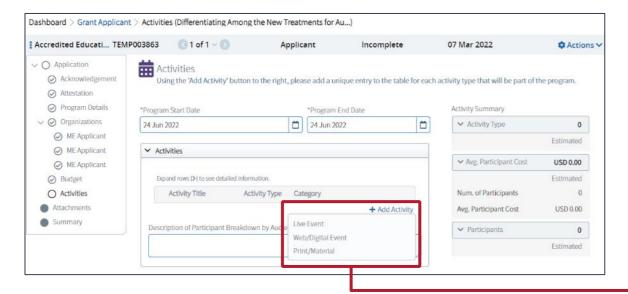


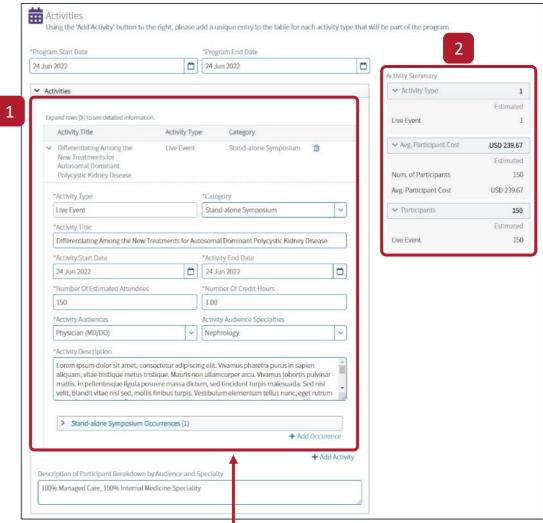


### Activities (Education Programs only) (1 of 2)

**Note**: If you are submitting a Fellowship application, you will **not** have an **Activities** node

- 1. Click + Add Activity to select the type of activity you want to add
  - · Complete the Mandatory fields indicated with an asterisk (\*)
  - You can add multiple activities, and within each activity you can have multiple occurrences; make sure that the dates fall in between the Program Start and End dates
- 2. On the right, the system will automatically update the **Activity Summary** as fields are completed





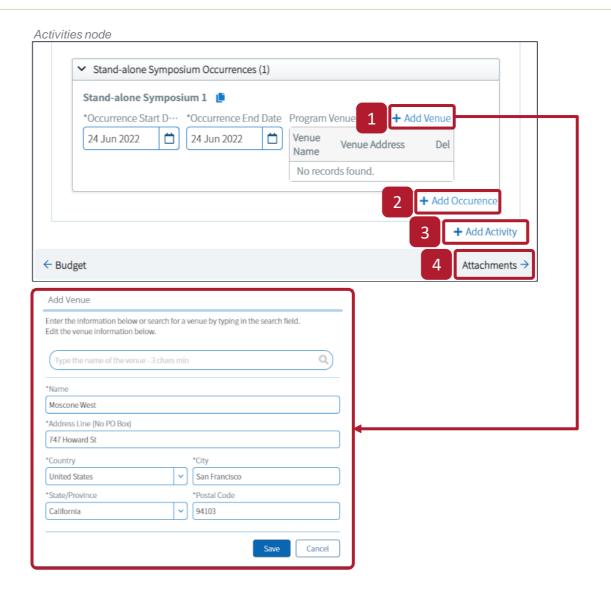




## Activities (Education Programs only) (2 of 2)

Information that you can add to the Activities node include:

- +Add Venue to enter information about the activity's venue. Search using the search bar at the top of the window or enter the venue's information manually
- +Add Occurrence to duplicate the activity already entered should another occurrence of the activity take place at a later date
- 3. +Add Activity to add another activity
- 4. Once you have enter all of the activities associated with your program, scroll down to the bottom of the page and click **Attachments** to progress the application





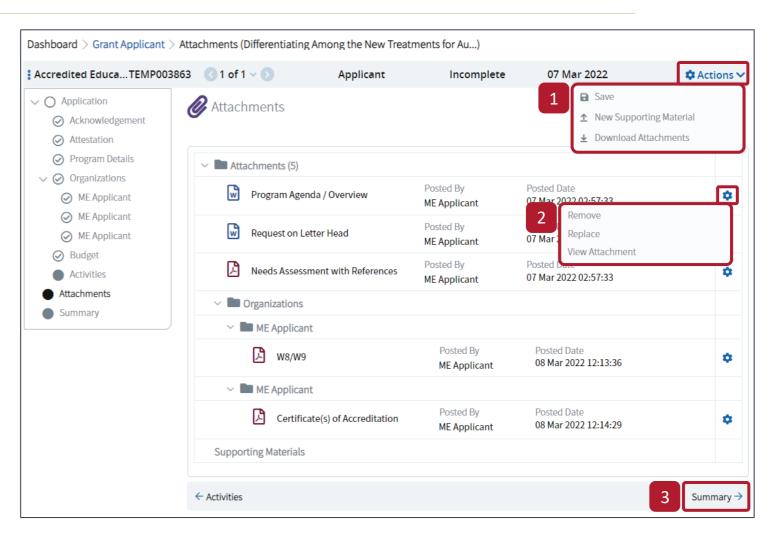


### Attachments

On the Attachments node, you can review or download any of attachments that have been uploaded within your application

- 1. Click the 🏚 icon to make changes to a specific material
- 2. You can upload new supporting material to the application via the **Actions** menu
- After reviewing your attachments, click Summary at the bottom right of your screen to review a consolidated view of your application

**Note**: For Fellowship Applications this is the final node, however, the information on the next slide will accurately describe how to submit your application





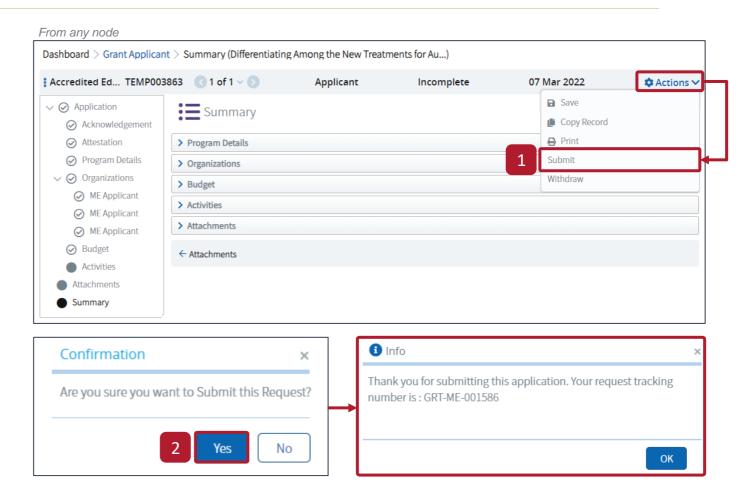
### Submission

Once you have reviewed your application to your satisfaction:

- Click the Actions menu at the top right and select Submit
- Confirm that you would like to submit your application and your application will then be forwarded for internal Otsuka review

Now that the application has been submitted, a permanent Grant ID will be assigned to your application

You can check the status of your application by referring to your **Workbench** or **Dashboard** 







### 04 | Post Submission Activities

- Request for Additional Information
- Letter of Agreement (LOA) Process
- Request a Change of Scope (Education Programs Only)
- <u>Update Program Activities</u> (Education Programs Only)
- Program Closure (Education Programs Only)
  - Budget Reconciliation
  - Program Outcomes
  - Transfer of Value
- Program Reconciliation (Fellowships Only)
  - Closure
  - Transfer of Value
- Program Closure Notification

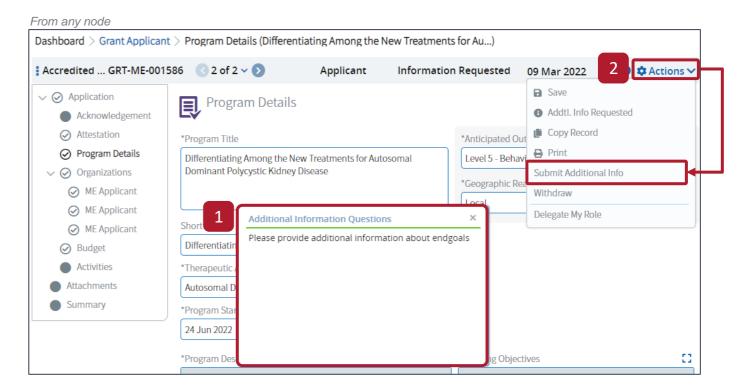


### Request for Additional Information

If additional information is deemed necessary to complete the review of your grant request, you will receive an email detailing the incomplete or missing information; click the embedded link within the email to access your application

**Note**: A window containing the information will also be available after logging back into the system

- 1. Update the application content and/or attachments with the information requested
- 2. Click the Actions menu and select Submit Additional Info







## Letter of Agreement (LOA)

Once your application has been reviewed and an approval decision has been reached, the LOA process will be initiated. In addition to your approval email, you will receive an email directly from DocuSign with a link to electronically sign the LOA

Please note that the LOA will be routed to the primary contact of the Payee Organization, as well as the contacts for any joint sponsors listed for the program

Once the LOA Process is completed, your application will enter the **Program Active** state



## LETTER OF AGREEMENT INDEPENDENT CONTINUING HEALTHCARE EDUCATION REQUEST FOR SUPPORT

Terms, Conditions and Purpose of Continuing Healthcare Education Requests

This agreement is between ME Applicant , ME Applicant , ME Applicant "Sponsor(s), and "Otsuka".

Otsuka agrees to provide support for the activity: Differentiating Among the New Treatments for Autosomal Dominant Polycystic Kidney Disease

Tracking Number: GRT-ME-001586 Program Start Date: 24 Jun 2022 Program End Date: 24 Jun 2022 Amount Awarded: \$33,950.00

Applicant Name: Applicant Payee TIN: 12-3456789 Payee Mailing Address: 123 Address Street

San Diego CA 00284 United States

Payee Email Address: sakuraapplicant@email.com

Accrediting Provider Name: ME Applicant

Accrediting Provider Email Address: sakuraapplicant@email.com

#### CONDITIONS

Otsuka and Sponsor agree that the funding is expressly conditioned upon the following:

 Statement of Purpose: Otsuka wants to serve the healthcare community through support of independent continuing education of healthcare professionals. The activity described above is for independent continuing education of healthcare professionals only and will not promote Otsuka's products, directly or indirectly. Further, Otsuka does not expect and will not receive anything of tangible benefit in exchange for Otsuka's support of the activity.

Otsuka America Pharmaceutical, Inc.

Otsuka Grants | 2440 Research Boulevard | Rockville, MD 20850 | P: 1 (800) 438-6120 | F: 1 (301) 721-7532 | Otsuka Grants.com



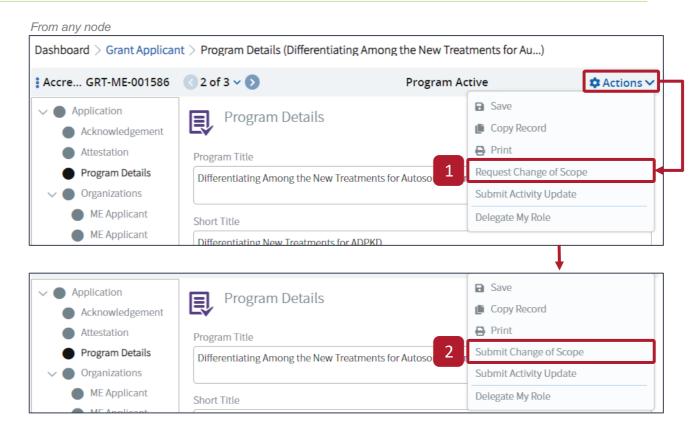


## Request a Change of Scope (Education Programs only)

**Note**: If you are submitting a Fellowship application, were the program has been approved, you will **not** have the option to **change the scope** as they are only available for Accredited and Non-Accredited Education Programs

- After your grant has been approved, if you have a change of scope that would affect the LOA, click the Actions menu and select Request Change of Scope This will open up your application again, and make all items editable
- Once you have updated your application content with information that required a scope change, click the Actions menu and select Submit Change of Scope, and make all items read-only again

Please note that your application will now undergo the review process again and may be subject to denial or approval at a lesser amount. A new LOA may also require a new signature



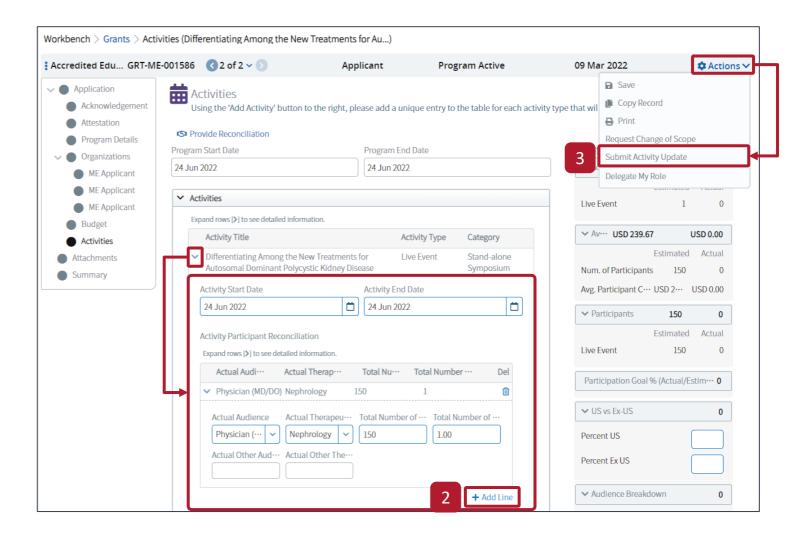




## Updating Program Activities (Education Programs only)

For programs consisting of multiple activities, you will be expected to provide updates as each activity has concluded on the Activities page

- 1. Expand each activity entry to enter the details of:
  - Actual Activity Start and End Date
  - Activity Participant Reconciliation:
     Audience; Therapeutic Specialty; Total
     Number; Total Credits (only applicable for live, accredited activities)
- For all participant reconciliation details, please add a separate row for each unique Audience and Therapeutic Specialty combination (eg, Physician + Nephrology) by clicking + Add Line
- Once all information has been completed, select Submit Activity Update from the Actions menu







## Program Closure (Education Programs only)

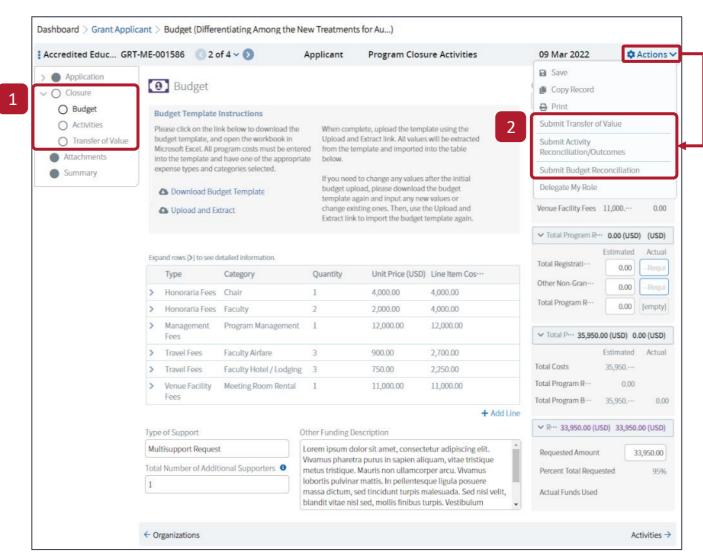
One day after program's duration, the system will automatically open for reconciliation. A set of activities will have to be completed in order to successfully close out the program

**Note**: Click **Download Budget Template** to download an Excel budget template in which you can enter both direct and indirect costs

- 1. Three new **Closure** sub-nodes of the application will open that once complete can be submitted via the **Actions** menu:
  - Budget (90 days from Program End)
  - Activities (120 days from Program End)
  - Transfer of Value (if applicable) (90 days from Program End)

**IMPORTANT**: Please note that each closure activity will have its own **Due Date** (listed above)

They can submitted independently via the associated actions in the Actions menu



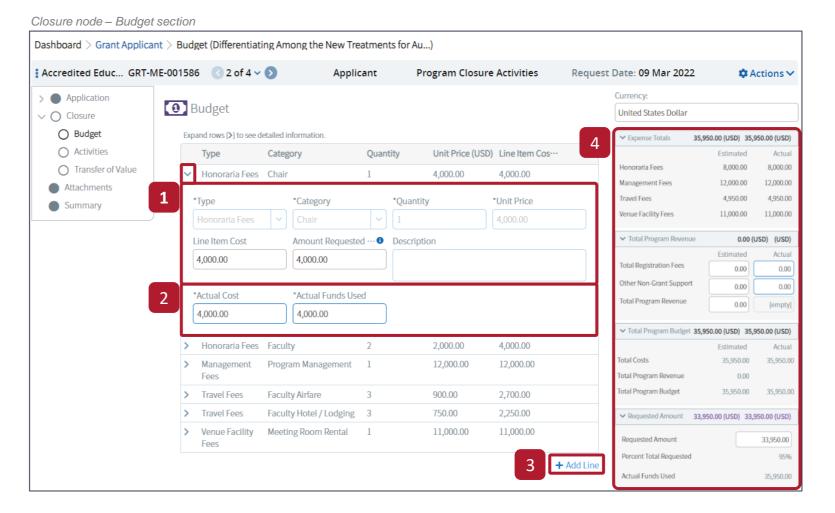




## Budget Reconciliation (Education Programs only) (1 of 3)

In the Closure Budget node, start by expanding each row of the existing budget

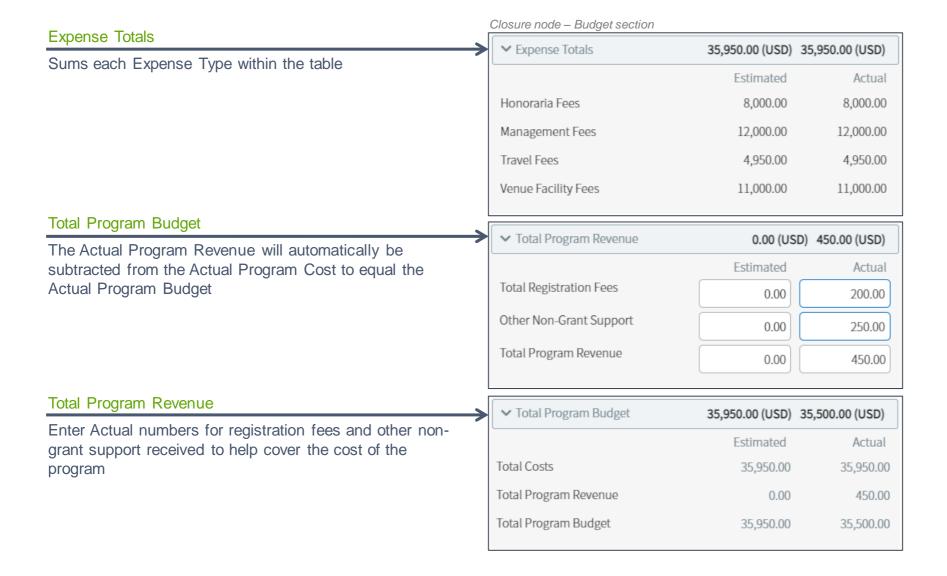
- Previously entered information is displayed for quick reference
- Enter the Actual Cost and Actual Funds Used totals for each line
- Add additional lines to the budget table, if needed
- Each update will be reflected in the summary section to the right of the main table







## Budget Reconciliation - Summary (Education Programs only) (2 of 3)





## Budget Reconciliation - Summary (Education Programs only) (3 of 3)

#### **Actual Funds Used**

- The initial Requested Amount, along with the official Total Funding, will be displayed for reference
- The Actual Funds Used will sum the entries within all budget line items

# Requested Amount Percent Total Requested 95% Total Funding 33,950.00 Actual Funds Used 33,700.00 Estimated Refund Owed 250.00

33,950.00 (USD) 33,950.00 (USD)

Closure node – Budget section

#### **Refund Owed**

- If the Actual Funds Used are less than the total funding amount, an Estimated Refund Owed value will appear
- Please note that this amount is not official. Any actual refund request will be sent in a formal request after the budget reconciliation has gone through internal review

Once complete, submit the budget reconciliation via the Actions menu

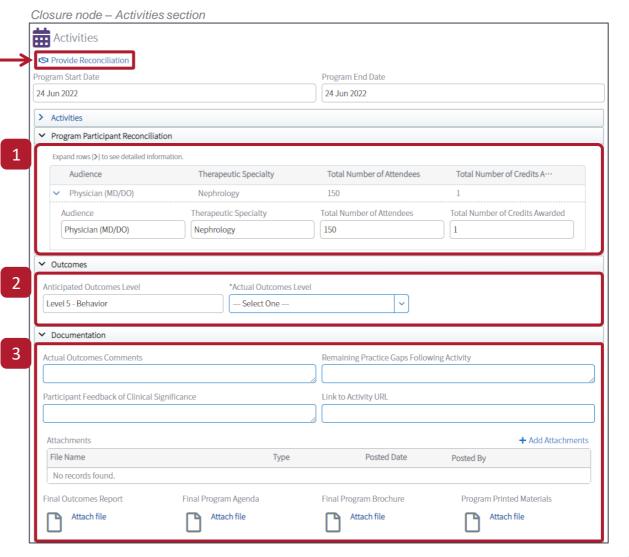


# Program Outcomes (Education Programs only)

The Activities section consists of the following components:

**Note**: Use the **Program Reconciliation** Wizard at the top to help guide you, step by step, through the Reconciliation process

- Program Participant Reconciliation: If not completed during the active program phase, this Actual Audience data is now required
- Outcomes: Corresponding questions display based on Actual Outcomes Level selected
- Documentation: Actual Outcomes Comments, etc., attachment files are required to be uploaded to accompany the outcomes submission







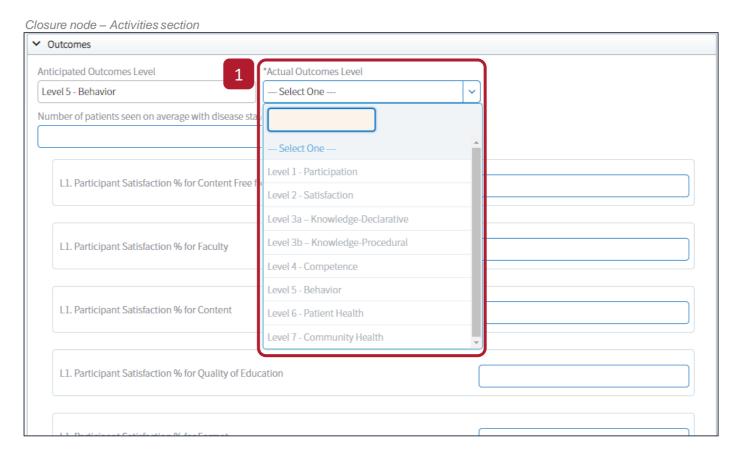
#### Program Outcomes - Outcomes level (Education Programs only)

1. Select the actual level of outcomes reached for the program based on the Moore's Levels of Outcome

Please note, for Level 1: Program Participation:

The program participation is designed to aggregate the participation entries within each activity. All participant information should only be entered for each corresponding activity and not directly within the program participation table

Once complete, submit the Activity
Reconciliation/Outcomes via the **Actions** menu







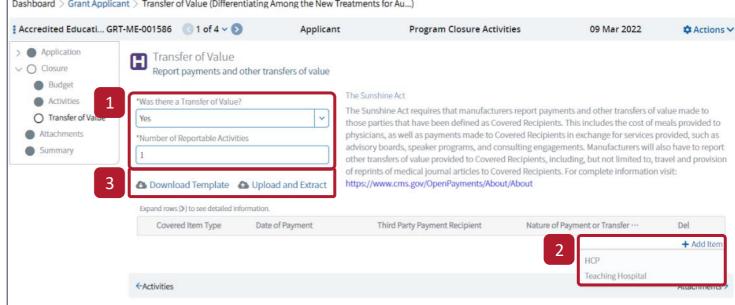
#### Transfer of Value (1 of 2)

Prior to the approval of your program, it is a requirement that an internal determination be made as to whether or not transfer of value reporting will be required at program completion

- 1. Answer if there was a transfer of value, and the number of reportable activities
- 2. Select +Add Item, and then select either HCP or Teaching Hospital to add an item to the table. You will then be required to populate the item's data
- 3. Alternatively, you can upload a template to populate the table
  - Click Download Template and you will then be prompted to save an Excel budget template
  - Once the template has been filled in, click Upload and Extract. All values entered will be extracted from the template, and moved to the table

# Dashboard > Grant Applicant > Transfer of Value (Differentiating Among the New Treatments for Au...)

Closure/Reconciliation node – Transfer of Value section







# Transfer of Value — Data Entry (2 of 2)

#### Covered Recipient Information

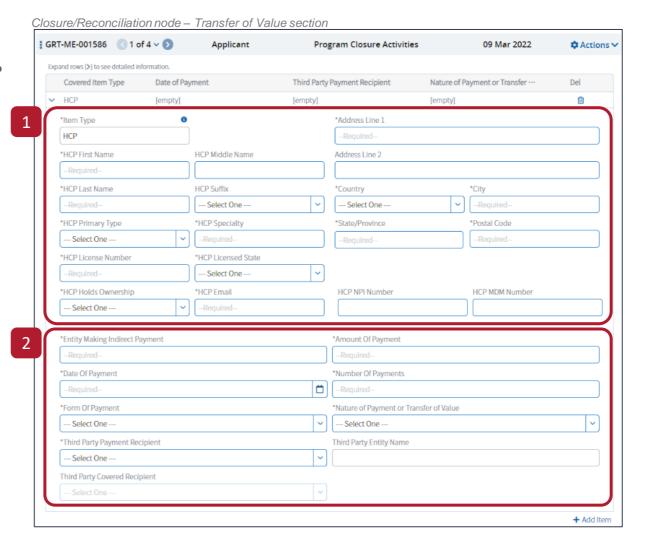
Enter the applicable data for the covered recipient type.
 Note that there are slight data differences between HCP and Teaching Hospital

Ensure that all information is as complete and accurate as possible prior to submission

#### **Payment Information**

 Complete all relevant payment data fields
 Ensure that all information is as complete and accurate as possible prior to submission

Once complete, submit the Transfer of Value data via the **Actions** menu







#### Program Reconciliation - Closure (Fellowships only)

**Note**: This page is specific to the details found within **Fellowship Applications** 

One day after the program duration, the system will automatically open for reconciliation. A set of activities must be completed in order to successfully close out the program

 Two new sub-nodes will open, Closure and Transfer of Value

Complete all the Mandatory fields and Attach all the files indicated with an asterisk (\*) within the **Closure** node

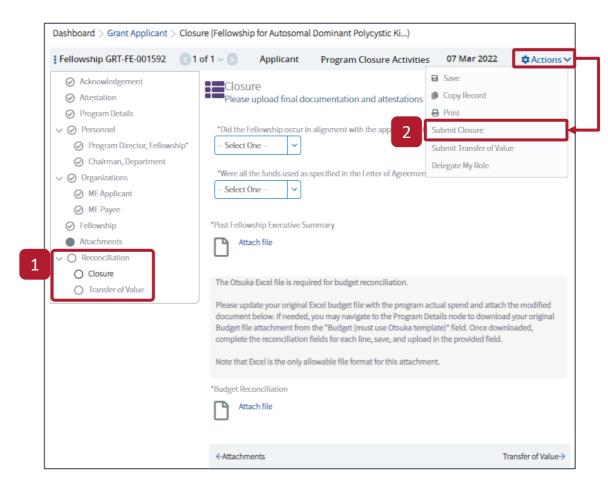
 Re-upload the budget template that was uploaded in the original application. Please include the actual cost expenditures

**Note**: You can re-download this Excel file from the **Attachments** node

2. Once complete it can be submitted via the **Actions** menu

**Note**: The **Transfer of Value** closure activity has a **Due Date** of 90 days from the Program End

Click here to move to the Transfer of Value page







# Program Closure Notification

Once Otsuka Grants has completed a thorough review of the financial reconciliation, education outcomes data and Transfer of Value information, you will receive an email notification stating that the program has been closed

#### Email Notification

Dear Applicant

This communication is to inform you that your grant request is now closed.

Thank you for your commitment to quality independent continuing education for healthcare professionals. Questions related to this communication may be directed to Otsuka Grants at 1 (800) 438-6120 or via email at <a href="mailto:grants@otsuka-us.com">grants@otsuka-us.com</a>.

Thank you,

Otsuka Grants



#### SUPPORT RESOURCES



To access the Sakura Grants Portal, click the link below:

https://otsuka.envisionpharma.com/ienv\_otsuka/visiontracker/portal/login.xhtml?pgm=GRANTS



For Sakura process related questions, please contact:

grants@otsuka-us.com



For technical support, and system access support, please contact the Envision Pharma Helpdesk:

helpdesk@envisionpharmasupport.com

