

Contacting the MRL Service Desk: Americas

Americas MRL Service Desk Numbers	
Country	Toll Free #
United States	1-800-793-2880
Argentina	0800 333 0736
Brazil	0800-891-8846
Canada	1-877-570-6979
Chile	1230-020-5686
Chile*	+56-293-82665
Chile	800395035
Colombia	01-800-518-1631
Costa Rica	0800-011-1193
Dominican Republic	1-888-751-8913
Dominican Republic*	1-829-946-5948
Ecuador (Andinatel)	1-999-119 + 877-425-6993
Ecuador (Pacifictel)	1-800-225-528 + 877-425-6993
Ecuador (Pacifictel Spanish)	1-800-999-119 + 877-425-6993
El Salvador	800-1785, 877-440-2066
El Salvador*	+503-211-33818
Guatemala	999-9190 (pause) 866 801 0754
Honduras	800-0123 + 877-528-1605
Jamaica	1-800-875-6090
Mexico	0018-001-233-328
Panama	001-800-507-2425
Peru	080-054-623
Peru*	+51-170-87101
Puerto Rico	18667880567
Venezuela	0800-100-8685

Language	Support Hours
English	24x7x365
Spanish	3am - 8pm ET

Email:

MRLSD@merck.com

All users (internal/external, CROs, CRAs, etc) in any region can always email the MRL Service Desk to open a new case or check case status

Escalations:

MRLSDfeedback@merck.com

If you have a problem with your issue resolution, please use this email address to contact the MRL SD management team (responses in English)

When should I call the MRL Service Desk?

For support for all Research and Development applications (e.g. InForm, MARRS, SPECTRUM, CPAC, ChemCart, ELN) for MRL users, including external partners.

Visit Us Online!

www.mrlsd.com

- Check case status / create a new case
- Live chat with support
- Find solutions to common issues

MERCK & CO., INC.

Kenilworth, N.J., U.S.A.

* Local number, for cell phone usage. Toll charges may be incurred.

Contacting the MRL Service Desk: EMEA

EMEA MRL Service Desk Numbers	
Country	Toll Free #
Austria	0800-293-770
Belgium	0800-81058
Bulgaria	00-800-116-4417
Bulgaria*	+359-249-17375
Croatia	0800-222-547
Cyprus	8009-2422
Czech Republic	800-700-427
Denmark	806-050-08
Estonia	8000044493
Egypt	08000000701
Finland	0800-98904
France	(0)805-540-501
Germany	0800-589-1608
Greece	00-800-441-47466
Greece*	+30-211-198-0978
Hungary	06-809-83800
Ireland	1-800-995-050
Israel	1-809-448-379
Italy	800-928-378
Jordan	080022969
Latvia	8000-2810
Lebanon	8778759434
Lithuania	880-030-573
Lithuania*	+370-520-59112
Malta	80062186
Moldova	080061416
Netherlands	0800-020-1448
Norway	800-30-597
Poland	800-702-113
Portugal	800-844-765
Public ia	0800-896-826

Language	Support Hours
English	24x7x365
French	9am - 2am CEST
German	9am - 5pm CEST
Spanish	9am - 2am CEST

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EMEA MRL Service Desk Numbers, cont'd	
Country	Toll Free #
Russia	8-10-800-238-01044
Slovakia	0800005152
Saudi Arabia	8008444270
Serbia	0800190224
Slovenia	0800 80793
South Africa	0800-981-389
Spain	900-812-648
Sweden	020-160-5643
Switzerland	0800-561-930
Ukraine	8779279330
United Arab Emirates	80004440135
United Kingdom	0800-028-4882

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Contacting the MRL Service Desk: AsiaPac

Asia Pacific MRL Service Desk Numbers	
Country	Toll Free #
Australia	1-800-052-381
China (Netcom)	10800-744-0489
China (Telecom)	10800-440-0472
China*	400-881-1293
Hong Kong	307-14-773
India	000-800-100-3442
Japan	012-098-3580
Malaysia	1-800-88-1509
New Zealand	050-893-0977
Philippines	1-800-144-10359
Singapore	800-448-1669
South Korea	080-440-0880
Taiwan	080-909-0297
Thailand	001-800-441-0254

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Language	Support Hours
English	24x7x365
Japanese	9am - 8pm JST
Mandarin	9am - 5pm CST
Korean	9am - 5pm KST

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Contacting the MRL Service Desk: Americas

Americas MRL Service Desk Numbers	
Country	Toll Free #
USA: Internal MRL user	1-866-637-2543 (option 1,2)
USA: Internal MRL user*	1-908-423-HELP (option 1,2)
USA: CRA / CRO / external site	1-800-793-2880
Argentina	0800 333 0736
Brazil	0800-891-8846
Canada	1-877-570-6979
Chile	1230-020-5686
Chile*	+56-293-82665
Chile	800395035
Colombia	01-800-518-1631
Costa Rica	0800-011-1193
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Community Page:

http://ts1.merck.com/com/mrl_service_desk

What is the difference between the MRL Service Desk and the Global Help Desk?

MRL Service Desk:

Provides support for all Research and Development applications (e.g. InForm, MARRS, SPECTRUM, CPAC, ChemCart, ELN) for MRL users, including external partners

Global Help Desk:

Provides support for hardware (e.g. laptops, desktops) and core business applications (e.g. Outlook, Communicator, SAP) across all divisions

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Cyprus	8009-2422
Czech Republic	800-700-427
Denmark	806-050-08
Estonia	8000044493
Egypt	08000000701
Finland	0800-98904
France	(0)805-540-501
Germany	0800-589-1608
Greece	00-800-441-47466
Greece*	+30-211-198-0978
Hungary	06-809-83800
Ireland	1-800-995-050
Israel	1-809-448-379
Italy	800-928-378
Jordan	080022969
Latvia	8000-2810
Lebanon	8778759434
Lithuania	880-030-573
Lithuania*	+370-520-59112
Malta	80062186
Moldova	080061416
Netherlands	0800-020-1448
Norway	800-30-597
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Slovakia	0800005152
Slovenia	0800 80793
South Africa	0800-981-389
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China (Netcom)	10800-744-0489
China (Telecom)	10800-440-0472
China*	400-881-1293
Hong Kong	307-14-773
India	000-800-100-3442
Japan	012-098-3580
Malaysia	1-800-88-1509
New Zealand	050-893-0977
Philippines	1-800-144-10359
Singapore	800-448-1669
South Korea	080-440-0880
Taiwan	080-909-0297
Thailand	001-800-441-0254

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Global Help Desk:

Provides support for hardware (e.g. laptops, desktops) and core business applications (e.g. Outlook, Communicator, SAP) across all divisions

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Contacting the MRL Service Desk: U.S. CRAs

- Phone, for United States users: **1-800-793-2880**
 - Follow the MRL Service Desk prompts to accurately address your needs (language, user type, issue)
 - Note: In the rest of the Americas, as well as in EMEA and Asia Pacific, the MRL Service Desk has separate local toll free numbers.
- Alternately, can be reached using the help #:
 - When dialing **866-637-2543** or **908-423-HELP**, selecting option 1, then option 2 will direct you to the MRL Service Desk.
 - You will then be presented with MRL SD prompts
- Email: MRLSD@merck.com
 - All users (internal/external, CROs, CRAs, etc) in any region can always email the MRL Service Desk to open a new case or check case status
- Escalations: MRLSDfeedback@merck.com
 - If you have a problem with your issue resolution, please use this email address to contact the MRL SD management team
- Community Page: http://ts1.merck.com/com/mrl_service_desk

What is the difference between the MRL Service Desk and the Global Help Desk?

MRL Service Desk:

Provides support for all Research and Development applications (e.g. InForm, MARRS, SPECTRUM, CPAC, ChemCart, ELN) for MRL users, including external partners and **Hardware support for CRA's in the United States.**

Global Help Desk:

Provides support for hardware (e.g. laptops, desktops) and core business applications (e.g. Outlook, Communicator, SAP) across all divisions

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Language	Support Hours
English	24x7
365 days a year, including holidays.	