

Research project grant - Development Research

The purpose of the research project grant is to give researchers the freedom to formulate by themselves the research concept, method and implementation, and to solve a specific research task within a limited period. Research project grants in Development Research are funded by the Government's development aid funds, and the research shall be relevant to the fight against poverty and for sustainable development in low income countries. The Swedish Research Council rewards research of the highest scientific quality in national competition.

Summary

Type of grant	Research project funding
Area/Focus	Development Research
Applicant	Individual researcher
Participating researchers	A maximum of six researchers may be invited to join the application
Grant period	1–4 years
Grant amount	Minimum 400 000 SEK per year, maximum 1 500 000 SEK per year
Call deadline	10 April 2018 (14.00/2 p.m.)
Publication of grant award	No earlier than January 2019
Start of grant period	January 2019

[Read more about grants awarded in previous years](#) 

Eligibility criteria for grant applications

The following criteria must be fulfilled in order for you to be eligible to apply for the grant. We carry out checks to ensure unqualified applications are rejected from further processing.

Focus

The goal of the call for research project proposals in Development Research is to reinforce Swedish research with particular relevance to the fight against poverty and for sustainable development in low income countries. This means that the research shall be relevant to the overarching goal for Sweden's international development collaboration; to contribute to creating prerequisites for better living conditions for people living in poverty and oppression, and thereby contribute to the goal for the policy for global development; namely fair and sustainable global development.

Within the framework for this grant, the research project shall be relevant to one or several of the countries classified as low income countries according to the [OECD's Development Aid Committee DAC's list](#)  (columns "Least Developed Countries" and "Other Low Income Countries"). This means that the research project's questions and results shall be of benefit for these countries, but collaboration and other research activities may be carried out in other countries also.

Collaboration with researchers in low income countries is encouraged, as is a multi- and inter-disciplinary perspective.

The research may aim either towards immediate benefit or towards knowledge that is potentially important to the goals of the call. It may cover everything from basic to applied research within all scientific disciplines. For further information, please see the following documents:

[Policy framework for Swedish development cooperation and humanitarian assistance](#) 

[Strategy for research cooperation and research in development cooperation 2015-2021](#) 

Applicant

The applicant for a research project grant must be an individual researcher. You will be the project leader and have scientific responsibility for the project, and your level of activity in the project must be no less than 20 per cent of a full-time equivalent. You must hold a Swedish doctoral degree or a corresponding foreign degree, awarded no later than the deadline for this call. The degree award date we use is the date you fulfilled all the criteria for a doctoral degree, such as mandatory courses, oral defence and an approved doctoral thesis. For applicants with Swedish doctoral degrees, the award date listed in Ladok applies.

Grants from the Swedish Research Council shall be administered by a Swedish university or HEI or another Swedish public organisation that fulfils our [criteria for administrating organisations](#).  To apply, your organisation must therefore be approved as an administrating organisation.

If you are awarded a grant, you must be employed by the administrating organisation at the start of and throughout the grant period, unless the Swedish Research Council approves an exception. The employment must equal at least 20 per cent of a full-time equivalent. You do not have to be employed by the administrating organisation at the time of applying.

Number of applications and previous grants

The conditions described in this section only apply to the applicant (project leader).

What grants may I apply for simultaneously from the Swedish Research Council?

You may only submit one application for this grant under this call for project grants in development research. On the other hand, you may apply for undirected project grants within another area, or project grants with a different focus (such as Sustainability and resilience, Equal conditions, Artistic research or 3R), but for another project concept. Other restrictions relating to the grants you may apply for in the same year are shown in the table below. Note that research project grants in Development Research are included in "Research project grant with focus".

[Table: Grants that can be applied for in parallel](#) 

What eligibility criteria apply if I already have a grant from the Swedish Research Council?

There are certain restrictions if you are the project leader of a previously awarded grant that is ongoing, that is to say where the grant period (payment period from the Swedish Research Council) overlaps the grant period that this application covers. Please note that the availability period, that is to say the time during which you may draw down the grant awarded, is normally longer than the grant period. Information about the criteria for your previous grant can be found in the "Approval of Conditions" you received from the Swedish Research Council.

You cannot apply for a research project grant in Development Research if you are already a project leader of an ongoing research project with this focus. If your ongoing grant concerns another area or has another focus, you are eligible to apply, however, provided your application is for another project concept. Please note that research project grants within Development Research were previously called "Research project grant U-forsk" and are counted as ongoing with the same focus.

Please see the table below for further information on grants you may apply for if you have an ongoing grant.

Table: Grants eligible for applicants with ongoing grants

Note: If you have been the project leader for previous grants from the Swedish Research Council that have ended, final financial reports for all of these must have been submitted within the permitted time frame in order for you to apply for a new grant. If you have been the project leader for a previous grant within Development Research, a scientific report must have been submitted within the permitted time frame in order for you to apply for a new grant. Please contact your administrating organisation if you are unsure whether all your final reports have been submitted.

What applies for applications to or grants from other funding bodies?

If your application to the Swedish Research Council relates to the same project idea as a grant you have already been awarded by, or are applying for to another funding body, please describe this.

Participating researchers

Your application may include up to six participating researchers, that is to say researchers with a doctoral degree or corresponding competence, whose scientific competence will be crucial for the implementation of the proposed research. Participating researchers do not have to be employed by a Swedish HEI.

Participating researchers shall provide the necessary information themselves in Prisma, and upload these to the application. Any further participating partners and their roles shall be described in the research plan (please see instructions under "Research plan" below).

Costs and grant amounts

Grants may be applied for to finance all types of project-related costs, such as salaries (including your own salary, however no more than corresponding to your activity level in the project), premises, running costs (such as consumables, travel for project participants including stays at research facilities, publication costs and minor equipment), and depreciation costs. Grants may not be used for scholarships. If a doctoral student participates, project funds may not be paid out as salary for the period when the doctoral student is teaching. The grant must be used in accordance with the [OECD's Development Assistance Committee DAC's](#)  three guidelines for what can be classified as aid.

The minimum amount you may apply for is 400 000 SEK per year, including indirect costs. The maximum amount you may apply for is 1 500 000 SEK per year.

Grant period

You may apply for a grant to cover a minimum of one and a maximum of four years, starting from January 2019. The first payment will be made during January 2019 at the earliest.

How do I apply?

You apply electronically in [Prisma](#) , which is the application system used by the Swedish Research Council. You create your application in Prisma by filling in the text fields, uploading information from your personal account, and attaching the appendices requested.

To enable you to apply, your organisation must have been [approved as an administrating organisation](#)  and have created an organisation account in Prisma.

For most items in Prisma, there is a [user manual](#)  describing all the steps, as well as answers to [FAQ](#) . Please refer to these when filling in your application.

Please avoid stating your own or anybody else's full personal identity number in the application except where specifically requested.

Creating a personal account in Prisma

Before you apply, you must create a personal account in [Prisma](#), where you can save your personal and CV data. The information only needs to be entered once, and can thereafter be supplemented or changed as required. As most of the Swedish Research Council's calls employ foreign reviewers, please use English when entering any descriptive text in your CV data. You can also input your publications for future use. Please note that no publications can currently be uploaded from your account to the application form. This is because the publications function is under development and not yet used in the Swedish Research Council's calls. You should therefore submit your publications list as an attached PDF file instead (please see instructions under "Publications" below).

Please allow plenty of time to create your personal account. The applications you register in Prisma will be linked to your personal account.

All other persons participating in your application must also create a personal account in Prisma and confirm their participation. Thereafter they can add their data to the application via their personal accounts.

Text

Some text fields can be formatted, which means that the font, alignment and font size can be changed in these fields, and that tables and symbols can be inserted. If you insert text written using a word processing program (such as Microsoft Word), you may need to use the tools in Prisma to adjust the formatting after insertion. Images cannot be included in the text fields, however. We recommend that you use the fonts Arial, Calibri or Verdana. All text fields have a limit on the number of characters, and this is illustrated by a character counter. If you use too many characters, the application cannot be registered.

Attached documents and appendices

You will need to attach an appendix to some fields as instructed. The appendix must consist of one file only, and you can only attach documents in PDF format. All appendices are limited as to file size and number of pages. You will not be able to attach an appendix that exceeds the stated maximum size.

Signing

Both you as applicant and an authorised representative of the administering organisation shall sign the application electronically in Prisma. Please see further information under "Registering the application" below.

What must the application contain?

Please refer to the application form in Prisma in parallel with reading the instructions below.

Language

Foreign experts are involved in the scientific evaluation of the applications. To ensure fair and equitable assessment and efficient processing, please therefore complete your application in English.

Sections of the application

The application form includes the following tabs:

- Descriptive data
- Research description
- Budget and research resources
- Publications
- Adminstrating organisation
- Review panels
- Participants
- CV

Descriptions of the information requested under each tab follow below. Mandatory information is marked with an asterisk (*) in Prisma.

Descriptive data

Under this tab, please fill in the Swedish and English project name, project period (number of years), and select SCB codes and key words. You must also state which of the 17 global goals for sustainable development (according to Agenda 2030) your project is linked to in particular. Applications within Development Research shall also be classified according to a number of policy markers, and because of this you must also state to what extent your research project focuses on each policy marker area. Note that neither the link to the sustainability goals nor the classification impacts on the evaluation of your application, but are only aimed at facilitating better follow-up of the Swedish development aid funds that finance Development Research and are reported to the OECD's Development Assistance Committee DAC. A description of the policy markers can be found via the link below.

[17 global goals for sustainable development](#)

[OECD's Development Assistance Committee DAC's policy markers](#)

[Read more about how the Swedish Research Council contributes to transparency within development aid](#)

Under "Descriptive information", please state the relevant countries for the project, and fill in the abstract and popular science description as instructed below.

Abstract

The abstract shall include a brief description of:

- what is to be done: purpose and aim
- how the research will be carried out: project organisation, time plan and the scientific methods to be used
- what is important about the planned research

The abstract shall provide a summary guide to the purpose and implementation of the research. Please use wording to ensure persons with another subject specialisation can understand the information.

The description may cover a maximum of 1 500 characters including blank spaces (approximately one third of an A4 page in Arial, font size 11, single line spacing).

Popular science description

Describe the project in such a way that a person who is not familiar with the subject can understand it. Describe what is to be done and why, and explain in what way the new knowledge may be important.

The popular science description is an important tool when we inform about the research funded by the Swedish Research Council. If we grant your application, we reserve the right to use the description for information purposes.

Note: The popular science description must be written in Swedish, unlike the rest of the application.

The description may cover a maximum of 4 500 characters including blank spaces (approximately one A4 page in Arial, font size 11, single line spacing).

Research description

Under this tab, please attach your research plan and describe any ethical considerations and their relevance to the focus area.

Ethical considerations

Describe the ethical issues raised by the research and how they are handled in the research work. Explain also why the research questions and expected results justify the conduct of the research, in view of the ethical issues raised. Please also state whether the research involves any handling of personal data, or experiments on animals or human subjects. If no ethical issues are raised, please state this.

Research plan

Please attach your research plan in PDF format. The research plan shall consist of a brief but complete description of the research task. The focus of the research plan shall be forward-looking, and it shall cover a maximum of ten page-numbered A4 pages in Arial, font size 11, single line spacing, including references and any images. **You will not be able to attach an appendix that exceeds the stated maximum number of pages or is larger than 10 MB.**

The research plan must include the following headings and information, listed in the following order:

- **Purpose and aims:** State the overall purpose and specific goals of the research project or similar.
- **State-of-the-art:** Summarise briefly the current research frontier within the field/area covered by the project. State key references.
- **Significance and scientific novelty:** Describe briefly how the project relates to previous research within the area, and its importance in the short and long term. Describe also how the project moves forward or innovates the current research frontier.
- **Preliminary and previous results:** Describe briefly your own previous research and pilot studies within the research area that make it probable that the project will be feasible. State also if no preliminary results exist. State whether the project contributes further to research and scientific results from a grant awarded previously by the Swedish Research Council.
- **Project description:** Describe the project design, including the following items:
 - Theory and method:* Describe the underlying theory and the methods to be applied in order to reach the project goal, and how gender aspects (where applicable) will be included in the project idea.
 - Time plan and implementation:* Describe summarily the time plan for the project during the grant period, and how the project will be implemented.
 - Project organisation:* Clarify the contributions of yourself and any participating researchers to the implementation of the project. Describe and explain the competences and roles (including the gender distribution) of the participating researchers in the project, and also any other researchers or corresponding who are important for the implementation of the project.
- **Security situation in collaborating country:** If you are planning to carry out research activities or field work in countries or regions that the [Swedish Ministry for Foreign Affairs are advising against travelling to](#) (including work travel), please describe how you are planning your research visit to and work in the country in view of the security situation.

Please provide the following information also. If a heading is not relevant to your application, please leave it blank.

- **Equipment:** Describe the basic equipment you and your team have at your disposal for the project.
- **Need for infrastructure:** Specify the project's need for international and national infrastructure. Specify also the <http://www.regeringen.se/uds-reseinformation/ud-avrader/eed> for local infrastructure, if depreciation costs for this is included in the application. [Read more about research infrastructure supported by the Swedish Research Council.](#)
- **International and national collaboration:** Describe your own and the team's collaboration with foreign and Swedish researchers and research teams. State whether you contribute to or refer to international collaboration in your research. You may use research project grants from the Swedish Research Council to co-finance EU projects with a corresponding focus. State in the research plan whether you are planning such coordination.

- **Other applications or grants:** If you are applying for or intend to apply for other grants from the Swedish Research Council, the relationship between the projects shall be clarified. This applies also if you are receiving ongoing grants from the Swedish Research Council with grant periods that wholly or partly overlap with the grant you are now applying for. You should also justify why you are submitting one or several further applications. Describe also the relationship with other applications to or grants from other funding bodies for the same project idea (from you or another researcher).

Relevance

Research project grants in Development Research shall be relevant to the fight against poverty and for sustainable development in low income countries (for further information, please see under the heading "Focus" above). The relevance description shall state how the project contributes to new knowledge aimed at creating prerequisites for better living conditions for people living in poverty and under oppression.

For further information, please see the following documents:

[Policy framework for Swedish development cooperation and humanitarian assistance](#) 

[Strategy for research cooperation and research in development cooperation 2015–2021](#) 

The description may cover a maximum of 6 000 characters including blank spaces (approximately one and a half A4 pages in Arial, font size 11, single line spacing).

Budget and research resources

Under this tab, please list personnel costs, other costs and any other funding of the project.

Project staff

State the activity level/dedicated time (per cent of a full-time equivalent) of all personnel active within the project, that is to say yourself, any other researchers and other personnel. Your activity level as project leader must correspond to no less than 20 per cent of a full-time equivalent.

Please also state the salary you are applying for, for yourself and/or other personnel active within the project, both as a percentage of a full-time salary and as actual annual amounts (including social security contributions). Please state rounded amounts in SEK.

Other costs

Describe any other costs of the project (premises costs, running costs and depreciation costs). Please state rounded annual amounts.

You may include depreciation costs for equipment to be used in the project, provided that:

- the equipment has an economic life of at least three years
- the equipment has an acquisition value exceeding a certain amount (please contact your administrating organisation for information about the amount that applies to your HEI)
- the equipment needs for your proposed project cannot be satisfied through use of national or international infrastructure open to all

[Read more about research infrastructure supported by the Swedish Research Council](#) 

You may only include the proportion of depreciation costs that corresponds to the use of the equipment in the proposed project. You may not include depreciation costs for equipment that is wholly financed via other grants. Please contact your HEI for information about what is included in local research infrastructure, acquisition values or how to calculate depreciation costs.

Total project cost

Prisma will automatically add up your budget items listed in a table. The total amount you are applying for shall also include indirect costs. You will have to add these to the table yourself. Here you can also add any additional costs covered by the project (for which you are not seeking funding under this call).

Please contact your HEI for information on what constitutes indirect and direct costs.

Explanation of the proposed budget

Justify briefly each cost applied for in the budget stated. The description may cover a maximum of 4 000 characters including blank spaces (approximately one A4 page in Arial, font size 11, single line spacing).

Other funding

Please state any funding for the project (whole or part) received by you or another researcher, in excess of the amount requested in this application. Please state rounded amounts in SEK.

Publications

Under this tab, please attach your and any participating researchers' publications lists in PDF format to your respective fields.

Applicant's publications list

Please attach your publications list drawn up according to the headings and information below. The list shall cover a maximum of five page-numbered A4 pages in Arial, font size 11, single line spacing. **You will not be able to attach an appendix that exceeds the stated maximum number of pages.**

The list shall begin with the **maximum ten publications** of greatest importance for your application:

1. Selection of publications: List the maximum ten publications of greatest importance to your application. For each publication, please state how you contributed to it, and its relevance to the research project described (maximum four lines per publication). Highlight your name in bold in the author list.

You shall also list relevant publications **from the last eight years:**

2. Total number of publications: Sort the publications, with your name highlighted in bold in the author list, under each heading (publication type) in the following order:

- **Peer-reviewed original articles**
- **Peer-reviewed conference contributions**, the results of which are not included in other publications.
- **Peer-reviewed edited volumes**
- **Research review articles**
- **Peer-reviewed books and book chapters**
- **Other publications including popular science books/presentations**

Note: Please sort the publications under each heading in reverse chronological order, so that the latest publication is at the top of the list. Please only include articles or corresponding that are published or accepted for publication at the time of applying. The author order in the publications list shall be identical to that of the published work. The application cannot be supplemented with publications after the deadline for the call.

Participating researchers' publications lists

Attach all participating researchers' publications lists joined up into one file. **The list for each researcher shall include a maximum of ten publications**, in the form of the most relevant publications for the research described, and shall cover a maximum of one A4 page. The name of the researcher in question shall be highlighted in bold and also be included in the page header of each list.

Note: Please only include articles or corresponding that are published or accepted for publication at the time of applying. The author order in the publications list shall be identical to that of the published work. The application cannot be supplemented with publications after the deadline for the call.

Administrating organisation

Under this tab, please state the administrating organisation and project site. The administrating organisation is the organisation that administers the funds for a grant awarded and is responsible for it according to the conditions set. The project site is the organisational unit where the project is carried out. Normally, the administrating organisation and project site correspond to the HEI and the department where the project leader is employed.

To allow you to link your application to an administrating organisation, the organisation must have an approved account in Prisma. Please contact your administrating organisation and ask it to [apply for an organisation account](#) with the Swedish Research Council if it does not already have one.

If your project site is not listed in Prisma, please contact the person responsible for the organisation account at your administrating organisation. You will not be able to finalise the registration of your application if the project site is missing.

Review panels

Under this tab, please request the review panel or panels (in priority order) that you wish to carry out the scientific evaluation of your application. The final allocation of applications is determined by the Swedish Research Council.

[Review panels](#)

Participants

Under this tab, you as applicant may invite other participating researchers and participating administrators to your application. A participating administrator is a person who is not necessarily part of the project, but who can help you to input and edit information in the application.

When inviting participants, please make sure you use the correct email address linked to the person's Prisma account. You may invite participants who do not already have an account in Prisma, but in order to participate in your application they must register their own personal accounts in Prisma. All participants must accept their invitation, and participating researchers must upload their CV data to the application before you can finalise the registration of the application.

Once a participating researcher has accepted your invitation, you can allocate authority to him/her to edit the application.

CV

Under this tab, please upload your relevant CV information from your personal account in Prisma. Any participating researchers must upload their own CV information to the application.

The following information, where available, must always be included in each CV, taking into account the stated limitation in numbers:

- **Education:** First, second and third cycle higher education and specialist degrees.
- **Work:** Current employment (including whether permanent or not) and longer relevant employment, postdoctoral visits (also included as employments if relevant), research exchanges relevant to the research described and any longer interruptions in the research that have impacted on your opportunity to gain merits as a researcher.

- **Merits and awards:** Docentship/associate professorship, supervisees (postdoctoral and doctoral students; state the overall number of each category and list the 10 most relevant to you), up to 10 of your most relevant grants awarded in competition, up to 10 of your most relevant prizes and awards, and any other merits relevant to the application.
- **Intellectual property rights:** For example, patents and open access computer programs developed by you; state up to 10 of your most relevant.

Note: In the event very serious problems should arise for a participating researcher from a collaboration country to include her/his CV information via her/his personal Prisma account, please contact us for advice.

Registering the application

The tab "Check and register" shows a summary of the fields in your application that may require action in order to register it (such as mandatory fields not filled in, text fields with too many characters, discrepancies from limits on the possible project period or budget applied for). The registration of your application is not finalised until you click on the "Register" button.

Please make sure you use the preview function before registering your application.

Note: Everybody you have invited in your application must accept the invitation before you can register the application. If an invitation is not accepted, it must be deleted. Before registration, all participating researchers must also upload their CV information from their own personal accounts in Prisma.

The registered application can thereafter be found in your personal Prisma account in the tab "Applications and grants", under the menu choice "Applications". Until the deadline for the call, a registered application may be de-registered, amended and re-registered again as necessary.

It is your responsibility to ensure the application is complete, that is to say the application form is correctly filled in, the correct appendices are attached and the information requested has been provided according to the instructions. Please only submit material specifically requested. We do not accept any additional information after the deadline, except when specifically requested.

Signing

When you register the application, it is signed by you as project leader. To ensure the application is deemed complete and included in the review process, an authorised representative of the administrating organisation also has to sign the application. The representative is normally the head of the department where the research will be carried out, but this is dependent on your administrating organisation's structure.

The *applicant's* signature confirms that:

- the information in the application is correct and complies with the Swedish Research Council's instructions
- secondary occupations and commercial ties have been reported to the administrating organisation and that nothing has emerged that breaches good research practice
- the applicant has not been found guilty of scientific misconduct during the last two years before the deadline of the call
- the permits and approvals required have been obtained before the research is started, such as permits from the Swedish Medical Products Agency or approval from an ethical review board or an ethical committee on animal experiments
- the applicant will comply with all other conditions applicable to the grant

The signature of the *administrating organisation* confirms that:

- the research or research-supporting activity described can be given room at the administrating organisation during the period and to the extent stated in the application

- the applicant will be employed by the administrating organisation during the period covered by the application
- the administrating organisation approves of the budget in the application
- the applicant has not been found guilty of scientific misconduct by the administrating organisation signing during the last two years before the deadline of the call
- the administrating organisation will comply with all other conditions applicable to the grant

The above points shall have been discussed by the parties before the representative of the administrating organisation approves and signs the application.

Note: The authorised representative of the administrating organisation must sign the application in Prisma no later than one week (seven calendar days) after the call deadline date in order for the application to be considered further in the review process.

What happens next?

When you have registered your application and the call closes (at 14.00/2 p.m. on the deadline date of the call), the registration of your application is automatically finalised and your application is given a registration number.

Your registered application is automatically forwarded to the representative of the administrating organisation for signature in Prisma. The application must be signed by the administrating organisation no later than one week (seven calendar days) after the deadline. You will receive an email when the application has been signed.

Thereafter you will find information about the status of the application, registration number and signature of the application in your account in Prisma, under the tab "Applications and grants".

Evaluation

The scientific evaluation of the application is carried out by active researchers. These peer reviewers evaluate the application in competition with the other applications on the basis of the evaluation criteria set by the Swedish Research Council.

If an application is not completed according to the instructions, this will be weighed into the evaluation.

[Review panels](#) 

[How your application is evaluated](#) 

[The Swedish Research Council's conflict of interest](#) 

[The Swedish Research Council's gender equality strategy](#) 

Decision

Shortly after the grant decision has been made, a notice of the grant awards will be published on the Swedish Research Council's website. You will thereafter find a notice of the decision and a final statement on your application in your personal account in Prisma, under the tab "Applications and grants". The statement consists of a grading and, in some cases, written comments.

The EU's ABS Regulation and due diligence declaration: As from 12 October 2015, users of genetic resources (genetic material of actual or potential value) and traditional knowledge relating to genetic resources, obtained after 12 October 2014, shall comply with the EU's ABS Regulation (No 511/2014) by making a "due diligence declaration". This applies only to grant recipients. Due diligence entails the user being able to show that the genetic resource was obtained according to applicable legislation in the country

in question and that the possible benefit of the genetic resource will be allocated in a reasonable and equitable way.

Exceptions apply to research into: the human genome, plant genetic material included in [Appendix 1](#) to the international agreement on plant genetic resources, pandemic influenza virus and genetic material obtained from international waters. If you have any questions about the regulations and due diligence, please contact [Naturvårdsverket](#).

Contact

Questions about application content

If you have any questions about application content, please contact one of the following persons:

[Britta Radeloff](#), +46 (0)8-546 44 210

[Anna Herou](#), +46 (0)8-546 44 359

[Mattias Ågren](#), +46 (0)8-546 44 036

Technical questions

In the first instance, please consult the help menu in Prisma for instructions or [FAQ](#), including a detailed [user manual](#) that describes most items in Prisma.

If you cannot find the answer to your technical question, you may contact our [Technical Support](#). Please note that it may take one to two working days to get an answer, depending on the work load of the support personnel.