

Mercer's Products and Solutions Shop

You've bought an item, what's next?

Given the wide range of products and solutions available on the [Mercer Shop](#), it is important for you to understand how you will access your item post purchase. Access is dependent not only on the item of purchase but also on your payment method.

	Credit Card Payment	Invoice Payment
Electronic files (e.g., PDF, Excel)	<ul style="list-style-type: none">- Immediate access to item.- Delivery via email.	<ul style="list-style-type: none">- Delayed access of up to 4 business days to process invoice.- Delivery via iMercer account.
Access to digital platforms, tools and products, including eLearning modules	<ul style="list-style-type: none">- Access is not dependent on payment type.- Login instructions provided by email within 4 business days of purchase, depending on item purchased.	
Conference tickets, workshops and other time-sensitive events	<ul style="list-style-type: none">- Registration and event details provided by email prior to the event.- Timing may vary depending on geography, item and associated dates of the event.	

Please note: If you are a new Mercer client, processing times may vary.

If you have questions, please email shop@mercerc.com.