

## PAAC Meeting Notes- 11/20/2013

### Announcements:

- Unit checklist is a great tool for developing your department's business process
- PAAC members should be meeting with their mentors for training on the new post-award management system
- Open lab times for Q/A on the new post-award management system will be scheduled for January. The dates/times will be announced when they become available

### Procurement Demo & Updates:

- Step-by-step procedures for TIER 1 and TIER 2 user roles can be found on MYLINC
- Your mentor has Mtokens for TIER 1 and TIER 2 users who currently do not have one
- Anyone getting a new Mtoken- must activate it. Please see the Mtoken website for instructions on how to do so- <http://www.mais.umich.edu/mtoken/>
- Recommended browser version for Procurement is IE8 (Internet Explorer) or older. If you're having issues with your browser, please contact ITS at 4-HELP (734-764-4357)
- If someone forgets their Mtoken at home, temporary access can be obtained - see: <http://www.itcs.umich.edu/itcsdocs/s4395/#forgotten>

### Procedures Manual and Best Practices:

- Post-Award procedures and best practices can be found on the PAAC website, under Post-Award Information-> Post-Award Procedures Manual

### B&F Customer Service Satisfaction Survey Feedback:

- Customer service satisfaction survey feedback came back lower than prior years
- Thom Madden asked for feedback on how he and his staff can change their work practices and procedures in Sponsored Programs to better serve the people at the University of Michigan
- If interested in joining a task force to work on increasing customer satisfaction, please let Thom know.