

Notification messages by PCS

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In certain milestones or actions, PCS sends an e-mail notification to the users informing them that

- something has happened with a dossier where the user's company is involved (e.g. it was rejected)
- something is missing from the dossiers for the automatic background promotion (e.g. lights are not set to green or mandatory entries are missing). A typical example is New path request process. PCS sends a warning e-mail to the users who have worked on the dossier 3 days before X-8 deadline if the dossier still does not have all mandatory national parameters.

The aim of this article is to give a short a summary of the available notification in PCS.

Dossier Processing

Traffic lights

When the user rejects a dossier (putting the traffic lights to red).

- In Harmonization: notify all involved Applicants (restricted to only those users who have saved the dossier at least once).
- In Path Request/Path Elaboration: notify all involved IMs (restricted to only those users who have saved the dossier at least once).

Reports

When the background generation of a report is finished. PCS notifies the user who triggered the report.

Background promotions

When the deadline is approaching, PCS warns the users about their missing data in the dossiers.

PCS notifies two groups of users:

- all active users belonging to the agencies which have some missing data in the dossier
- all users which have processed the dossier (a "spam" approach, an attempt to reach someone who can do something about the dossier)

Dossier transition

When the user withdraws or rejects a dossier (dossier transition). PCS notifies all active users from the involved agencies (Applicants, IMs, ABs).

When the user deletes a dossier, PCS notifies all active users from the involved agencies (Applicants, IMs, ABs).

Important note: Closing dossier and deleting a dossier have the same functionality in the system. Therefore these two terms must be considered synonymous.

When leading Applicant releases Harmonization in the Late or Ad-Hoc process, PCS notifies all active users from the involved Applicants.

When Carry Forward of dossiers is ready, PCS notifies the user who started the bulk editing.

When Applicants submit Path Request in the Late or Ad-Hoc process, PCS notifies all active users from the involved agencies (RFCs, IMs, ABs).

When RFCs/IMs/ABs send any kind of offer in the Late or Ad-Hoc process, PCS notifies all active users from the involved Applicants.

Pap Request Handling

Alternative offer




When a C-OSS user offers an alternative to Applicants. PCS notifies all active users of the involved Applicant agencies.

When Applicants accept or reject the alternative offer, PCS notifies all active users of the involved C-OSS.

Tailor-made request

When C-OSS user requests a tailor-made offer from IMs. PCS notifies all active users of the involved IM agencies.

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