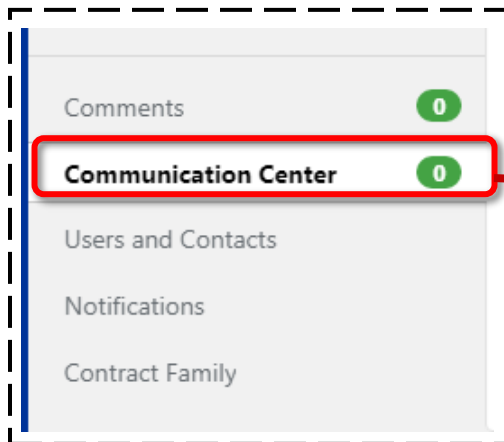


Total Contract Manager: Using the Communication Center

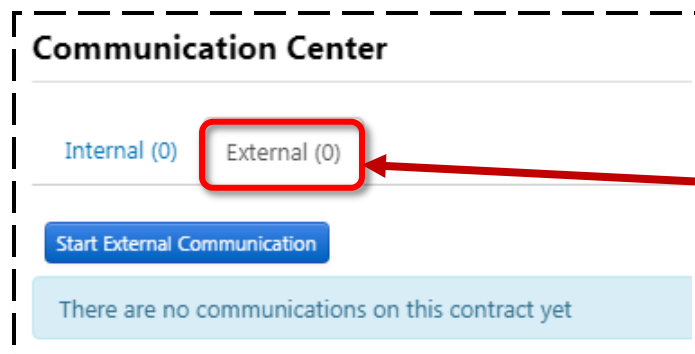
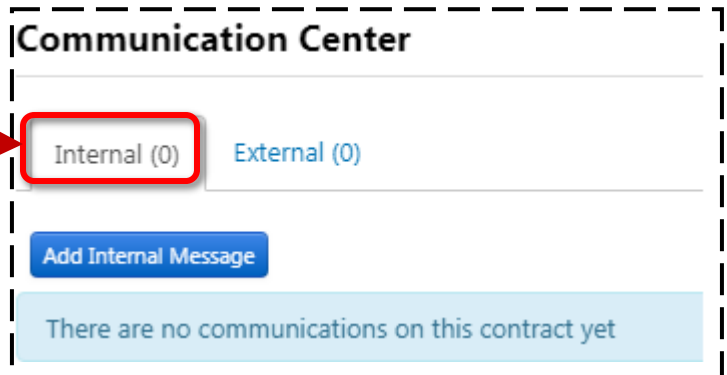
This section allows the user to send internal and external communications via email directly from the TCM system. Attachments can be added to these communications and all messages sent are tracked within the **Communication Center**.

Step 1: Accessing the Communication Center



Access the **Communication Center** via the left hand navigation menu.

Internal message **ONLY** allows the Contract Manager to send emails to users currently active in TCM.



External message allows the Contract Manager to send emails to users currently active in TCM and individuals external to the system.

Step 2: Sending out a communication:

It is advised to always use the **External Communication** tab as you will have access to send to both internal users to TCM and external email addresses within the same message. To begin an External communication do the following:

1. Click on the **Start External Communication** button.
2. Enter the subject of the message and **ALWAYS** include the **Contract Number**.
3. From the **Subject** field press the “**Tab**” button to tab into the **Body** field. Here you will enter the message of the email.
4. Expand the **Recipients** section to either search for TCM users within the **User Recipients** field or enter the name and email address of external users within the **Other Recipients** section. To add additional Recipients click on the **Add Other Recipients** button. **REMEMBER** to always add contracts@pace.edu as an external recipient so they are cc'd on all messages.
5. Expand the **Attachments** section to add attachments. You have the option to select the contract template attached to your Contract Workspace or to attach a different document.

1

Communication Center

Internal (0)

External (0)

Start External Communication

There are no communications on this contract yet

Recipients (Optional)

User Recipients

Other Recipients

Name	Email	
<input type="text"/>	<input type="text"/>	+ Add Other Recipients
Contracts	contracts@pace.edu	Remove

5

Attachments (Optional)

<input type="checkbox"/>	Attachment	Size
<input type="checkbox"/>	2019-06-04 TCM000195 - Rider to Consultant - Vendor Agreement (version 3).docx	43 KB

[Add Attachments](#)

* Required [Create](#) [Close](#)

Step 3: Viewing Communication History:

All communication exchange will now appear in the Communication Center. To view the messages click on the Communication thread to see all messages exchanged:

Communication Center

[View XML](#) | [History](#) | ?

Internal (0) External (1)

[Start External Communication](#)

Conversation

Conversation Started

Messages

Last Updated

TCM000195- Consultant Agreement w/ Gigi
Hello, Please review this contract. T...

6/5/2019 at 5:12 PM By Meghan O'Mara 2

6/5/2019 at 5:13 PM By Meghan O'Mara

Internal (0) External (1)

[Add to Conversation](#)

Subject: TCM000195- Consultant Agreement w/ Gigi

Subscribers: FIS2; Meghan O'Mara [Change Subscribers](#)

From: FIS2 **Sent On:** 6/5/2019 5:15 PM
Sent To: Meghan O'Mara
Subject: RE: TCM000195- Consultant Agreement w/ Gigi

Thank you for sending!

From: Meghan O'Mara [mailto:notifications@uit.network.jaggaer.com]
Sent: Wednesday, June 05, 2019 5:14 PM
To: fis2 <fis2@pace.edu>
Subject: TCM000195- Consultant Agreement w/ Gigi

This is another test email.

This comment was sent to FIS2. Your email response will be sent to all recipients in this conversation.