



Placement Administration and Support System (PASS)

User Guide

System Version 2.0 – 8 March 2017

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Contents

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1 Introduction

Welcome to the European Solidarity Corps Placement Administration and Support System (PASS).

This system is designed to make it easier for the representatives of authorised organisations like you to search for European Solidarity Corps participants for their projects and make contact with them.

Representatives of organisations accredited under Erasmus+ for European Voluntary Service, and organisations certified under EU Aid Volunteers, will automatically have access to this system to search for potential participants. Also, representatives of organisations which have successfully applied to one of the different funding programmes to provide European Solidarity Corps placements will also be given access to PASS.

The first version of PASS was launched at the beginning of March 2017, and a series of upgrades are planned during the rest of 2017 to add new features to the tool.

This user manual will be kept up to date with these changes, so please make sure you are using the most up to date version.

The most up-to-date version of this manual is always available from the technical support page of the European Solidarity Corps website:

<http://europa.eu/youth/solidarity/technical-support>

2 Outline of main features

The Placement Administration and Support System has a number of key features to help representatives of authorised organisations like you to search for and make contact with European Solidarity Corps participants.

The system will currently allow you to:

- Login and securely authenticate yourself via the European Commission's EU Login system.
- Manage placements on behalf of more than one authorised organisation, if these organisations have given permission for you to do so.
- Search for Corps participants on behalf of the organisation you represent.
- View the profiles of the Corps participants listed in the search results, in order to find the best matches for your project placements.
- Mark selected participants as "favourites" so they are easier to identify in future searches.
- Initiate contact with a potential candidate for your project.
- Make an offer to a chosen participant and be informed of their response.

These features will all be described in this User Manual.

A series of upgrades are planned during the rest of 2017 to add a lot of new features to the tool. This user manual will be kept up to date with these changes, so please make sure you are using the most up to date version of this document, available from:

<http://europa.eu/youth/solidarity/technical-support>

3 Before you start...

To help make the most out of using PASS, it would be useful to do the following before you first log in:

- If you already have an EU Login (formerly ECAS), then find the email address used and password – you will need both of these to login to PASS.
- Have a good understanding about the project placement that you want to fill. In particular, the search will give you better results if you know the following information:
 - The start and end dates of the placement
 - How long the placement will last (between 2 and 12 months.)
 - The knowledge and experience that want participants to have.
 - The country where the placement will happen.
 - Any countries which you are specifically searching for participants from. This is particularly relevant if you are trying to find participants for a European Voluntary Service placement, and need to ensure they come from countries where you already have a relationship with “*sending organisations*”.
- Be ready to give participants that you contact information about the planned project, and what they will be offered, for instance for accommodation, travel, insurance cover, training, etc.

Having all of this available before you start to use the system will help you to more easily find the participants that are best suited for your particular project placements.

4 Logging in

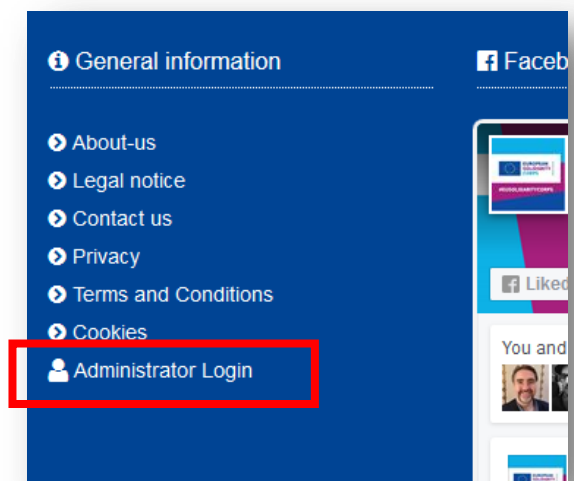
The Placement Administration and Support System (PASS) requires users to authenticate themselves via the European Commission's secure EU Login system (formerly called ECAS).

After authentication through EU Login, you can only get access to PASS if the email address linked with your EU Login account is one of the email addresses officially linked to your organisation in PASS. How the link between your email and your organisation is made differs depending on whether your organisation is accredited under European Voluntary Service or not:

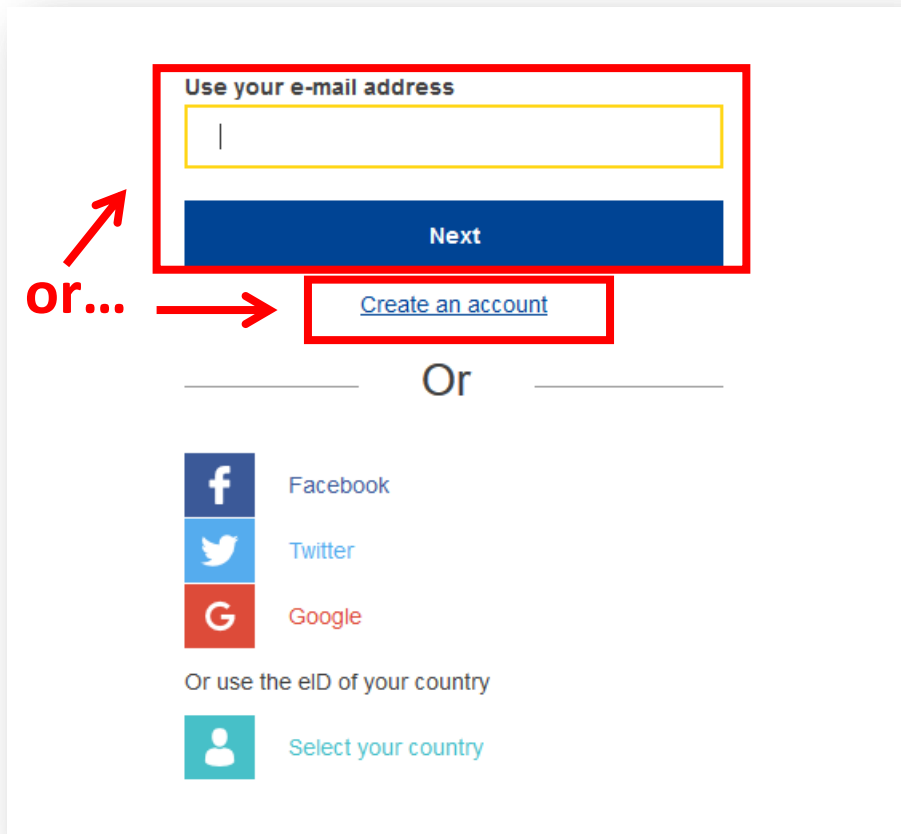
- **Organisations accredited under Erasmus+ for European Voluntary Service (EVS)**
The official email addresses are those of the two contact persons detailed in the original application for EVS accreditation. If these need to be updated, for instance because someone leaves and is replaced, please contact the Erasmus+ National Agency in your country, and ask them to update the contact details in your accreditation. These updates will automatically feed through to PASS.
- **Organisations not accredited under European Voluntary Service**
When a non-EVS organisation is approved to provide European Solidarity Corps placements, the Directorate-General overseeing the funding programme informs the PASS administrators that the organisation and the email addresses of its nominated representatives should get access to PASS. If these nominated representatives need to be altered, the organisation should contact the Directorate-General responsible for the funding programme, and ask them to inform the PASS administrators of the changes.

Starting the login process

To login in to PASS, go to the European Solidarity Corps main page:
<http://europa.eu/youth/solidarity> and click on "Administrator login" in the footer.



This opens the **EU Login** authentication screen, as shown. Use the email address of your existing EU Login / ECAS account, or if you do not have one, then we recommend that you use the "Create an account" button – you will be asked to verify your email address as part of the set up process.



The image shows the EU Login authentication screen. At the top, there is a section titled "Use your e-mail address" enclosed in a red box. Inside this box is a yellow-outlined text input field and a blue "Next" button. To the left of this box, the text "or..." is written in red, with a red arrow pointing up towards the "Next" button and another red arrow pointing right towards a "Create an account" link. The "Create an account" link is underlined and blue, and is also enclosed in a red box. Below this, the word "Or" is centered between two horizontal lines. Underneath, there are three social media login options: Facebook (blue square with white 'f'), Twitter (light blue square with white bird), and Google (red square with white 'G'). Below these is the text "Or use the eID of your country". At the bottom, there is a teal square with a white person icon and the text "Select your country".

After you have completed the EU Login authentication process, you will be automatically redirected back to the European Youth Portal.

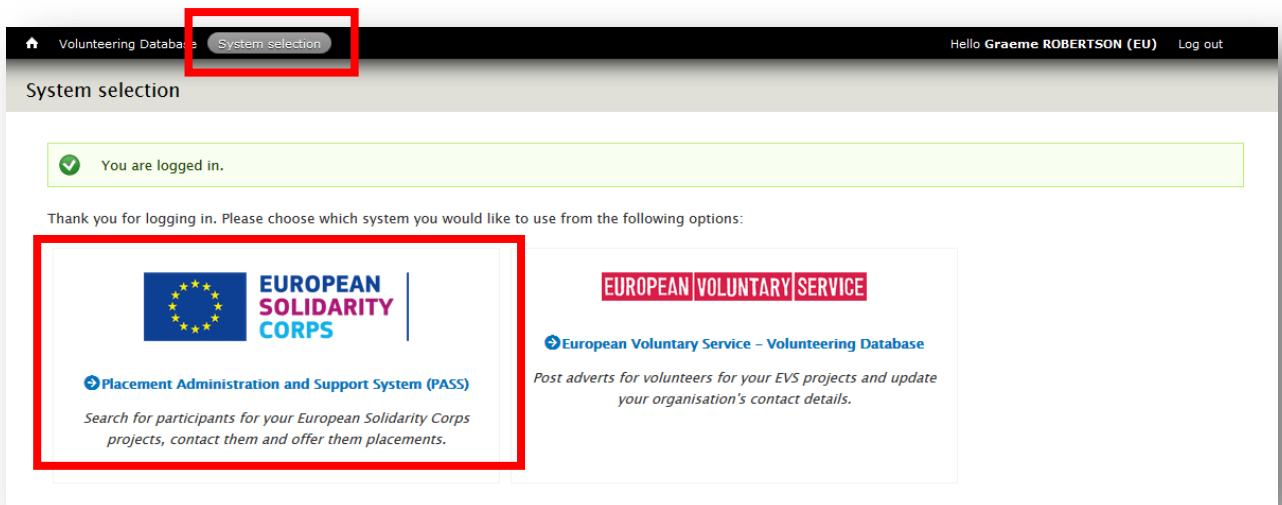
5 System selection

After you have authenticated via EU Login, you will be presented with the "System selection" screen, as shown below.

If you represent an organisation which is accredited to provide placements under European Voluntary Service (EVS), then you can choose to either enter the European Solidarity Corps PASS tool, or the EVS Volunteering Database of the European Youth Portal.

If your organisation is not accredited for EVS, then you will see only the option to go to the European Solidarity Corps.

Note that you can return to this page at any time by clicking on the "System selection" button at the top left of the screen.



6 Welcome screen


When you enter PASS for the very first time, you will be presented with the Welcome screen below.

In order to continue to the rest of PASS, you must tick to confirm that you accept the Mission and Principles of the European Voluntary Service, and various other statements related to the use and protection of your personal data and that of the young people you find through the system.

You will only be asked to complete this page once. Press "Continue" at the bottom of the screen to move to the next page.

[Home](#) [Volunteering Database](#) [System selection](#) Hello **Graeme ROBERTSON** () [Log out](#)

Solidarity

 **EUROPEAN
SOLIDARITY
CORPS**

Placement Administration and Support System (PASS)

Welcome to the European Solidarity Corps Placement Administration and Support System (PASS)

Before you continue, please answer the following questions to confirm that you agree with and will uphold the [Mission and Principles of the European Solidarity Corps](#), plus accept the terms and conditions related to the use of your personal data and that of European Solidarity Corps participants, and the use of the European Youth Portal in general.

European Solidarity Corps Mission and Principles

It is important that all persons involved in the European Solidarity Corps are aware of and agree to uphold the [Mission and Principles of the European Solidarity Corps](#).

Our Mission

The European Solidarity Corps brings together young people to build a more inclusive society, supporting vulnerable people and responding to societal challenges. It offers an inspiring and empowering experience for young people who want to help, learn and develop.

Please also view the [Principles of the European Solidarity Corps](#).

☐ I confirm that I agree with and will uphold the Mission and Principles of the European Solidarity Corps whilst operating on behalf of the organisations I represent. *

Protecting the personal data and privacy of you and European Solidarity Corps participants

We are committed to protecting your privacy and that of the participants in the European Solidarity Corps. Please read the [Specific Privacy Statement for the European Youth Portal](#), which includes information on how we will use personal data for the European Solidarity Corps. Then please answer the questions below.

☐ I agree to my personal data being stored and processed for the purposes necessary for the European Solidarity Corps, outlined in the Specific Privacy Statement. **Please note that if you do not agree to your data being stored and processed for the European Solidarity Corps, then you cannot use this online system.** *

☐ I agree to use the personal data of European Solidarity Corps participants that I obtain from this tool only for legitimate purposes related to the European Solidarity Corps, and within the terms of the Specific Privacy Statement. **Please note that if you do not agree to this then you cannot continue to use this online system.** *

☐ I agree to be contacted in relation to the European Solidarity Corps by the European Commission and by other organisations authorised by the European Commission. Please note that **if you do not agree to be contacted about the European Solidarity Corps, then we cannot keep you informed about developments related to the Corps.** *

Terms and Conditions of use of European Solidarity Corps system on the European Youth Portal

Please read the general [Terms and Conditions of use of the European Youth Portal](#).

☐ I agree to the Terms and Conditions of use of the European Youth Portal. *

Continue

7 Organisation selection

After completing the authentication process, and the Welcome screen (for first-users only) you come to the screen where you can start to use the system.

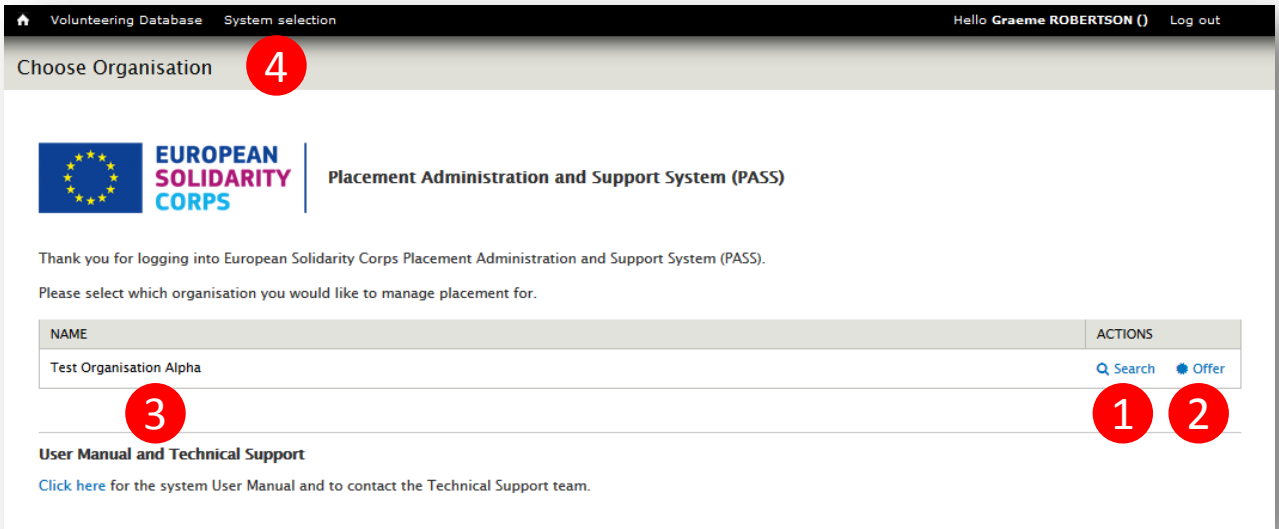
If you are authorised to administer more than one organisation, then you will see all of the organisations listed here.

From here you can:

- 1) Search for participants
- 2) Send participants an offer for a placement.


You can also:

- 3) Access the most up-to-date version of this User Guide and details for additional support.
- 4) Switch directly to the Volunteering Database



Volunteering Database System selection Hello Graeme ROBERTSON () Log out

Choose Organisation 4

 EUROPEAN
SOLIDARITY
CORPS | Placement Administration and Support System (PASS)

Thank you for logging into European Solidarity Corps Placement Administration and Support System (PASS).
Please select which organisation you would like to manage placement for.

NAME	ACTIONS
Test Organisation Alpha	Search Offer

3 1 2

User Manual and Technical Support
[Click here](#) for the system User Manual and to contact the Technical Support team.

8 Search for participants

This is where you can start to find participants for your placements.

There are two options: either fill in the search criteria using details of the proposed placement, or search for a specific participant using their unique Participant Reference Number (this is now visible to participants when they log in to their profile.)

Option 1: search using details of the proposed placement

To get the best search results, before you start please check when and where the placement will take place, and other characteristics of the placement.

Once you know this information, complete the search criteria as follows:
(see screen shot on page 11.)

1) Earliest start date / latest end date / duration

When participants register, they are asked to specify when they are available, in terms of the start date and end date of the period, and the maximum number of months that they are available during this time. This gives participants the flexibility to say, for instance, that they are available for a maximum period of three months during a six month period.

To provide the best results, try to be as precise as possible with the dates and duration. However, if this is not certain, then enter the earliest date that the placement will start, and the latest date that it will end, and the maximum length of the project (in months) between these dates.

The search will then show all participants who are available during the period of the placement, and who have said that they can do a project of the duration. The search results will also show participants whose availability is just outside the placement start and end dates.

Example: a participant gives a period of availability from 01/07/2017 to 31/12/2017, for a maximum of 4 months.

If the placement is for 3 months from 01/08/2017 to 31/10/2017, then the participant will be shown in the search results. But, if the placement is for 5 months, between 01/08/2017 and 31/12/2017, then the participant will not be shown, because their maximum duration is only 4 months.

2. Placement country

Enter the country where the placement will take place. Only participants who have selected that country will appear in the search results.

3. Country of residence

If you need to recruit participants from a particular country (for instance if you have a particular "sending" partner organisation) then specify the country here. Only participants from that country will be shown in the search results.

4. Placement topics (choose up to 3)

All placements should contribute to at least one of the themes of the European Solidarity Corps. Please specify which topics your placement covers. Only participants who specify an interest in at least one of these topics will appear in the search results.

5. Knowledge and experience (choose up to 5)

Specify the skills that you require participants to have for your placement. Participants who match at least one of these will appear in the results list.

6. Languages (choose up to 3)

If it is important that participants can speak a particular language, specify it here. Again, participants who speak at least one of the languages will be shown in the search results.

Option 2 – search using the Participant Reference Number


7. If you know the unique reference number of the participant, you can enter it here to directly see the details of the participant.

See screenshot on next page.

Search screen:

[Home](#) [Volunteering Database](#) [System selection](#) Hello **Graeme ROBERTSON** () [Log out](#)

Search for Participants

 **EUROPEAN
SOLIDARITY
CORPS**

Placement Administration and Support System (PASS)

Please enter the details about the placement that you want to fill, or search directly using the Participant's Reference Number. The more data you provide, the better the matches will be. Press the "Search" button to find potential participants.

[Back to the "Choose Organisation" page](#)

Searching on behalf of: TEST ORGANISATION ALPHA

1

2

3

4

5

6

7

Earliest start date *

Latest end date *

Duration (months) *

Placement country *

Country of residence

Placement topics *

Knowledge and experience *

Languages

Search

Participant reference number *

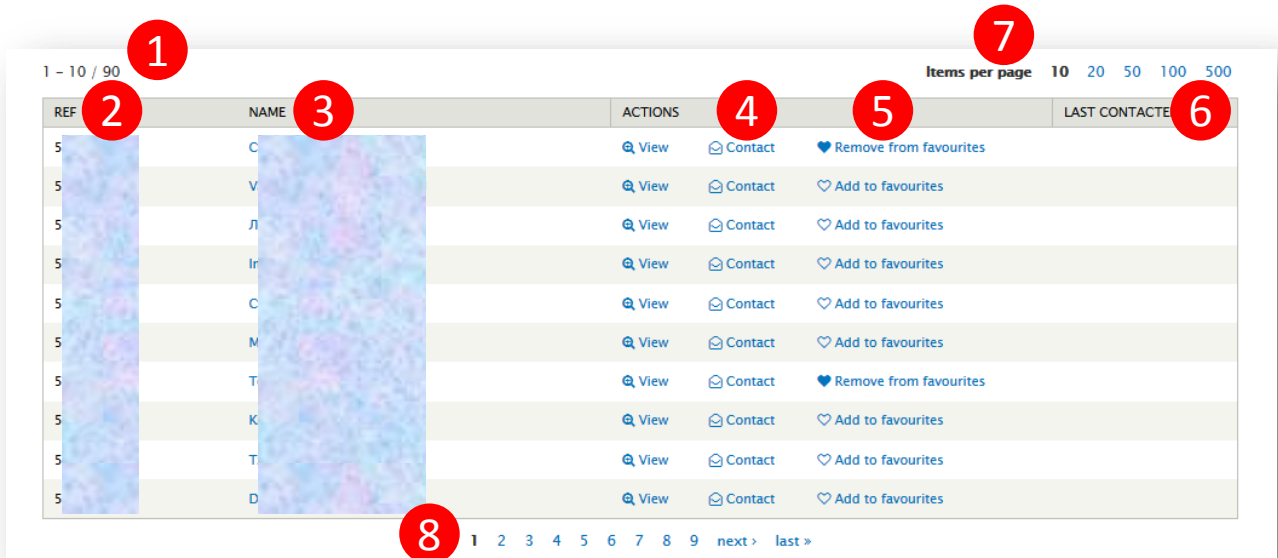
Search

9 Search results

After you press "search" you will be presented with a list of participants that match the criteria you have specified, with the best matches shown at the top of the list.

In the example below you can:

- 1) See the total number of participants that match the search criteria (this screenshot shows that you are viewing participants ranked 1 to 10 out of a total of 90 results.)
- 2) See the Participant Reference Number of the participant (hidden for data protection reasons.)
- 3) See their name (also hidden) and click on their name (or View) to see their full user profile.
- 4) Make first contact with the participant.
- 5) Identify the participant as a "favourite" (in future releases there will be a separate screen showing all of the participants listed as favourites by your organisation.)
- 6) See the last date that someone from your organisation sent the "first contact" email to the participant.
- 7) Change the number of participants shown in one screen.
- 8) Move between different pages of results.



The screenshot shows a table of search results with the following structure:

1 - 10 / 90		Items per page 10 20 50 100 500		
REF	NAME	ACTIONS		LAST CONTACT
5	C	View Contact Remove from favourites		
5	V	View Contact Add to favourites		
5	J	View Contact Add to favourites		
5	I	View Contact Add to favourites		
5	C	View Contact Add to favourites		
5	M	View Contact Add to favourites		
5	T	View Contact Remove from favourites		
5	K	View Contact Add to favourites		
5	T	View Contact Add to favourites		
5	D	View Contact Add to favourites		

At the bottom of the table, there is a pagination bar showing page 1 of 9, with links for next and last.

10 Participant details

The next page shows the participant details screen.

Here you can see most of the information that the participant has submitted in their profile.

To help protect the privacy of the participant, this page does not show their contact details. If you want to contact them, you must use the "contact" button beside the participant on the results page. (This will be explained more in the next section.)

If the participant has uploaded their CV, you will be able to download and view it.

Participants are free to enter free text in whichever language they choose. To help you better understand what they have written, beside each free text field is a "Translate" button (1). When you click on it, it will open a Google Translate screen pre-filled with the text from the field. Please specify your language in the Google Translate

Participant Details



Placement Administration and Support System (PASS)

[Back to search list](#)

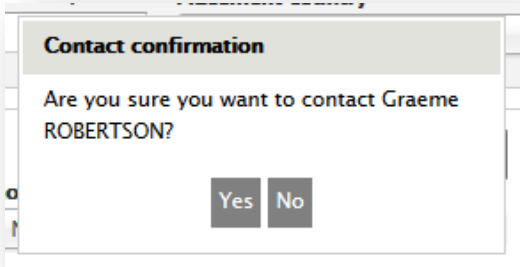
Participant Reference Number	4117105442										
Name	Graeme ROBERTSON										
Gender	male										
Date of birth	08/06/1990										
Country of residence	Belgium										
Nationality	British										
Preferred contact language	English										
Uploaded CV	CV										
Summary of education and employment experience	<p> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris porta, felis sed tincidunt ornare, ipsum ante mollis nulla, vitae interdum risus diam eget quam. Aliquam facilisis purus vel est mollis, quis suscipit tellus fringilla. Integer elementum hendrerit risus, at facilisis mi congue a. Curabitur ac urna at magna dignissim sodales. Suspendisse pulvinar dui sed nisl cursus, vitae elementum nibh euismod. Morbi varius sagittis sem, varius dignissim tortor commodo non. Aliquam vel orci vitae erat fermentum rutrum et tincidunt ligula. Maecenas nisi orci, efficitur vitae maximus eu, semper in nisi. Etiam sit amet pellentesque augue, quis commodo elit. Cras consectetur lobortis lorem, et accumsan tellus iaculis ut. Integer pulvinar elementum iaculis. Sed pretium nisi ante, nec dignissim id. </p>										
Additional information about yourself	<p> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc. </p>										
Languages	<table border="1"> <thead> <tr> <th>LANGUAGE</th> <th>LEVEL</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>native</td> </tr> <tr> <td>French (Français)</td> <td>basic</td> </tr> <tr> <td>German (Deutsch)</td> <td>basic</td> </tr> </tbody> </table>			LANGUAGE	LEVEL	English	native	French (Français)	basic	German (Deutsch)	basic
LANGUAGE	LEVEL										
English	native										
French (Français)	basic										
German (Deutsch)	basic										
Availability	<table border="1"> <thead> <tr> <th>FROM</th> <th>TO</th> <th>MAXIMUM DURATION OF PLACEMENT (MONTHS)</th> </tr> </thead> <tbody> <tr> <td>1/6/2017</td> <td>31/5/2018</td> <td>6</td> </tr> </tbody> </table>			FROM	TO	MAXIMUM DURATION OF PLACEMENT (MONTHS)	1/6/2017	31/5/2018	6		
FROM	TO	MAXIMUM DURATION OF PLACEMENT (MONTHS)									
1/6/2017	31/5/2018	6									
Kinds of European Solidarity Corps projects interested in	<ul style="list-style-type: none"> • Social challenges • Reception and integration of refugees and migrants • Citizenship and democratic participation • Disaster prevention and recovery • Environment and natural protection 										
Stated experience and knowledge	<ul style="list-style-type: none"> • Working with children/young people • Working with the elderly • Working with disabled people • Working with refugees • Working with migrants • Healthcare • First aid • Driving 										
European Voluntary Service (EVS) experience	14 weeks										
Countries I want to volunteer in	No information										
Summary of previous volunteering experience	<p> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc. </p>										
Motivation to volunteer with the European Solidarity Corps	<p> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc. </p>										

1
[Translate](#)
[Translate](#)
[Translate](#)

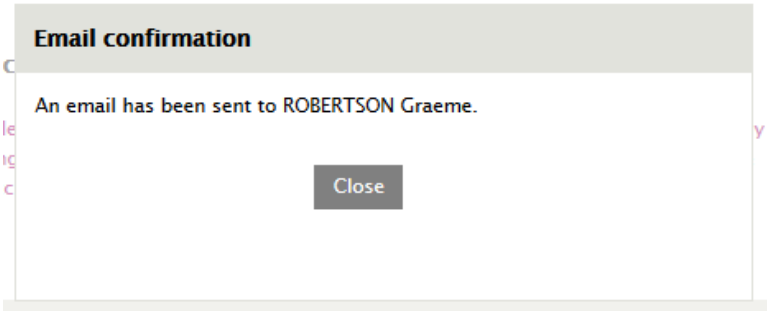
11 Contacting participants

When you have reviewed the results, the next step is to make first contact with the participant. This process is necessary to protect the privacy of the participant.

To make contact, click on the "Contact" button beside the participant in the search results screen. You will then see a pop-up button asking you to confirm that you wish to make contact with the participant, showing the name of the participant. Click on "Yes" to confirm.



As soon as you confirm, an email will be sent to the participant advising them that your organisation wishes to contact them. See next page for a copy of the email that is sent. It will be sent in the contact language that the participant specified in their profile.



In this first version of PASS, the "reply to" email address is set to your email address. When the participant clicks on reply, it will be automatically sent to your email address. The participant's contact details will be in the email you receive from them. You can then use these details to contact the participant directly to discuss the placement and negotiate the terms of it. (This system will be improved in a future release soon!)

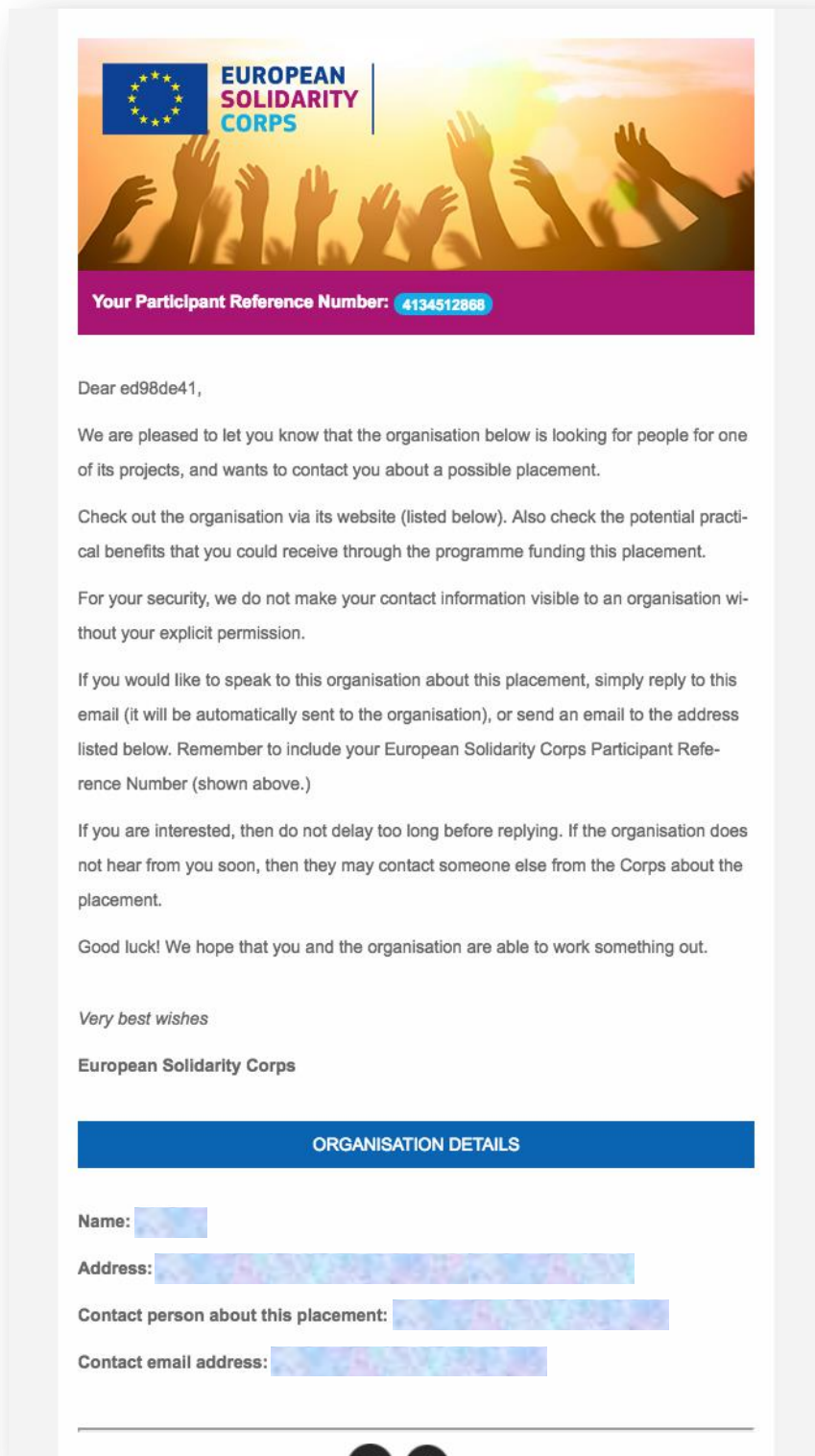
After the contact email is sent to the participant, you will see that the "Last contact" date is updated in the search results (1). This is updated each time you send a "first contact" email to the participant via PASS.

1 - 1 / 1

Items per page 10 20 50 100 500

REF	NAME	ACTIONS	LAST CONTACTED
4117105442	Graeme ROBERTSON	View Contact Remove from favourites	13/03/2017 19:04

"First contact" email sent to participants. This is the English language version – the actual email will be sent to the participants in their preferred contact language.



12 Making offers of a placement

After you have come to an agreement with the participant about the placement, you must make an offer to them through PASS.

This final step is very important because:

- It is part of the process to trigger the payment of funds for placements.
- It may, in the future, unlock special features for the participant, such as access to special training and other online tools.
- It will ensure that the participant does not appear in search results for the period that they will be on a placement.

There are two steps to making an offer (see screen shot on next page):

Step 1 – Select the participant

Use the Participant Reference Number to find the correct participant.

Step 2 – Input details of the proposed placement

1. Give the placement a meaningful name of your choice.
2. Enter the precise start and end dates of the placement, as previously discussed with the participant.
3. Enter the location where the placement will take place, including the postal code and country.
4. Choose the Solidarity Corps topics linked to the placement.

Press "Send offer" to send the details to the participant.

The participant will receive an email in their preferred contact language informing them that your organisation has made them an offer - see page 19 for a copy of the email. At the bottom of the email will be two buttons, "Accept offer" and "Decline offer". The participant has to click on one of the two buttons, and login to the European Solidarity Corps to confirm their choice. (This is for security reasons.)


You will be informed by email about the decision - see pages 20 and 21 for copies of the Accept and Decline emails sent by the system.

If the participant declines the offer, you can either send them a new offer or send an offer to a different participant.

The offer is technically limited to 15 days, after which time the unique codes that link the participant to the offer will no longer work. Also, the offer is linked specifically to the participant, and they cannot share it with anyone else.


[Home](#) [Volunteering Database](#) [System selection](#) Hello Graeme ROBERTSON () [Log out](#)

Solidarity

**Placement Administration and Support System (PASS)**

[Back to the organisations page](#)

Test Organisation Alpha



Placement details

Step 1

Search for Participant using the Participant reference number *

Find

Step 2

Placement name * **1**

DATES *

2

to: *

3

Street *

City *

Postal code *

Country *

4

Topic(s) of placement *

Choose some options

Send offer

Offer email sent to participants



Dear [REDACTED]

We are delighted to let you know that you have been offered a placement through the European Solidarity Corps!

Details of the offered placement are listed below - please take some time to fully consider them. Hopefully you have already been in discussions with the organisation about this placement, but if you would like more information, then contact the organisation directly via the email address below.

It is up to you whether you wish to accept or reject this offer – your decision will not affect your ability to receive other European Solidarity Corps offers in the future.

If you agree to go on this placement, you must formally accept it by clicking on the "Accept offer" button below.

If you do not wish to go on this placement, please formally reject it by clicking on the "Reject offer" button below.

Your decision will be sent to the organisation.

We hope that you are able to accept this offer, and that you have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

ORGANISATION DETAILS

Name: [REDACTED]

Address: [REDACTED]

Contact person about this placement: [REDACTED]

Contact email address: [REDACTED]

PLACEMENT DETAILS

Placement name: [REDACTED]

From: 14/03/2017 To: 31/03/2017

Topic(s): Reception and integration of refugees and migrants, Citizenship and democratic participation

Address: [REDACTED]

Accept Offer

Decline Offer



You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please log in to your [European Solidarity Corps profile](#) and update...

Email sent to organisations when an offer is accepted



Dear MOVE

We are delighted to inform you that the participant below has accepted your offer of a placement through the European Solidarity Corps.

Please contact the participant directly to finalise arrangements to begin the placement.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: [REDACTED]

Participant number: [REDACTED]

Email address: [REDACTED]

PLACEMENT DETAILS

Placement name: [REDACTED]

From: 14/03/2017 To: 31/03/2017

Address: [REDACTED]

Topic(s): Reception and integration of refugees and migrants, Citizenship and democratic participation

Email sent to organisations when an offer is accepted



Dear [REDACTED]

We are sorry to inform you that the participant below has declined your offer of a placement through the European Solidarity Corps.

If you wish you can get in touch with the participant again and afterwards send them a new offer.

Or you may wish to contact someone else from the pool of European Solidarity Corps participants.

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: [REDACTED]

Participant number: [REDACTED]

Email address: [REDACTED]

PLACEMENT DETAILS

Placement name: [REDACTED]

From: 14/03/2017 To: 31/03/2017

Address: [REDACTED]

Topic(s): Reception and integration of refugees and migrants, Citizenship and democratic participation

13 Further help, support and feedback

Tell us how to improve PASS!

As mentioned previously, it is planned that this Placement Administration and Support System will be continuously improved, with enhancements and new features being released every few weeks.

This User Guide will be regularly updated to reflect the changes to the system – download the latest version when you log in to PASS.

And please tell us what you think about the tool – we would like to hear your views on how it could be improved. The most simple way to do this is to send an email to eu-solidarity-corps@europa.eu

If you have problems using the tool, please also send an email to this mailbox, and we will do our best to help resolve things.

Space for your notes:



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