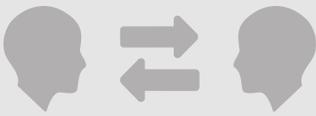


# > ARE YOU GETTING THE MOST FROM THE NEW TAGGING SYSTEM?

## > WHAT IS IT?

The tagging system was created to enable our clients to efficiently **provide feedback** and thus help us **enhance** the PAAB preclearance mechanism.



There is a **wide spectrum of standardized tags** ranging from review issues such as perceived inconsistencies to perceived opportunities for improving the code and/or guidance documents.



Based on a recommendation made during the 2015 PAAB review mechanism audit, once a client tag is generated, it remains on record and **cannot be deleted** by any PAAB staff.



There is also a tag for recognition of **service excellence**.



Also in consideration of client feedback received during design of the tagging system, client tags are **not visible to the review team**.



## GENERATED TICKET:

PAAB

HOME MY SUBMISSIONS TICKETS INVOICES HELP

NEW TICKET EXPORT TO XLS CHANGE FILTERS

TICKETS

Date Created 09/01/2016 to 09/30/2017

Submission # Range Any

Product All

Regulatory Stage All

Therapeutic Areas All

Manufacturer All

APS Category All

Disease All

Tag All

Assoc. Reviewer All

Creator All

Ticket Type All

Status All

Keywords None

Assigned Reviewer All

COLLAPSE

GROUP BY None

Show 25 entries

Ticket ID Category Details Status Date Created Creator Submission Assigned Reviewer Disease Response Time Tags

# ➤ HOW DO I USE IT?

To tag an issue you've encountered during the review process, simply **generate a ticket**. [1]



Tags can be added to a ticket after a call has occurred, or if no call is required, you can select "no call" and start adding tags to **specific documents** or the **file overall**. [2]



As the tags are standardized, it is important to fill out the "details" [3] open text box in the corresponding ticket. This will enable you to convey the **context** which is specific to the current case.



Tags are **NOT a communication tool for resolving issues** during the live review of the file. As stated above, your tags are not visible to the review team. You must therefore continue to use written and verbal correspondence to move files forward and to obtain clarification.

## ADD INFORMATION TO A NEW TICKET:

[2]

[3]

PAAB

HOME MY SUBMISSIONS TICKETS INVOICES HELP

NEW TICKET [1]

\* Ticket Regarding: Efile

\* Efile #: 55777 X

\* Callback Option: Any time within the next business day  
Arrange for specific time via email

First Name:

Last Name: Doez

Company: Fake Company

Email:

Phone: 555-555-6666

\* Details:

\* Call Attendees:

Documents (optional): Choose Files No file chosen

SUBMIT

This call will be recorded for quality assurance, training, and auditing purposes. Please note that submitting the call ticket constitutes implied consent for the recording. Please call the PAAB office if you have questions.

# > WHEN SHOULD I TAG SOMETHING?

You should tag something when it fits into one of the **predefined tags** from the **drop-down menu**. [4]



A **list of tags** and their descriptions can be found on the PAAB website in the guidance document "[Guidance on eFiles Ticketing and Tagging](#)". There is a Ticket & Tagging **widget** on the **eFiles Homepage** with links to the guidance document and a **training video**.



## EXAMPLES

**PAAB did not return call at agreed upon time:** This tag must be added to the ticket which was created to schedule the call in question.



By adding this tag to your efile, we can ensure that the **highest level of customer service** is being maintained.

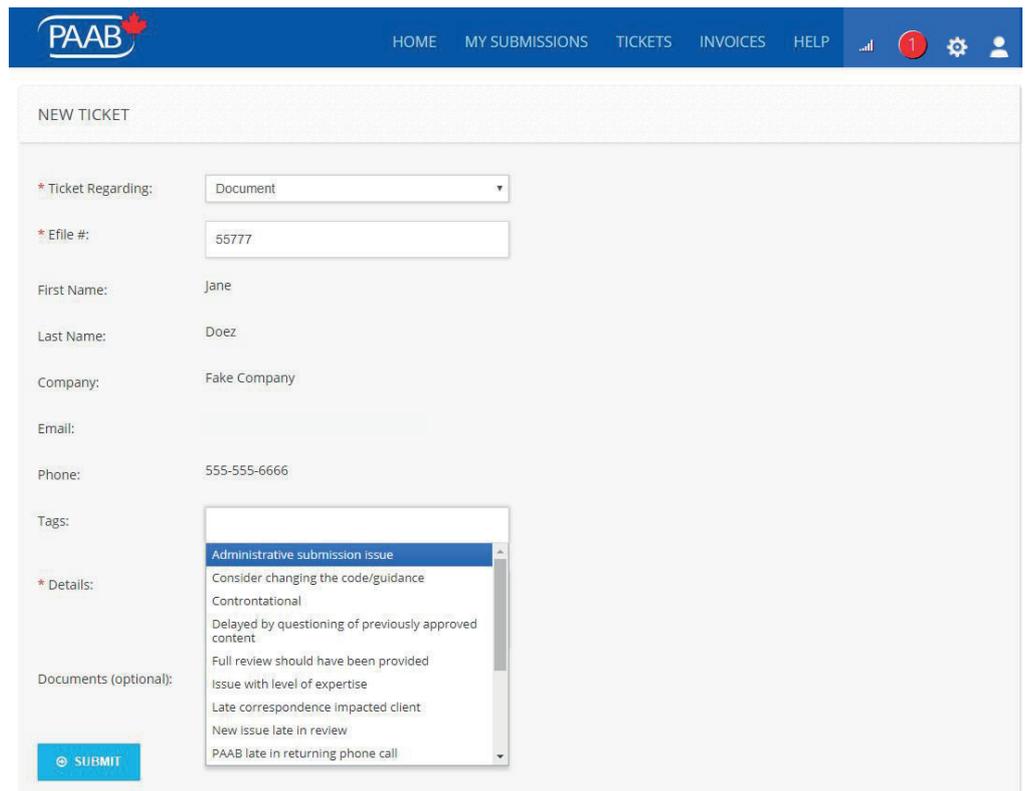
**Consider changing the code, guidance, or review practice:** Use this tag to identify opportunities for improvement of the code/guidance documents. Propose wording for consideration.



This type of tag can help the PAAB identify **trends** and areas for **consideration** when making **revisions** to the code.

## SELECT A RELEVANT TAG:

[4]



PAAB

HOME MY SUBMISSIONS TICKETS INVOICES HELP

NEW TICKET

\* Ticket Regarding: Document

\* Efile #: 55777

First Name: Jane

Last Name: Doe

Company: Fake Company

Email:

Phone: 555-555-6666

Tags:

- Administrative submission issue
- Consider changing the code/guidance
- Confrontational
- Delayed by questioning of previously approved content
- Full review should have been provided
- Issue with level of expertise
- Late correspondence impacted client
- New issue late in review
- PAAB late in returning phone call

\* Details:

Documents (optional):

SUBMIT

## > WHAT'S THE VALUE?

---

Utilizing the tagging system **empowers** our clients to express their **feedback** and get it **documented** (exactly as expressed) directly into a single centralized record.



It enables the PAAB management team to **detect trends** which can lead to expedient implementation of **improvements** to our processes, procedures and practices (e.g. training & development).



It can assist in determining areas of focus during **audits** of the preclearance system.



November 15, 2017 | Crowne Plaza, Montreal  
November 17, 2017 | International Plaza, Toronto

---



# New Opportunities New Code Format 400+ People 1 Day

---

PAAB's only full day workshop in 2017 is back. A new code format will provide new opportunities to improve submission & approval success.

**BOOK NOW | [www.paabtraining.com](http://www.paabtraining.com)**