



## [Service-and-recharge-center] Announcing the new MAA Service & Recharge Connect form

From MAA Recharge via Service and Recharge Center Mail List <service-and-recharge-center@lists.uw.edu>

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To service-and-recharge-center@u.washington.edu <service-and-recharge-center@u.washington.edu>

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Greetings!

We at MAA are happy to announce the creation of our new ticketing system to streamline the rate renewal and new center request process.

In collaboration with UWIT, we've developed a UW Connect form for center operators to submit service & recharge center rate renewals and to initiate the approval process.

Through this form, users will be able to:

- Submit annual rate renewal requests for both service and recharge centers
  - As well as program income renewals
- Submit requests for new service and recharge centers
- Request rate extensions

Differences in processes will be:

- MAA will facilitate dean's office approvals of both service and recharge centers
- "One stop shop" for renewals and new center requests

The new form will be deployed as a soft launch on Wednesday the 18<sup>th</sup> of February. As it is a soft launch, we will continue to accept submissions via the legacy processes (email and MS assessment form) until Tuesday the 31<sup>st</sup> of March after which, only submissions via the connect form will be accepted.

Regards,

### **MAA Service and Recharge**

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