

**PAC Ltd.**

| Courthouse Square,  
Galway

# **Postgraduate Applications Centre (PAC) Ltd.**

## **NUI Galway User Manual**

- > **User Manual for NUI Galway users on the use of the Postgraduate Applications Centre (PAC) System**
  
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## Introduction

### History

The Postgraduate Applications Centre Ltd. was established in 1998 to deal firstly with the Postgraduate Diploma in Education. In 2006 NUI Galway approached the PAC to provide an online application system to accept and process applications for their Postgraduate courses. The PAC does not in any way interfere with the assessment process for determining which applicant receive offers on any course. The closing dates for applications, course quotas and eligibility for acceptance on courses is entirely at the discretion and under the control of the college.

### Applicant Interface

Applicants wishing to apply to NUI Galway can do so via [www.pac.ie/nuigalway](http://www.pac.ie/nuigalway). On this site the applicant can complete an application form for either three Taught or three Research courses. If the applicant wishes to apply for both Taught and Research courses then they must fill out two separate application forms. The application process consists of two parts:

1. Basic biographical and Application information that is provided online
2. Supporting Documentation which is posted into the PAC within 21 days and made available as a scanned image to NUI Galway

An application is available on the PAC system from the moment the applicant has paid the initial application fee. Usually this is done at the time of application, however some applicants defer the payment. If the payment is deferred then the application does not become visible until payment has been received. This may account for issues where an applicant is saying they put through an application but it is not yet on the system.

The PAC emails all applicants who have chosen to defer their payment and still not made their payment 10 days after the application was made to remind them that they still need to pay their application fee.

Once an application has been made the facility exists on the PAC system to have an email automatically sent to the reviewer of that course to notify them of a new application.

### **Simultaneous Processing and Ratings**

An applicant can apply for up to three programmes when they apply through the PAC. The model in operation is a simultaneous processing system which means that an application will be considered for all programs that they have applied for regardless of which position they entered the programme on the form.

This means that potentially an applicant may be offered places in 3 programmes. However the system will only allow them to have one active acceptance at any one time. If applicant accepts programme A and then subsequently accepts Programme B then they are warned that by accepting Programme B they will be cancelling the acceptance of Programme A.

The applicant is not required to enter a second or third choice at the time of application. If the applicant does not enter a second or third choice they may subsequently do so providing it is approved by NUI Galway.

You will only be able to view applications for courses to which you have been granted access. This is to ensure that all applications are processed independently.

#### *Ratings*

Each programme is allocated a status or "rating" which gives any user of the system or the applicant, information as to how the application is being processed. Each time a rating is updated on the PAC system the applicant is sent an email to state that the status of their application has changed and they should check the status of their account on the PAC website.

Changes in ratings are recorded by users of the PAC system in the Postgraduate Office in NUI Galway. A ratings log is maintained which can be used to track the process of the application through the system. Certain Ratings are system generated, for example if an applicant accepts an offer online then the system will automatically generate an acceptance rating.

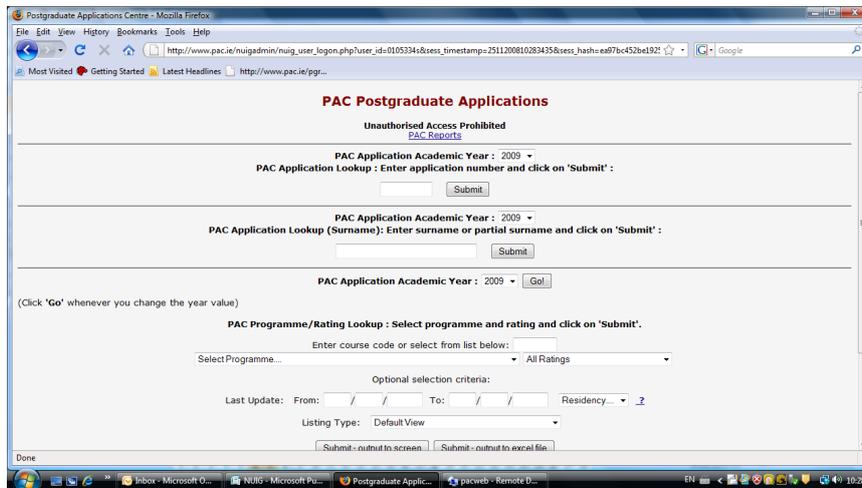
## Communication with Applicant

Interaction between the PAC system and the applicant is done via email

Emails are sent to the applicant at the following stages:

- On completion of application
  - Email receipt of the application
  - Email indicating any additional documentation required
  - Email detailing how to pay the application fee if the applicant deferred payment
- 10 days after application if they deferred payment. This reminds the applicant that they have not yet paid
- After each change to their ratings they are emailed to tell them to log into the system to check their new status. The new status is NOT emailed to them.
- 3 days after an offer is made if they have not accepted their place to remind them of the offer

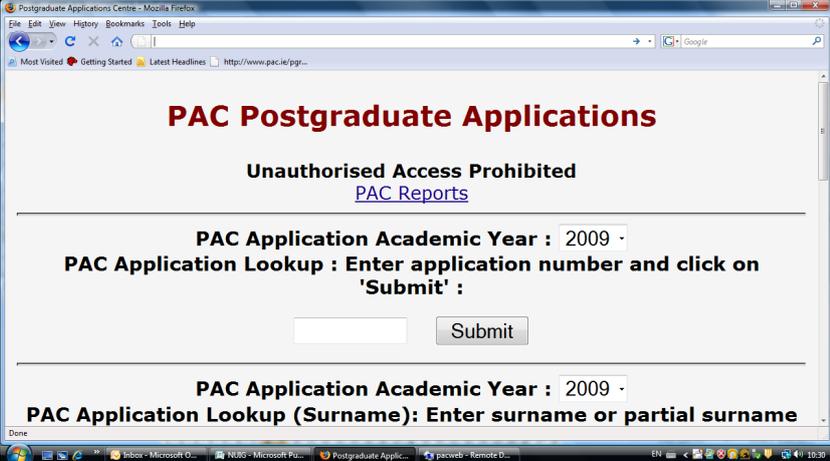
## Using the System



### Logon Screen

On connecting to the PAC system you will be presented with a screen similar to the one shown above. The exact screen you receive will depend on your user privileges on the system which will have been set up by your PAC Administrator.

## PAC Application Lookup



The screenshot shows a web browser window titled "Postgraduate Applications Centre - Mozilla Firefox". The address bar shows "http://www.pac.ie/pgr...". The main content area displays the following text:

**PAC Postgraduate Applications**

**Unauthorised Access Prohibited**  
[PAC Reports](#)

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**PAC Application Academic Year : 2009 ·**  
**PAC Application Lookup : Enter application number and click on 'Submit' :**

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**PAC Application Academic Year : 2009 ·**  
**PAC Application Lookup (Surname): Enter surname or partial surname**

By entering a PAC application number in this field and clicking on 'Submit' you will be brought to a page displaying the applicants information. You must have authority to view this application however. Authority to view applications is based on your user profile settings. If you are an Administrator then you will have access to all applications, otherwise your access rights are restricted to either specific Departments or courses.

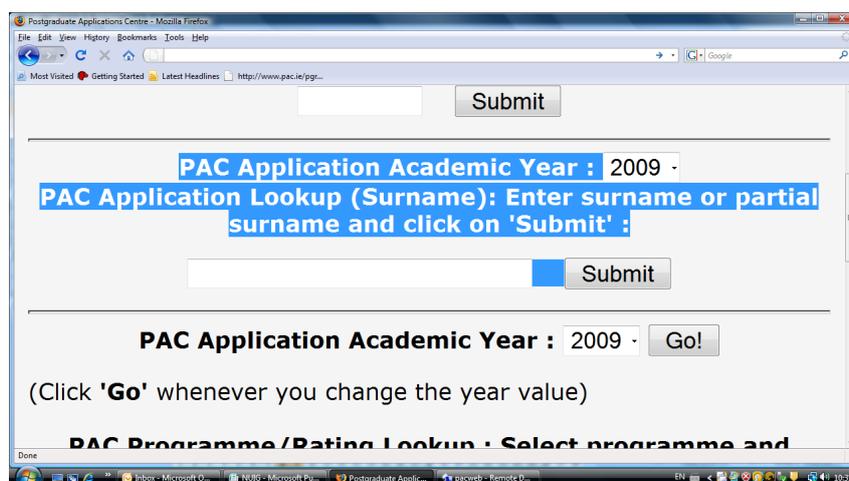
Also if the applicant has made an application to more than one course you will only see the courses listed that you have access to view.

You can view historical applications by selecting the year of the application from '*PAC Application Academic Year*' and then entering the PAC application number before clicking 'Submit'.

Once again you must have access to a course the applicant applied to.

The details displayed on the applicants information page will be discussed later.

## PAC Application Lookup (Surname)



The screenshot shows a web browser window titled "Postgraduate Applications Centre - Mozilla Firefox". The address bar contains "http://www.pac.ie/pgr...". The page content includes a search form with a "Submit" button. Below this, there is a section for "PAC Application Academic Year : 2009" with a "Go!" button. The page also features a search bar for "PAC Application Lookup (Surname): Enter surname or partial surname and click on 'Submit' :". The browser's taskbar at the bottom shows several open applications, including "Microsoft Office Word", "Microsoft PowerPoint", "Postgraduate Applic...", and "pacweb - Remote D...".

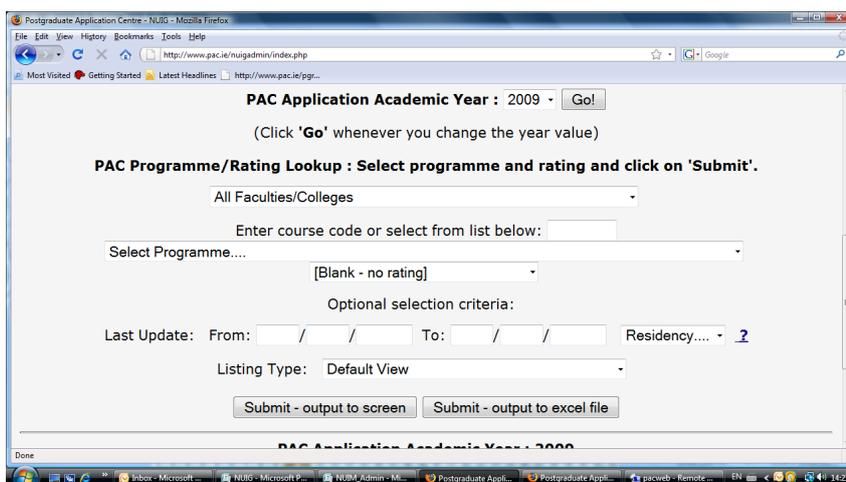
By entering a PAC applicants surname in this field and clicking on 'Submit' you will be brought to a page displaying all applicants whose surname matches the one you entered. From here you can select the correct applicant and you will be brought to the applicants information. You must have authority to view this application however. Authority to view applications is based on your user profile settings. If you are an Administrator then you will have access to all applications, otherwise your access rights are restricted to either specific Departments or courses.

Also if the applicant has made an application to more than one course you will only see the courses listed that you have access to view.

You can view historical applications by selecting the year of the application from '*PAC Application Academic Year*' and then entering the PAC applicants Surname before clicking 'Submit'. Once again you must have access to a course the applicant applied to.

The details displayed on the applicants information page will be discussed later.

## PAC Course/Rating Lookup



The screenshot shows a web browser window titled "Postgraduate Application Centre - NUIJG - Mozilla Firefox". The address bar shows "http://www.pac.ie/nuijgadmin/index.php". The page content includes a dropdown menu for "PAC Application Academic Year : 2009" with a "Go!" button. Below this is a note: "(Click 'Go' whenever you change the year value)". The main heading is "PAC Programme/Rating Lookup : Select programme and rating and click on 'Submit'.". There are several input fields: "All Faculties/Colleges" (dropdown), "Enter course code or select from list below:" (text input), "Select Programme...." (dropdown), "[Blank - no rating]" (dropdown), "Optional selection criteria:" section with "Last Update: From: / / To: / /" (date pickers), "Residency.... ?" (dropdown), and "Listing Type: Default View" (dropdown). At the bottom are two buttons: "Submit - output to screen" and "Submit - output to excel file".

Using this section of the interface you can lookup groups of applications based on a variety of selection criteria. You will only be able to view applicants which you are authorized to view. Each of the selection criteria is detailed below.

*PAC Application Academic Year*: This will default to the current academic year. If you wish to view applicants from either of the two previous academic years then select your required year from this dropdown and click on the 'Go' button. This will refresh your screen with courses from that academic year. Due to Data Protection regulations PAC can only store information for the current Academic year and the two previous years.

*Faculties/Colleges:* If you have authority to view multiple Faculties/Colleges then they will be listed here for you to select from. You can select whichever faculty/college you wish to view from here. If you select a faculty/college view then all programmes in that faculty/college will be included in the search results. Selecting 'All Faculties/Colleges' will return results based on every faculty/college listed in the drop down. Most users will not have this option available as they will be restricted to a particular Faculty/College.

*Programme Code :* There are two ways to enter a single programme code into the lookup. You can either type the programme code directly into the box provided or alternatively select the programme title from the dropdown. Alternately you can select 'Taught' or 'Research' from the dropdown and you will only search on Taught or Research programmes. The programme dropdown will only contain programmes that you have been authorized to view in your user profile. If you can not see a programme that you need then please contact your PAC Administrator. If you type in the code of a programme you are not authorized for then you will not be granted access to it.

*Rating:* You can further refine your search by selecting the rating that the applicants you wish to view currently have. The rating is basically the stage that the application is currently at. If you do not wish to refine the search based on Rating then select 'All Ratings' from this dropdown. The current rating categories are below. Note that these may change from time to time as requested by NUI Galway.

All Ratings : This shows every application regardless of the rating applied

Reminder Missing Documents : The applicant has failed to submit some documentation required to assess the application.

Results Pending: The applicants final results on their current course are not yet known

Reminder Required Documents : Some documents required for the application have not been submitted (Research Only)

Department/Faculty Review—The application has been passed to the Department or Faculty for Review.

Late Applications—The application was received after the closing date for the programme.

Interviews—The applicant has been called for an interview

Unsuccessful—The application was not successful

Waiting List—The applicant has been placed on a waiting list for this course. If places become available they will be allocated from this list

Firm Taught Offers—Firm offers for taught programmes

Firm Research Offers—Firm offers for research programmes

Conditional Taught Offers—The applicant has been made an offer for a taught programme based on some conditions. If they meet these conditions then they will be entitled to a place on the programme

Conditional Research Offers—The applicant has been made an offer for a research programme based on some conditions. If they meet these conditions then they will be entitled to a place on the programme

Accepted Taught Offers (Unpaid) - These are taught offers which have been accepted by the applicant. They have yet to pay their deposit however.

Accepted Research Offers—These are research offers which have been accepted by the applicant.

Accepted Offers (Paid) - These are offers which have been accepted and also have had the deposit paid for them.

Withdrawn Applications— The applicant has decided to withdraw their application for this programme.

Declined Offers—The applicant was made an offer on this programme but declined to take up the place.

Withdrawn Offers—An offer was made previously for a place on this programme. This offer was subsequently withdrawn by NUI Galway.

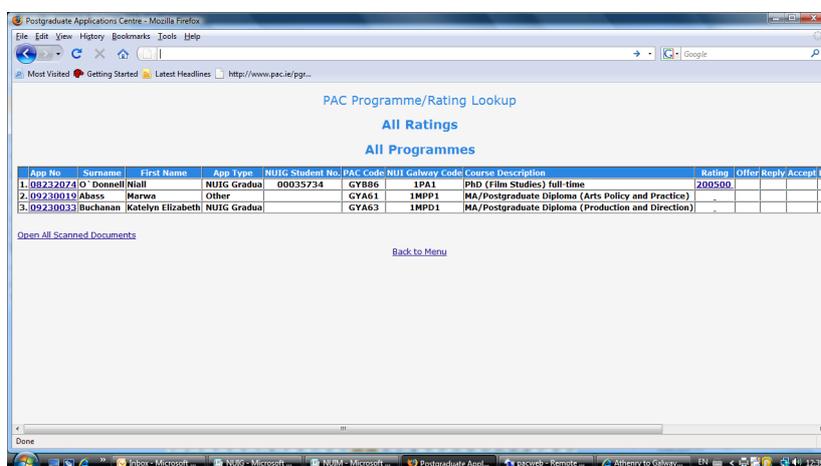
Cancelled Acceptances—The applicant had previously accepted a place on this programme but subsequently cancelled this acceptance.

*Residency:* Use this option to further refine your search based on EU or Non-EU applications.

*Listing Type:* This determines the view of the data that you will be shown. After inputting your required selection criteria all applications which meet these criteria will be returned to you in a tabular format. The listing type determines what the initial view of this information will be. These listings are devised by NUI Galway and are subject to addition or change as requested.

## Viewing Results

Once you have made your selections and decided on what listing you want for the initial data you have two choices as to how to view the results :



The screenshot shows a web browser window displaying the 'PAC Programme/Rating Lookup' page. The page title is 'All Ratings' and 'All Programmes'. Below the title is a table with the following data:

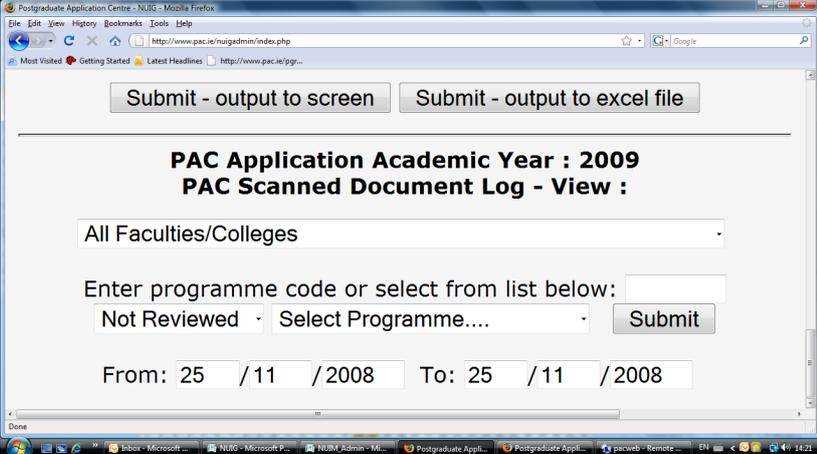
App No	Surname	First Name	App Type	NIUG Student No.	PAC Code/NIU	Gateway Code	Course Description	Rating	Offer	Reply	Accept	L
1.0822024	O'Donnell	Niall	NIUG Gradua	00035734	CY886	1PA1	PhD (Film Studies) full-time	200500				2
2.09230019	Abass	Marwa	Other		CYA61	1MPP1	MA/Postgraduate Diploma (Arts Policy and Practice)					2
3.09230033	Buchanan	Katelyn Elizabeth	NIUG Gradua		GYA63	1MPD1	MA/Postgraduate Diploma (Production and Direction)					2

Below the table, there are links for 'Open All Scanned Documents' and 'Back to Menu'.

*Submit—Output to Screen* : This will display the results of your search on your screen

*Submit—Output to Excel* : This will display the results of your search in an Excel file. In order for this to work you must have Excel on your computer.

## PAC Scanned Document Log



The screenshot shows a web browser window titled "Postgraduate Application Centre - NUIJ - Mozilla Firefox". The address bar shows the URL "http://www.pac.ie/naigadmin/index.php". The page content includes two buttons at the top: "Submit - output to screen" and "Submit - output to excel file". Below these is a heading: "PAC Application Academic Year : 2009" and "PAC Scanned Document Log - View :". There is a dropdown menu for "All Faculties/Colleges" with a downward arrow. Below that is a text input field for "Enter programme code or select from list below:". Underneath the text field are two dropdown menus: "Not Reviewed" and "Select Programme....", followed by a "Submit" button. At the bottom, there are two date input fields: "From: 25 / 11 / 2008" and "To: 25 / 11 / 2008". The browser's taskbar at the bottom shows several open applications, including "Inbox - Microsoft...", "NUIJ - Microsoft...", "NUIJ Admin - Mi...", "Postgraduate Appl...", "Postgraduate Appl...", "pacweb - Remote", and "EN".

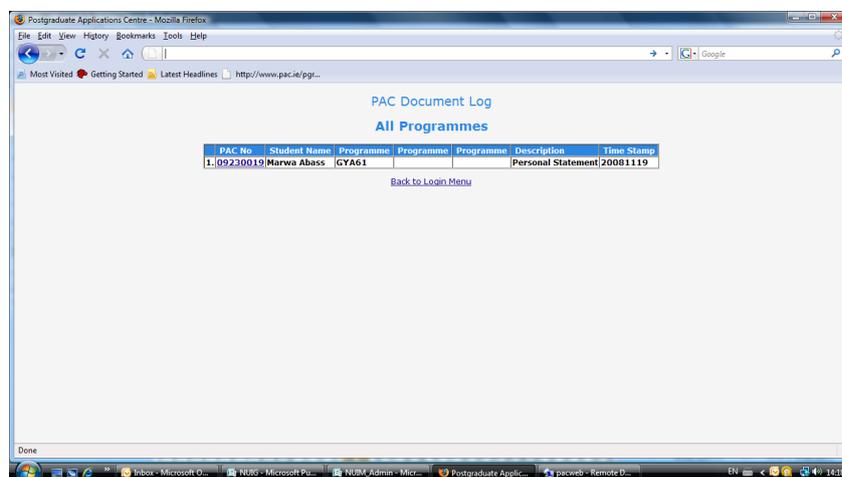
This section of the system is used to check on applicants based on their supporting documentation. You can select here whether you wish to view applicants who have sent in supporting documentation within a certain timeframe. The search can be further refined based on whether the documents have already been reviewed or not. For this option to work properly documents must be marked as reviewed on the Scanned Document Log on the Applicants Information Screen. This will be dealt with later.

*Faculties/Colleges:* If you have authority to view multiple Faculties/Colleges then they will be listed here for you to select from. You can select whichever faculty/college you wish to view from here. If you select a faculty/college view then all programmes in that faculty/college will be included in the search results. Selecting 'All Faculties/Colleges' will return results based on every faculty/college listed in the drop down. Most users will not have this option available as they will be restricted to a particular Faculty/College.

*Programme Code*: There are two ways to enter a single programme code into the lookup. You can either type the programme code directly into the box provided or alternatively select the programme title from the dropdown. You will only see programmes that you are authorized to view in the programme dropdown. If you type in the code of a programme you are not authorized for then you will not be granted access to it.

*Reviewed*: Use this option to select if you wish to see all Documentation or Documentation which has been marked as reviewed or not yet marked as reviewed. This option will only work if documentation is marked as reviewed on the Applicant Detail Screen.

*From/To Dates*: Use these fields to refine your search based on the date that the scanned documents were logged on the PAC system. The dates are inclusive i.e. the from and to date will be included in the search results.



Once you have the results displayed you can select the relevant application number and display the Full Applicant Details screen.

It is worth noting here that if an application has two different document types logged against it then it will show two entries in this result table.

### **Batch Printing Scanned Documents**

It is possible to print the scanned documents for multiple applications together. To do this you first need to run a selection to find the application you require. This is described in the previous section.

At the bottom of the listing you retrieve you will see a number of links which will allow you to open multiple scanned images for the applications on the listing. You can only open scanned images for 100 applications at a time. This restriction is in place to ensure the system does not fail due to the large volume of documents being processed. If there are more than 100 applications in the listing then you will be provided with multiple links to open them in batches.

Once you have the batch of documents open you can print them in your normal manner.

## Applicant Information Page

The applicant information screen is comprised of the following sections

- Basic Applicant Information
- Additional Information
- Course Information
- Internal Notes Log
- External Notes Log
- Research Application Information (Research Only)
- Scanned Documents Log
- Ratings Log
- Update Ratings/Notes

Each of these sections will be dealt with in the following pages.

## Basic Applicant Information

This section at the top of the page contains the applicants basic biographical and contact details. Three items to note here are:

- The email address which if you click on it will allow you to email the applicant directly from your own email account.
- The 'additional info' link to the right of the PAC Number. Clicking on this will bring you to the Additional Information section detailed below
- The NUI Galway Student number. If the applicant is a graduate or current student of NUI Galway then clicking on the student number will bring you to their results on the NUI Galway system.

## Additional Applicant Information

When clicking on the Additional Info link on the main screen you are brought to a new page detailing the supporting information for the application. This contains the information entered by the applicant on Page 2 of the Application form. It includes

- Previous Education Details
- Work Experience
- References

If you wish to print this page you can do so by clicking the 'Print' button at the top of the page.

## Course Information

There are 9 sections under course Information

- **PAC Code.** This contains the PAC code for the course applied for. Clicking on the link will bring you to the course page on your colleges site. Also in this section there may be a link for '[Scanned Documents](#)' if this is present then clicking on it will open the scanned images for this particular course.
- **App Date.** The date the application was made
- **Dept Preference.** For some programmes the applicant is asked to specify which department they wish to study under.
- **PAC Ref.** This is your colleges reference for the course in question
- **Latest Rating.** This is the text description of the latest rating applied to this course application. If there is an external note attached to the rating it will appear in red at the end of the text
- **Offer.** If a place has been offered to the applicant for this course then the date of the offer will be displayed here
- **Reply.** If a place has been offered to the applicant for this course then the date displayed here is the last date by which the applicant has been told they must accept the offer.
- **Accept.** If an offer of a place on this course has been made and accepted then the date of acceptance is displayed here.
- **Internal Note.** This will contain the most recent (if any) internal note associated with the application to this course. An Internal Note is not visible to the applicant but only to users of the admin system

## Internal Notes Log

Internal notes are comments relating to the application which the applicant does not see. They are entered on each course and the most recent one is viewable in the above section (Course Information).

Entering Internal (and External) notes is covered later in the section on Update Ratings/Notes

If no notes have been entered for a particular course then this will be noted in this section.

This section contains a log of all Internal notes entered for this applicant. There are 5 headings in this section

- APP No. The PAC application number
- Programme, The 5 character PAC course code that the note relates to. Notes are not entered for the entire application but rather on a course by course basis.
- Note. The text that was entered in the Internal Note
- Entered by. The Name of the person who entered the note. This will have been automatically picked up from the system from the persons logon information.
- Time Stamp. The time the note was entered

## External Notes Log

External notes are comments relating to the application which the applicant does see. They are usually attached to a rating to further explain a decision.

Entering Internal (and External) notes is covered later in the section on Update Ratings/Notes

If no notes have been entered for a particular course then this will be noted in this section.

This section contains a log of all External notes entered for this applicant. There are 6 headings in this section

- APP No. The PAC application number
- Programme, The 5 character PAC course code that the note relates to. Notes are not entered for the entire application but rather on a course by course basis.
- Rating. The Rating the external note was attached to
- Note. The text that was entered in the Internal Note
- Entered by. The Name of the person who entered the note. This will have been automatically picked up from the system from the persons logon information.
- Time Stamp. The time the note was entered

### Research Application Information (Research Only)

If the application you are looking up is for research programmes this additional section will be viewable on the applicant detail screen. The information here was entered by the applicant on the first page of their application form.

There are 7 headings in this section

- PAC Code. The 5 character PAC code for the programme being applied for
- PAC Ref. The code by which the programme is known in your college
- Start Date. This is the preferred start date that the applicant entered when filling out their application form. The applicant will have entered a Month and Year at the time of application.
- Proposed Topic. This is a brief description of the topic that the applicant wishes to conduct their research on.
- Funding Source 1: Primary Source of Funding
- Funding Source 2 : Secondary Source of funding
- Sponsor Name. The name of the applicants sponsor within the college

## Scanned Document Log

When supporting documentation is received by the PAC it is scanned to the system and made available to users in the college. In addition to scanning the documentation as it is received the PAC will enter a log entry for each piece of documentation.

There are 8 sections in the Scanned Document Log

- PAC No. The application number
- Programme. The course code for which the documentation relates. If this section is blank then the documentation relates to all programmes the applicant has applied for.
- Description. What type of documentation was logged
- Timestamp. The date the documentation was scanned
- Reviewed?, Initials, Review Date. These three fields together are editable and if filled indicate that this documentation has already been reviewed by someone with Administrator access. By keeping this section updated as you review your documentation you will be able to see what new documentation is in for this applicant. It will allow you to fully use the scanned document lookup.

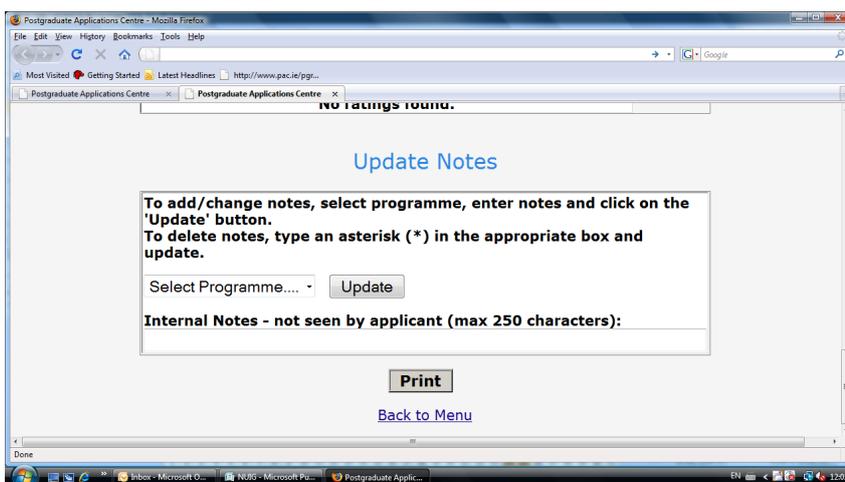
## Ratings Log

This section is used to track the progress of each programme on the application that you have access to through the system. Each time a Rating changes it is recorded in this log, only the current rating is viewable in the Course Information section and also to the applicant.

There are 5 headings in this section

- PAC Number. The PAC application number for this application
- Programme. The Programme that this rating entry relates to
- Rating. The rating code that was entered for the programme. To see what the actual rating was, click on the rating code and it will display the text. The reason that the rating code and not the text is displayed here is to keep the screen less cluttered and more readable.
- User Id. The Id of the person who entered the rating. This is taken automatically from the users logon details. A value of '99' here means that this rating was system generated for example the applicant accepted an offer of a place online. The system will then enter the acceptance rating.
- Date. The date the rating was entered

## Update Notes

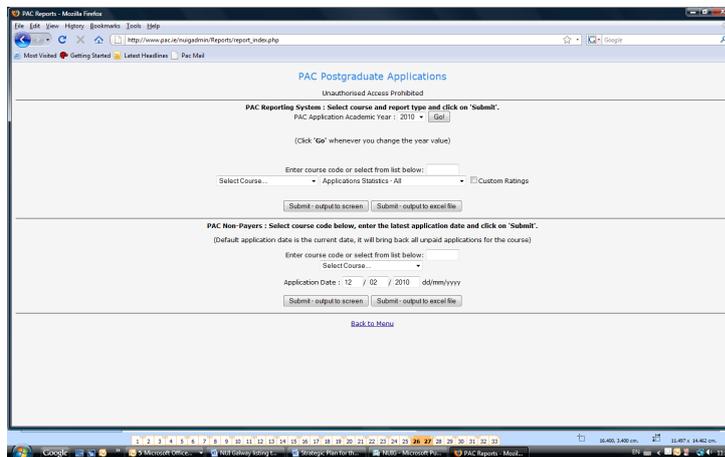


This section is where you enter internal notes on this application.

To enter a note select the relevant course from the dropdown and type the note in the space provided. Click Update when finished. This note will then be added to the application. The applicant will not see what is in this note but it will be viewable to all users who view the application through the admin system.

## PAC Reports

On the top of your PAC Login Screen you will see a link for '[PAC Reports](#)' Clicking on this link will bring you to the following screen where you can run the Reports section of the system.



You will only be able to view Reports on programmes which you have access to as set by your PAC Administrator.

Each of the selection criteria is detailed below.

*PAC Application Academic Year* : This will default to the current academic year. If you wish to view applicants from either of the two previous academic years then select your required year from this dropdown and click on the 'Go' button. This will refresh your screen with courses from that academic year. Due to Data Protection regulations PAC can only store information for the current Academic year and the two previous years

*Faculty/Schools*: If you have authority to view multiple Faculties/Schools then they will be listed here for you to select from. You can select whichever department you wish to view from here. If you select a department view then all courses in that Faculty/School will be included in the search results.

*Programme Code* : There are two ways to enter a single programme code into the lookup. You can either type the programme code directly into the box provided or alternatively select the programme title from the dropdown. Alternately you can select 'Taught' or 'Research' from the dropdown and you will only search on Taught or Research programmes. You will only see programmes that you are authorized to view in the programme dropdown. If you type in the code of a programme you are not authorized for then you will not be granted access to it. Entering a programme code here will override any department you have entered in the Department dropdown. If you wish to process on the Department dropdown then select 'All Programmes' from this list.

*Custom Ratings*: This allows you to further refine the reports based on a specific rating type.

You may then select the report type you wish from the report dropdown and then either send the report to the screen by selecting the 'Submit to Screen' option or to an Excel file by selecting the 'Submit to Excel' option.

The contents of the reports are as follows

*The Application Statistic Reports*

- Course Code
- NUIG Code
- Course Name
- Total Applications
- Total Offers
- Unconditional Offers
- Conditional Offers
- Non Accepted Offers
- Acceptances
- Deposits Paid
- Quota

*The Preferences Report*

- Course Code
- NUIG Code
- Course Name
- Total Applications
- First Preference
- Second Preference
- Third Preference

*The Monthly Statistics Report*

- Course Code
- NUIG Code
- Course Name
- A column for applications each month in the current cycle

*The Application Records Report*

- Course Code
- NUIG Code
- Course Name
- Total Applications
- Firm Offers
- Conditional Offers
- Accepted Offers (Paid)
- Accepted Offers (Unpaid)
- Declined Offers/Withdrawn Offers

**PAC Non-Payers Report**

This report will allow you to see if any applications are made for your programmes but the applicant has yet to pay their application fee to PAC. You will only see the primary contact details for the applicant here allowing you to contact them to see if they are genuine applicants or not.

- App Number
- Surname
- First Name
- Main Contact Number
- Email
- Date Applied

*The Application Records Report*

- Course Code
- NUIG Code
- Course Name
- Total Applications
- Firm Offers
- Conditional Offers
- Accepted Offers (Paid)
- Accepted Offers (Unpaid)
- Declined Offers/Withdrawn Offers





**PAC Ltd**

1 Courthouse Square  
Galway

Phone: 091 549260

Fax: 091 563056

Web: [www.pac.ie](http://www.pac.ie)