

SECTION 3: CLIENT RELATIONS

SUBJECT: DEPARTMENT OUTREACH/VISITS

Procedure 3.2

Policy: The Director of Communications for Procurement Services is responsible for coordinating and leading departmental outreach visits. Department outreach allows Procurement Services to share news and best practices for purchasing at the University and provide customized contracting guidance. Outreach activities are an important component of all Procurement Services staff's responsibilities.

Procedure:

Outreach

The Director of Communications offers departmental outreach and business review services to campus departments. Departments seeking purchasing guidance may contact the Director of Communications to schedule an outreach event.

The Director of Communications will schedule the outreach event and include the appropriate Procurement Services personnel¹. Appropriate personnel may include buyers and/or contract managers who work closely with department staff, and subject matter experts in business diversity, compliance, contract management, Managed Print Services (MPS), ePayables, or other areas.

Outreach visits are directed by the department's questions regarding the procurement process. Departments often have questions regarding ePayables, settlement of payments, Procard purchases and authorities, Ariba and eProcurement, special commodity procedures, or a variety of other topics. The Director of Communications instructs the department contact person to gather questions prior to the outreach visit so that the presentation can be tailored to provide answers to the department's most important needs.

Outreach visits are generally conducted in a structured discussion or roundtable format. The Director of Communications gives a brief overview of significant changes to University purchasing, provides spending analysis to identify areas where departments may achieve greater savings through the use of University contracts, and answers department staff's questions regarding purchasing. The Director of Communications will follow up with answers to questions that Procurement Services representatives were unable to provide an immediate answer for during the outreach visit.

Forums

The Director of Communications also leads a series of scheduled presentations to departmental personnel regarding purchasing during the fall and spring. These presentations, known as "forums," provide a high level summary of important purchasing news, information and

¹ Any Procurement Services staff member may be the appropriate contact for a departmental outreach visit. Examples include: department questions regarding a particular commodity purchases that require answers from a buyer with knowledge of that commodity; department questions about the mechanics of Ariba ordering that requires a systems expert to explain; or changes to allowable purchasing processes, methods, or limits that require an answer from administrators or staff responsible for setting purchasing policy.

strategic initiatives. Department personnel with particular questions are encouraged to contact the Director of Communications to schedule an outreach visit.