

To our valued vendors and suppliers:

We're writing to provide an update regarding procurement services since the launch of Workday® Financials in July. Unfortunately, many of you have been experiencing payment delays due to this financial system transition at the UW. Our vendors, contractors and suppliers are important partners who help us keep the University running. We understand that timely payments are crucial for your business, and we take this matter seriously.

This new finance infrastructure is aimed at improving our overall financial processes, increasing efficiency, ensuring accuracy in our financial transactions, and adhering to UW's standard payment terms of Net 30 days. As with any major system change, there have been unforeseen challenges and complexities. We have been working diligently to address these issues. The slowness and delay in processing invoices after implementing Workday Finance are due to several reasons:

1. **Initial learning curve:** the team(s) are still working to become familiar with the new interface, workflows and processes;
2. **Data migration issues:** some of the data from our legacy Ariba and Allscripts systems didn't transfer the way we initially intended;
3. **Configuration and customization:** Workday Finance is highly configurable and some of our configurations led to workflow bottlenecks;
4. **Integration issues:** we encountered integration issues between Workday Finance and our requisition catalog system, Global Healthcare Exchange (GHX), and

5. **Vendor and supplier issues:** we're seeing that some vendors and suppliers are not submitting their invoices per our new guidelines, thus requiring manual intervention by UW staff and delaying payment.

Please be assured that we are actively working to resolve these issues as quickly as possible. Our finance team is receiving additional training and support to become proficient with the new system, and our IT department is working around the clock to resolve technical issues. We are committed to restoring our payment processes to their usual efficiency and we expect to resolve the backlog of payments by the end of November. We are applying a "first-in, first-out" model in the processing of invoices. Additionally, we are prioritizing and have internal systems in place to address critical outstanding invoices that may be harmed by delays in cash (such as small business or foreign vendors).

If you're wondering how you can help us resolve this faster, please ensure that you are following the guidelines on [our supplier website](#). Especially remember to enter the full UW Purchase Order Number as stated in the "Invoice Requirements" section, including the "PO-" portion (i.e., PO-01XXXX1234).

We value our partnership with you as a vendor, and we understand that timely payments are vital to maintaining that relationship. We appreciate your understanding and patience during this transition period and thank you for your continued support.

Sincerely,

Jessica Bertram, Associate Vice President, UW Finance

Erik Walerius, Chief Supply Chain Officer, UW Medicine

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