Email Subject: UVA Procurement & Supplier Diversity Services is Working Remotely

Good morning,

In response to the [University’s guidance for employees](https://news.virginia.edu/content/covid-19-causes-sweeping-changes-university-operations#march-17-2) to work remotely to contain the spread of the COVID- 19 Virus, Procurement & Supplier Diversity Services (PSDS) is providing the following important information to our suppliers:

* Temporary changes to PSDS services
* How to contact PSDS staff
* Where to find up-to-date answers to Frequently Asked Questions

Procurement & Supplier Diversity Services leadership and staff have been planning to provide **through temporary telework** the highest level of service possible to all our suppliers.

**Temporary Changes to PSDS Services**

Beginning March 18, 2020PSDS staff will work remotely. This will temporarily change some of our services:

* Electronic payments via Paymode, ePayabales will continue to be made three days per week on Monday, Wednesday and Friday
* Paper checks will be printed twice per week on Monday and Friday instead of three times per week.

**How to Contact PSDS Staff**

* Calls to our main customer service number, (434) 924-4212, will **encourage callers to send questions via e-mail** to [buy-pay@virginia.edu](mailto:buy-pay@virginia.edu) for purchasing or payables questions. Please send invoices electronically via the UVA Marketplace portal (if applicable) or e-mail to [vendor-invoices@virginia.edu](mailto:vendor-invoices@virginia.edu).
  + PSDS staff will be closely monitoring these inboxes to ensure prompt reply.
  + PSDS staff replying to inquiries by phone will most likely be using phone numbers that are unknown to you. These may be personal phone numbers used for these extenuating circumstances; please take care to respect our staff members’ privacy.
* Ask a question at any time using our [Get Help Form](https://procurement.virginia.edu/form/feedback).

**Where to Find Up-To-Date Answers to Frequently Asked Questions**

* For purchasing and payables information for suppliers: <https://procurement.virginia.edu/covid-19-novel-coronavirus-updates-psds>

Thank you,

John McHugh

[Procurement & Supplier Diversity Services](http://www.procurement.virginia.edu)

[Travel & Expense](https://travelandexpense.procurement.virginia.edu/)

[Supplier Diversity](https://supplierdiversity.procurement.virginia.edu/)