Email Subject: Procurement & Supplier Diversity Services is Prepared to (Remotely) Support You

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 University customers:

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

In collaboration with UVAFinance, Procurement & Supplier Diversity Services leadership and staff have been planning to provide **through temporary telework** the highest level of service possible to all our customers – faculty, staff, students, and suppliers.

**Temporary Changes to PSDS Services**

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

* Electronic ACH payments to students and qualified individuals will be made every day of the week Monday through Friday.
* Electronic payments to suppliers via Paymode and ePayables will continue to be made three days per week on Monday, Wednesday and Friday.
* Paper checks to suppliers and non-suppliers (individuals, human subject payments, etc.) will be printed twice per week on Monday and Friday instead of three times per week.
* Hold for pickup checks will temporarily be suspended and checks will be mailed directly to the payee.

**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 for purchasing or payables questions
	+ travel@virginia.edu for travel or expense questions
	+ card@virginia.edu for T&E card questions
* 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**

* Find the most up-to-date purchasing, payables, travel, and expense information at <https://www.virginia.edu/coronavirus/faq>
* For in-depth travel and expense information: <https://travelandexpense.procurement.virginia.edu/traveluva/travel-and-coronavirus-covid-19>
* For in-depth purchasing and payables information: <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/)