buyW&M Status Update

Thank you all for your patience and understanding as we work together during the buyW&M transition. This implementation has been a significant change to administrative procurement and payment processes and while we are making good progress in training, vendor onboarding and payment processing, as with any institution-wide implementation, processes are tweaked, and demands for education and support are significantly increased.

We recognize that response time to inquiries from staff and vendors has not met expectations in many cases. We apologize for the delays you and your vendors may be experiencing. The core team is diligently working on responses and is in the process of training additional individuals to help with triage and responses. Please note for internal inquiries, please submit your request to the [buyW&M helpdesk](https://go.wm.edu/V5GyX2) for support. Further, we completed an ‘all hands-on deck’ to clear the buyW&M inbox and are continuing to resolve tickets submitted through the help desk as a priority.

We encourage all users to make use of the project’s resources in Box, Cornerstone and on the buyW&M website as answers to many of the inquiries we receive are available within those resources. The core team will continue to publish regular functional reminders/updates based on support trends and hold [virtual weekly](https://cwm.zoom.us/j/97304965260?pwd=Q0x3MUIxYitEU3FicWVJNTJoNEFjUT09;) drop-in office hours on Wednesdays from 2:30 to 4:00.

We would also like to take this time to provide you with an update on system usage.

Since implementation on 07/06/2021, as of 09/22/2021, our university has processed:

|  |  |  |  |
| --- | --- | --- | --- |
| **# of transactions** | **Type** | **Days to process** | **Percentage** |
| 3,241 | Requisitions (order requests) Approved | 0-1 | 84% |

It is encouraging to see that it’s taking less than 1 day for 84% of requisitions to become purchase orders.

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| **Invoice Source - Fiscal Year-To-Date (7/1/2021-9/22/2021)**  **Total Number of Invoices 5,518** |
|  |

Almost a third of the over 5,000 invoices processed in the system are being sent electronically to buyW&M via our punchout vendors.

**Invoice Totals = Fiscal Year-To-Date (7/1/2021-9/22/2021)**

**Total Number of Invoices 5,518**

Electronic = vendors attaching invoices via cXML/EDI through system – no manual effort from W&M users

Manual/Form Request = Invoices submitted by W&M users