



# Procurement Services

## Campus News Flash

October 2023

### Payment Guidance Update

Please be advised that Procurement Services recognizes departments are eagerly awaiting communication and training support from central procurement regarding processing and payment delays in Workday. Over the past few weeks, our dedicated teams have been diligently addressing various issues within the Workday platform, completing internal training, and preparing a communication and training strategy for campus to address the various issues that were highlighted during hypercare.

We understand the importance of clear and effective communication during any transitional period, and we are committed to ensuring that you have the support and information necessary to navigate the challenges that you have experienced.

Please keep an eye on your email inbox for the upcoming communication via the Newsflash. We kindly request that you read it carefully and follow any instructions provided to help us address these issues efficiently and minimize any potential disruptions.

For urgent or critical issues, please contact [pcshelp@uw.edu](mailto:pcshelp@uw.edu)

### Henry Schein Catalog Offline

The Henry Schein catalog is offline until further notice. Henry Schein representatives are hopeful that they can retest their systems and bring the catalog back online soon.

In the interim, Henry Schein representatives are ready to assist with critical needs for UW departments. Emergency orders can be placed with a departmental ProCard with the following representatives:

Heidi Damec - Associate Manager, Dental

PH: 631-370-3045

EM: [heidi.damec@henryschein.com](mailto:heidi.damec@henryschein.com)

Brande Armstrong - Sr Operations Manager, Dental

PH: 631-843-5809

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Customer Service: [pcshelp@uw.edu](mailto:pcshelp@uw.edu)

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