To PennWest staff and SourcePoint users,

To better assist our customers of PennWest, the Regional Procurement Office (RPO) has created an email account to better service you and your inquires. Please begin using WRPOLiaison@passhe.edu email for all inquiries.

- This email can be used when asking questions, requesting assistance, and other general communication of the RPO, your liaison will review incoming requests and this new account will allow the RPO to better service you based on your specific need and ensure the appropriate subject matter expert can be pulled in to respond to your request.

Below are some tips that will help us assist you better:

- If asking for assistance on a PR or PO, please enter that number in the subject line of the email.
  - Please check your PR flow; the PR may not be in the Purchasing queue and with a university approver. If the PR is assigned to a purchasing lead or purchasing agent, you can reach out to them directly.

- If you are asking for assistance on how to proceed with a contract request, you can contact one of the leads based on your commodity type, you can reference the RPO leads, and other staff members contact information located within the Support Contacts Folder on the SourcePoint Portal. If you still are unsure, we will ensure we get you in touch with the appropriate staff.

- Provide detail in your messaging.
  - If you include screenshots, place them in the body of the email, not as an attachment.

A member of the RPO will address and respond to your email.

Thank you.