

Process Issues (Barriers, Obstacles, etc.):

1. eRequestor requires a lot of hand holding and back and forth between employee requesting product and purchasing and between purchasing and the vendor.
2. The process/responsibility for ensuring adequate funding in the budget is unclear.
3. There are many variables that can happen between the time the employee requests the product and the product order is placed/confirmed. Identify variables and examine efficiencies.
4. Lack of documentation for both the requestor and purchasing personnel.

Objectives/ Deliverables (Measurable):

5. Process documentation for both user/requestor and purchasing personnel.
6. Identify purchasing efficiencies (eRequestor or credit card)
7. eRequestor documentation/user guide
8. Identify method of notification to accounts payable (through eRequester?) that the order is ready for AP to close the purchase/ending paperwork/pay the balance
9. Identify applications available through eRequester that are not being utilized or working properly