



Washington University in St. Louis

FROM: Gregory Parrott, Director, Resource Management

DATE: March 13, 2020

SUBJECT: **Resource Management - Coronavirus (COVID-19)**

Thank you for your support and opportunity to serve you in this time of need. We want to personally share our efforts to help keep your operations up and running during this unprecedented and evolving situation. We have instituted a plan across our team that includes the following:

- Resource Management continues to manage back orders for goods and services, mostly the PPE products. Our team of contract managers are working closely with suppliers to maintain the flow of product and find alternatives where supplies may be limited. Like many, we are affected by the global shortage of pandemic-related product, including personal protective equipment.
- When available, vendors are offering alternatives to the product that may be on order. If that is the case, Resource Management is reaching out to the departments and clinics to see if the alternative product is acceptable.
- Resource Management has created blanket orders with key suppliers to use as a tool to order product in a timely manner. When the product is received, Resource Management will coordinate product delivery to the requested department.

We are working through this challenge and are leveraging our supplier relationships to quickly obtain available merchandise, but in some cases, shipment timing is still undefined. We have a dedicated team managing your needs and we will continue to provide updates as we learn more. Please know we are committed to standing with you during this uncertain time and the Resource Management team is ready to help.