

CPRM helps advance the University's mission through responsible stewardship, strategic partnerships, and customer-focused service. Through this newsletter, we share important information, helpful reminders, and updates to keep the campus community informed and engaged. We encourage you to forward this message to colleagues who may find it useful. Collaboration and partnership are more important than ever, and together we can make a positive difference as we navigate current budget challenges.

Early Requests, Better Results

To help ensure purchases are completed timely and without unnecessary delays, submit a Purchase Request as early as possible. Early submission allows Procurement sufficient time to review requirements, obtain quotes when needed, negotiate contracts, and complete the purchasing process efficiently.

It is important to remember that many purchases require additional reviews and approvals, such as risk management, ITS and Accessibility review, and/or other departmental approvals. These requirements can add to the overall processing timeline and should be considered when planning your purchase.

While CPRM strives to support urgent needs whenever possible, a constant state of urgency can place significant demands on NAU resources and may impact our ability to provide timely service for all customers. Advance planning helps reduce last-minute requests, supports efficient operations, and increases the likelihood that goods and services will be available when needed.

A good rule of thumb: If you know a purchase is coming, start the process early. Planning ahead benefits everyone and helps ensure a smooth and successful procurement experience.

Did You Remember the ITS Checklist?

Planning to purchase new software or renew an existing software subscription? Be sure to involve ITS early in the process.

After submitting a Purchase Request, individuals are required to follow the software acquisition process outlined on the ITS website. Simply visit the site and scroll to the "Steps to Acquire Software" section for detailed instructions.

Completing the ITS and Accessibility review early helps ensure that software is evaluated for security, compatibility, accessibility, licensing, and support requirements before procurement activities move forward. Delays in completing the ITS checklist can significantly impact processing timelines and may hold up approvals, renewals, or contract execution.

By following the required ITS acquisition steps as early as possible, you can help reduce procurement delays, streamline approvals, and keep your software purchase or renewal on track.

To learn more, visit the ITS [website](#).

Compliance Matters

Compliance with University policies is essential to ensuring transparency, accountability, and the responsible stewardship of public resources. Adherence to the Arizona Board of Regents (ABOR), University's Procurement policies and applicable federal and state statutes is a critical responsibility for all employees involved in purchasing activities. Compliance helps ensure the University meets its regulatory and fiduciary obligations while minimizing financial, legal, and operational risks. By following established policies and procedures, employees support institutional integrity, promote ethical business

practices, and help maintain public trust in the University's use of funds. Ultimately, compliance is a shared responsibility that strengthens the University's ability to fulfill its mission while safeguarding public resources.

When Procurement Gets Things Back on Track

Not every procurement goes according to plan. Unexpected challenges can arise, including missed deliverables, contract disputes, shipping delays, or vendor performance issues. When a procurement goes off course, CPRM's Buyers play a critical role in helping achieve a successful outcome. Through persistent follow-up, effective negotiation, and holding vendors accountable to their contractual obligations, our team works diligently to protect the University's interests and ensure departments receive the goods and services they purchased. These efforts often take place behind the scenes, but they are essential to resolving issues, minimizing disruptions, and ensuring the University receives the value it expects from its investments. Successfully navigating procurement challenges requires collaboration, persistence, and a commitment to stewardship. When issues arise, CPRM is dedicated to working with our campus partners and suppliers to help get projects back on track and moving forward.



We welcome your feedback and look forward to sharing more helpful information next month. For questions or suggestions, please email CPRM-Feedback@nau.edu.

CPRM Team