Good morning! Thanks for coming to our third MacBuy Town Hall. When we last met in April we were about to launch our pilot of MacBuy beginning with a few user group areas and focused on supplies from Grand & Toy. Since then, the team has been busy on-boarding additional groups and feedback has begun to come in from different types of users across campus. Before I share with you some of this feedback I'm getting and share with you my own experience, I want to stress a few critical points about this project and the objectives we should share for McMaster.

First, MacBuy is simply a buying and approval tool. It is far more slick in its shopping experience, requisition building and approval process. However, in order for each area across the University to truly benefit from this tool the most critical task any unit being on-boarded should undertake is to:

1. Understand the tool itself and the roles available such as shopper, requisitioner, and approver;

2. Consider your area and how to most optimally organized your buying behaviours and timing around the role options. Fundamentally, this system can deliver real time savings to any area but this can only be achieved if each area is strategic about how they choose to operationalize themselves around the tool; and

3. Use it, review it, share it, adapt it, use it, review it, share it, adapt it, repeat, repeat, repeat. What do I mean? Well how a group organizes its

processes around this tool is really a function of the type of area you work in, the level and maturity of the individuals you have working to support your area operations, and the frequency of needs you have. Thus, across McMaster different operating, faculty, research areas will organize themselves around this buying tool differently to meet their needs. But finding the most optimal or efficient processes will be a function of trials, some advice will come from the on-boarding team as they share best practices they are hearing from areas across the University, you or your group may be the area to develop the leanest or most optimal approach immediately or over time. So we encourage you or challenge you to explore your buying needs and develop the most efficient buying practices to support you needs and then share them for others to consider and adopt.

Why is this so important? Simply put we know that people are burdened by the Oracle system of entering requisitions or using PCard and then reconciling it. So with MacBuy we are trying to be really clear and transparent that this implementation is about un-burdening areas and giving them time back to focus on other more value added work rather than sourcing supplies and equipment. We also know with past Ministry funding cuts, and tuition freezes that budgets are tighter and MacBuy offers each user area an ability to access University wide discounts

and accrue those savings directly. The more users we on-board the more negotiation power we give Strategic Procurement to sharpen our contract renewals. So, perhaps an initial run of process sharing will occur at this year's Financial Forum to kick start the thinking. But definitely within one year from today, I am looking to reward and highlight a number key units that have identified the most lean organizational processes around their area needs using MacBuy… more on this thinking will come in early 2020.

Now back to the system itself, MacBuy went live with pilot user groups in May of this year. Since this go live I have had to approve less than a dozen items. However, my user experience was an unbelievable one, literally unbelievable, such that I went to both Angelo and Terri to express concern that there must be something wrong with the tool. Why? Because I would receive an email from support@sciquest.com (aka: MacBuy) telling me there is an order or orders involving a requisition ready for my approval. The email included a summary of the order information, which can include more than one vendor in which case the one requisition could result in multiple Purchase Orders (POs) once approved. In addition, the email included:

- a simple section on the details about any limited tendering involved,
- amount,
- account codes involved,

- if it is related to a research project I also could see in the email the project, PI and eligibility assessment, and

- finally a link to the tool and additional information about what I would find in the tool (such as a list of attachments).

I clicked the link, which simply is a blue box noted as "Take Action." The link brought me directly into the tool where, either on my laptop or mobile phone, I could see on one screen all the requisition details, including:

- total cost,

- tax,

- priority,

- supplier,

- shipping information,

- billing information,

- account codes,

- internal notes (which I would love to see adopted for explanations when Limited Tendering is used rather than quotes),

- external notes/attachments that were all viewable from both laptop or phone, and line item details.

Finally, under my area called "Actions" I have the ability to enter comments and/or approve. So, after reviewing the information I click once more approve and I am done.

So, really it was too easy for me as an approver. I am accustomed to multiple screens, with random areas to search for attachments which are only viewable on my laptop sometimes and do not open on my phone limiting my approval capability when I am travelling. I actually complained to Angelo and Terri that there must be something wrong, or that there is no way that worked because it was too easy. Honestly, I was just in disbelief. However, they both assured me it was working as it should be and that after my approval the POs were dispatched. Therefore, I dropped my issue and waited.

I did not need to wait long because in less than one week I received an email from a research area approver who praised the tool for its simplicity and its expediency and was glad we finally adopted a system tool that saves time and adds value to his area. Well, this is great news for MacBuy, but tells me a lot about the perception about past tools we have implemented too. Staying focused on MacBuy I am hopeful throughout the rest of this Town Hall you learn more about how this tool operates and if you haven't already been on-boarded I hope you'll want to quickly get in the queue to be on-boarded.

Finally, before I turn things over to the team for the remainder of the presentation, I just want to highlight that Angelo and the on-boarding team are still getting new vendor suggestions and they are actively adding those to the list to integrate into this tool. He will share some of his teams progress this morning as well. Thank you.