University of Victoria	**PURCHASING SERVICES NEWS BULLETIN**
	Request Tracker Announcement

Request Tracker (RT) is now used by Purchasing Services.

Purchasing Services, with University Systems support, is pleased to announce the implementation of RT to enhance customer service.

RT provides a web-accessible issue tracking system suitable for customer service and other workflows. Each inquiry submitted creates a request ticket which contains key information, including an unique number/identifier that is used to track the progress of your request. RT for Purchasing Services will help improve our reliability and responsiveness. Please include the ticket number in the subject line of all future correspondence about your request. You can also reply to the email confirmation received.

Please contact us using the RT form or by phone.

If you have questions, please contact your Purchasing Services representative.