

ATU Business Services COVID-19 Response FAQ's

The information in this document is to provide direction for services provided by Business Services during the COVID-19 Public Health Emergency only.

1. **What is the best way to reach Procurement and Travel Services during this time?** Most of our staff is currently working remotely, but phones forwarded to home offices and emails are being checked consistently. We ask you to take a moment and dial the staff member directly at one of the numbers below. We are available and happy to assist you.

Dial 479-964-0583 ext.

Jessica Holloway 3550

Tammy Rye 2301

Jennifer Warren 3552

Cindy Pratt 3502

DeAnna Kile 3551

Brooklyn Meeks 3558

Kristi Higgs 3554

2. **How will I send and receive departmental mail?** During the COVID-19 Public Health Emergency, departmental mail service will be facilitated using the following process. Please keep in mind that receiving personal packages must be suspended at this time.
 1. Department representative please contact the ATU Post Office at **479-968-0254** approximately 30 minutes prior to coming to the Post Office. You may call any day of the work week, but depending on availability of staff your pickup time may vary.
 2. Your mail will be placed in a labeled bin on the Post Office loading dock at the west end of the Young Building.
 3. Please take the mail and leave the bin along with any outgoing mail.
3. **Will my documentation submitted to Procurement and Travel require original signatures at this time?** Any TR-1 that is submitted will be processed for payment. Please be patient as we adjust to the remote work environment. TCard and PCard logs still require an original signature, however we will accept an email approval from a supervisor in lieu of a signature only during this time of Public Health Emergency. A drop box remains available in the East End Hallway of the Young Building outside the office of Travel Services.