



WHAT ARE OFFICE HOURS?

Office Hours are an optional forum intended to help Buy-to-Pay users troubleshoot pending transaction activity and address system related functionality that may not be covered in available resources. For example: a real time question about a requisition you are entering; what certain error messages mean; how to find match exceptions, etc. They are *not* designed for deep dives into a specific topic or policy discussions.

They will be hosted and facilitated by members of the B2P project team from Strategic Procurement, AP Support, HUIT and our implementation vendor.

Before bringing a question to Office Hours, we recommend you visit the [B2P website](#) and leverage available training and reference materials first, as your question may be answered there.

- eLearning courses
- Quick Start Guides
- Frequently Asked Questions
- Quick Reference Guides
- Video Tutorials

WHEN ARE THEY SCHEDULED AND HOW DO I JOIN?

Office Hours are scheduled through MS Teams. You can click the links below to access the sessions you are interested in.

January 2021						
SU	MO	TU	WE	TH	FR	SA
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

January 5 – 28

- Tues & Thurs from 10:00 - 11:00am Click [here](#) to join

Details and links to the scheduled Office Hours are available on the [Support page of the B2P website](#). Any future Office Hours will be posted on this Support page.

HOW DO I RAISE MY QUESTION IN OFFICE HOURS?

Use the chat functionality in Teams to post a question when you join. Questions will be covered in the order received.



You can drop into Office Hours at any point in the scheduled timeframe. Once your question has been answered, you are free to leave or stay as you prefer.