1. **What Personal Protective Equipment (PPE) are available?**
   Various items are available including:
   - Liquid Hand Sanitizer
   - Lysol Surface Wipes
   - Disposable Non-Medical Masks
   - Cloth Masks
   - Face Shield
   - Nitrile Gloves
   - Neoprene Gloves

   *Items will be updated in EPIC as availability changes.

2. **How do I order?**
   A new form is in EPIC that lists all the available items, prices and quantities you can order on campus.
   To learn how to access and use this form please review the [How to Order PPE in EPIC](#) training document.

3. **How can I track my order?**
   When you create your request a document ID with the prefix of PPE will be assigned automatically by the system. The document is both your request and your order.
   You will be able to see your order in your My Documents tab in EPIC and reviewing the approval flow will tell you if it is completed.
   You can also turn on email notifications so you get notified once your order is fully approved.
   Check the [How to Order PPE in EPIC](#) training document on how to set up your email notifications or contact [Aurora Finance Customer Service](#) for assistance.

4. **Can I cancel my order?**
   Please ensure your order is correct before finalizing as you cannot cancel an order in EPIC once it is fully approved. Unapproved requests can be Withdrawn.

   If there is a problem or error with the submitted request please email Chris Ens at [Chris.Ens@umanitoba.ca](mailto:Chris.Ens@umanitoba.ca) as soon as possible.

5. **Why are there minimum sizes and quantities for ordering?**
The University has obtained through collaborative negotiations defines the sizes and quantities we have available to distribute in the most efficient manner.

6. **How is this pricing generated?**
   Items available to you are at cost. This means that the savings the University has achieved by purchasing in bulk are being passed along to you. No extra charges or taxes will be applied to your order.

7. **How is the expense of the purchase approved in my Faculty/Unit?**
   When you use this new form to order PPE, the system will automatically route your request to the Financial Authorities to approve the expense on the chosen FOP after you click Submit.
   Approvers have the same options as other EPIC approvals.
   i. Approve through email or
   ii. Directly in EPIC
   *NOTE: To receive email notifications, approvers will need to ensure their personal email preferences are set up correctly in EPIC. Instructions on how to set your email preferences are available in the [Ordering Personal Protective Equipment (PPE) in EPIC](https://umanitoba.ca) training document.

8. **How quickly will I receive my order?**
   The goal is within 2-5 business days from final approval.

9. **The items I ordered are not what we expected or needed. What can we do?**
   Due to safety and health protocols we will not be accepting returns to Central Stores. It is recommended that you order a small quantity to test the product. Additionally, pictures of the items will be available in EPIC so you can see each product prior to ordering.

10. **How will my FOP be charged?**
    Interdepartmental charges (IDC) will be processed within one month of your order to allocate the cost to the selected FOP.

11. **Can I order PPE from other Suppliers?**
    Yes – this new form is an option for our community to access these hard to find items at a great savings but you can still order any of these items from the external Suppliers of your choice.

12. **Who can I contact for help with my order from UM Central Stores?**
    For questions on the status of your order or to discuss delivery/product concerns contact Chris Ens @ Chris.Ens@umanitoba.ca
    For assistance using the form and process in EPIC contact Aurora Finance Customer Service @ Aurora_Finance@umanitoba.ca or call 204-480-1001 ext. 2

    **UM COVID Recovery Webpage:** [https://umanitoba.ca/coronavirus/recovery](https://umanitoba.ca/coronavirus/recovery)