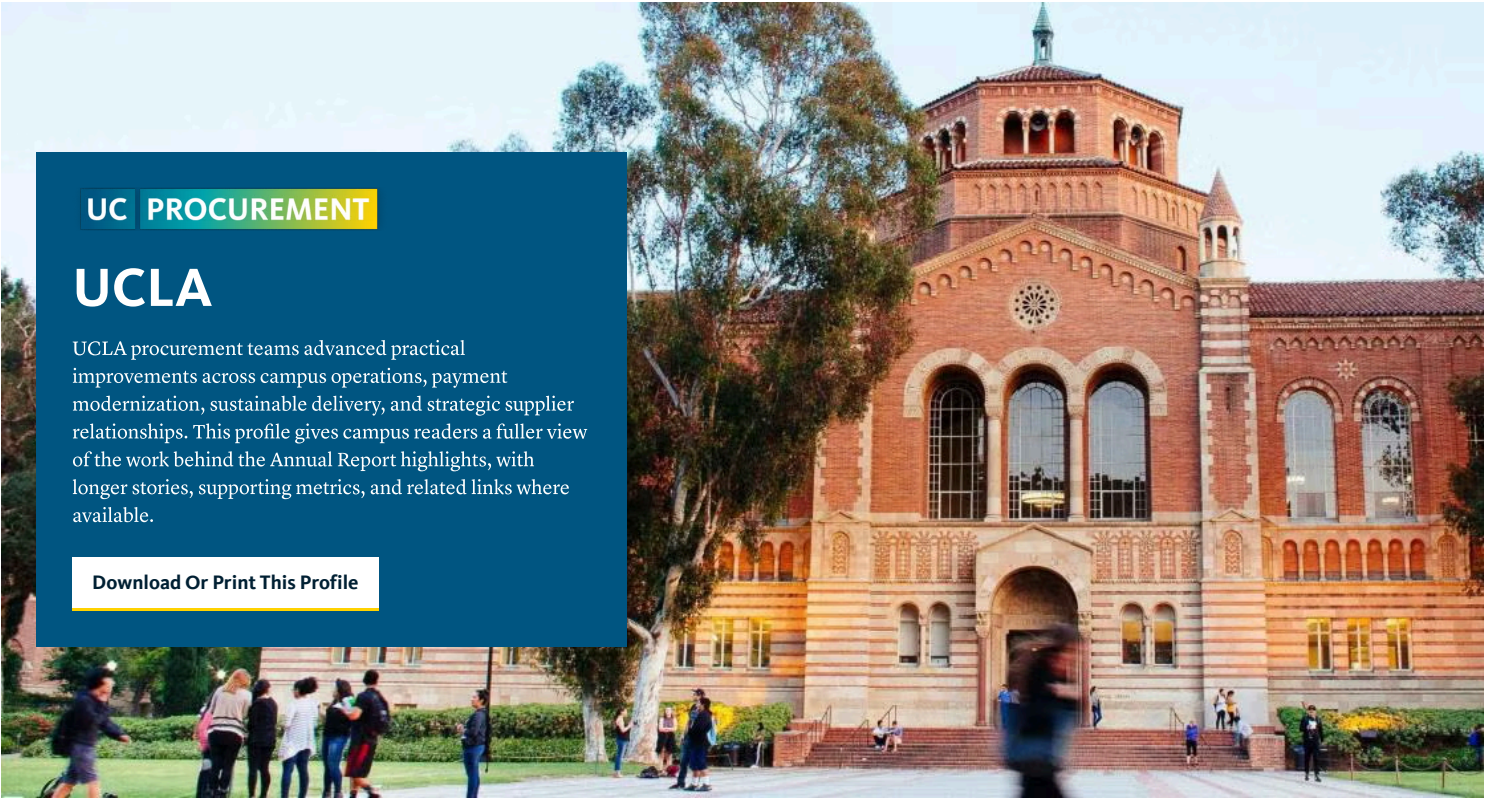




UC PROCUREMENT

UCLA

UCLA procurement teams advanced practical improvements across campus operations, payment modernization, sustainable delivery, and strategic supplier relationships. This profile gives campus readers a fuller view of the work behind the Annual Report highlights, with longer stories, supporting metrics, and related links where available.

Download Or Print This Profile

\$89M

Benefit Delivered

55.6% over target

11.6%

Economic Impact Spend

Toward UC 25% goal

40,000+

Suppliers

With self-service account access

UCLA Achievements by Strategic Pillar

- Continuous Improvement
- Risk Management

Continuous Improvement

Effective UCLA: Advancing Operational Excellence

In FY26, UCLA Procurement streamlined processes, expanded self-service, and improved the procure-to-pay experience in support of the university’s One UCLA vision.

One UCLA
Connective. Impactful. Exemplary.

One UCLA comes to life through these four flagship initiatives that support the goals of [UCLA's 2023–28 Strategic Plan](#)

UCLA Connects

Build connections across internal and external communities

- Strategic goal 1: Deepen our engagement with Los Angeles
- Strategic goal 2: Expand our reach as a global university

UCLA Research & Innovation Blueprint

Develop an integrated ecosystem for innovation

- Strategic goal 3: Enhance our research & creative activities

UCLA for Life

Advance and broaden UCLA education to address 21st-century needs

- Strategic goal 4: Elevate how we teach

Effective UCLA

Transform administrative functions to better support UCLA's academic mission

- Strategic goal 5: Become a more effective institution

Why it matters

Together, these efforts show how procurement is translating UCLA's broader operational strategy into more responsive, transparent, and efficient service for campus users.

Challenge

UCLA's One UCLA strategy called for more responsive administrative systems. Procurement needed to turn that operational vision into a clearer procure-to-pay experience for campus users.

Approach

Through Effective UCLA, one of four flagship initiatives under the university's One UCLA strategic vision, UCLA Finance is modernizing the administrative systems and services that support the Bruin community.

Result

In FY26, UCLA Procurement advanced this work by streamlining processes, expanding self-service capabilities, and improving the procure-to-pay experience.

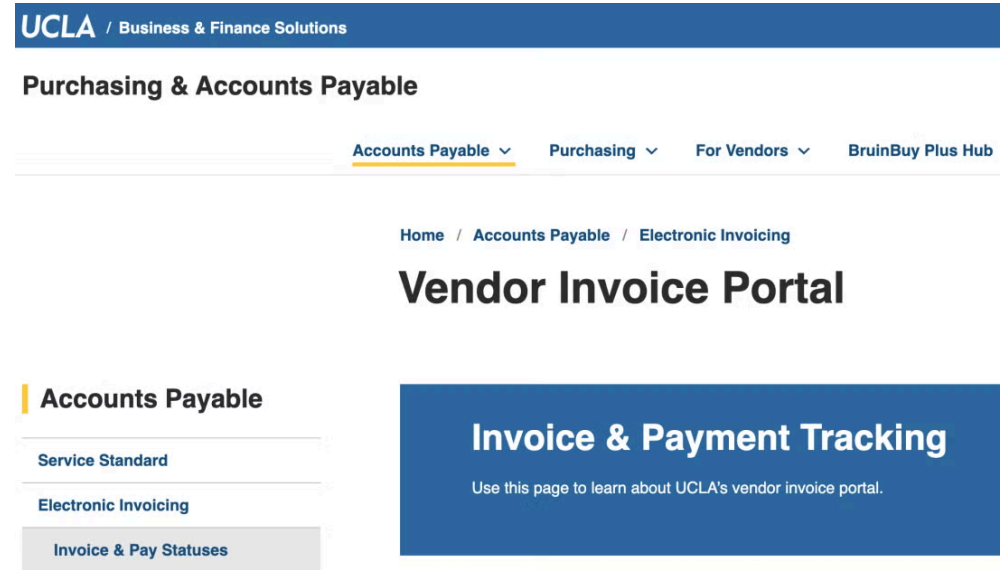
Related Links:

[Vision: One UCLA page](#)

[Related Annual Report pillar page](#)

New Self-Service Experience for UCLA Vendors

UCLA’s Vendor Invoice Portal gives more than 40,000 suppliers self-service access to invoice and payment details, reducing related inquiries by an average of 49%.



Why it matters

Since implementation, invoice- and payment-status inquiries have decreased by an average of 49%, freeing Accounts Payable and procurement staff to focus on more complex issue resolution and strategic support.

At a Glance

40,000+
Suppliers with self-service access

49%
Reduction in status inquiries

Challenge

Suppliers lacked self-service access to invoice status, payment information, and remittance details, sending routine questions to Accounts Payable and procurement staff.

Approach

In April 2026, UCLA launched a Vendor Invoice Portal that gives more than 40,000 suppliers self-service access to invoice status, payment information, and remittance details through existing PaymentWorks accounts.

Result

UCLA paired the launch with SEO- and GEO-enabled online guidance, step-by-step instructions, and FAQs.

Related Links:

[UCLA Vendor Invoice Portal page](#)

[Related Annual Report pillar page](#)

Driving Efficiency Through AP Process Improvement

UCLA’s FY26 AP Efficiency Project increased touchless processing of discount-eligible e-invoices by 84% and cut one high-volume supplier’s invoice count by nearly 99%.

Challenge

Accounts Payable capacity was constrained by manual invoice handling and high-volume paper-style billing from a major supplier.

Approach

UCLA’s cross-functional AP Efficiency Project increased processing capacity through automation and redesigned billing. In FY26, discount-eligible electronic invoices processed without manual intervention increased 84%.

Result

A new billing approach with a high-volume supplier consolidated more than 1,000 individual invoices into 12 monthly billings, reducing that supplier’s invoice volume by nearly 99%. The team also automated handling of non-taxable purchases to improve accuracy and reduce rework, while continuing to evaluate additional opportunities in tax optimization and invoice intake.

Related Links:

[UCLA Accounts Payable page](#)

[Related Annual Report pillar page](#)

Why it matters

Automation and consolidated billing increase processing capacity, improve accuracy, and reduce manual work—giving staff more room to pursue further efficiencies.

At a Glance

84%
Increase in touchless invoices

1000+
Invoices consolidated into 12 monthly billings

~99%
Reduction in invoice volume

Reimagining UCLA's PCard Program

UCLA raised default PCard limits and established a user-informed program baseline, laying the groundwork for faster, just-in-time purchasing.

Challenge Low-value purchasing still leaned on labor-intensive pathways. UCLA needed a faster PCard option and a baseline for measuring adoption and user experience.	Why it matters A well-designed PCard option reduces reliance on more labor-intensive purchasing pathways, while baseline measures help UCLA track adoption, user experience, and impact.
Approach UCLA launched a multi-phase PCard initiative in FY26 to make low-value purchasing faster, simpler, and more efficient. Early work increased default PCard limits and established a comprehensive baseline of the program's current state through user research.	
Result The initiative is positioning PCard as a just-in-time purchasing solution that can reduce reliance on more labor-intensive pathways, while the baseline measures will help UCLA track adoption, user experience, and program impact as the work continues into FY27.	
Related Links: UCLA PCard Quick Reference Guide Related Annual Report pillar page	

Streamlining the Path to Purchase

UCLA's JAGGAER automation brings policy and approval rules earlier in purchasing, while an insurance repository pilot lets Central Buyers verify vendor coverage in seconds.

Challenge Policy checks, approval thresholds, and insurance verification happened too late in the purchase, slowing buyers and hiding coverage in individual requisitions.	Why it matters Earlier controls and faster access to insurance records help buyers keep purchases moving and check coverage consistently, with a future campus-wide library planned to support more than 4,000 Department Buyers.
Approach UCLA Procurement used JAGGAER automation to move policy requirements, approval thresholds, and routing rules earlier in the purchasing process, helping maintain an average purchase order lifecycle of two business days. The team also piloted an Insurance Certificate Repository that organizes coverage at the vendor level so Central Buyers can verify active insurance in seconds instead of searching individual requisitions.	
Result The pilot will inform a future campus-wide Insurance Certificate Library designed to serve more than 4,000 Department Buyers as a single source of truth.	
Related Links: Related Annual Report pillar page	

New UCLA Leadership Appointments

UCLA Procurement welcomed several new leaders in FY25-26, further positioning the organization to continue advancing the university’s mission and strategic plan.

UCLA Procurement strengthened its leadership team in FY26 with four appointments: - Travis Henderson, Senior Director of Procurement Operations & Payment Services - Jen Clark, Associate Director of Vendor Relationship Management - Mindy Dietrich, Travel Accounting Manager - David Grieve, Payment Card Services Manager These new leaders join an experienced management team focused on strengthening procurement operations, supplier relationships, travel accounting, and payment services while advancing UCLA's strategic priorities and service to the Bruin community.	Why it matters These appointments strengthen leadership across core procurement and payment functions, bringing focused expertise to the Procurement and Supply Chain Operations teams.
Related Links: Procurement Services & Supply Chain Operations Leadership page Related Annual Report pillar page	

Risk Management

Building the Procurement Foundation for the 2028 Olympic Games

UCLA Procurement is developing tailored approval workflows and financial controls to support the 2028 Olympic and Paralympic Village while protecting day-to-day campus operations.



Challenge

Hosting the 2028 Olympic and Paralympic Village will add meals, lodging, training venues, and related services on top of ordinary campus operations. UCLA needed an early purchasing framework that can meet that demand without weakening day-to-day controls.

Approach

As UCLA prepares to host the 2028 Olympic and Paralympic Village, Procurement is building the purchasing framework needed to support meals, lodging, training venues, and other services for thousands of athletes and delegation staff. In FY26, the team began developing campus-specific approval workflows, financial controls, and modified procurement processes that can meet the Village's unique demands while protecting day-to-day campus operations.

Result

The work establishes an early foundation for transparent, accountable, and responsive procurement as planning accelerates toward 2028.

- Related Links:
- [UCLA Gets Ready to Welcome the World](#)
 - [LA28 website](#)
 - [Related Annual Report pillar page](#)

Why it matters

Planning now lays the groundwork for smooth operations as UCLA prepares to serve thousands of athletes and delegation staff.

Supporting Covered Services Compliance through Smarter Workflows

UCLA embedded Article 5 reviews in purchasing workflows, automatically routing covered-services requisitions to subject-matter experts across campus and UCLA Health.

Challenge

Covered-services oversight across more than 800 UCLA departments is complex and was hard to keep consistent when reviews depended on manual routing.

Approach

In FY26, UCLA Procurement partnered with Labor Relations and Health Human Resources to embed Article 5 compliance reviews directly into purchasing workflows.

Result

Covered-services requisitions are now automatically routed to the appropriate subject-matter experts without manual intervention, helping reduce potential policy violations, strengthening shared governance across campus and UCLA Health, and moving compliance review earlier in the purchasing process.

- Related Links:
- [Related Annual Report pillar page](#)

Why it matters

Earlier, consistent review helps reduce potential policy violations and strengthens shared oversight across more than 800 departments.

Explore the FY26 Annual Report

Economic and Community Impact
Enhance opportunities, sustainability, and community value.

Strategic Partnerships
Partnerships that extend campus and systemwide impact.

Drive Value and Savings
Financial stewardship, savings, and total value.

Continuous Improvement
Better processes, tools, services, and training.

Risk Management
Compliance, resilience, and risk reduction.