



Cyber Event Supplier Process

Objectives

- **Maintain continuity of critical supplies and services**
Help ensure priority products and services can continue to support NYU Langone Health operations without interruption.
- **Enable essential purchasing during downtime**
Provide departments with a practical method to place necessary orders when normal purchasing systems are unavailable.
- **Establish clear responsibilities and communication**
Define the roles of suppliers, Procurement, Accounts Payable, and requesting departments throughout the event.
- **Support post-event recovery and reconciliation**
Create a consistent process for submitting, processing, and reconciling invoices after systems are restored.

Process Overview

The Cyber Event Supplier Process has three components:

1. **Preparation and Communication**
2. **Implementation During the Event**
3. **Post-Event Recovery and Reconciliation**

1. Preparation and Communication

Preparation helps ensure suppliers understand the downtime purchasing process before it is activated.

- A representative from NYU Langone Health will notify suppliers when the process is activated.
- The process may be used for products fulfilled through **direct ordering**.
- End users may place orders using department-issued **Emergency Purchase Orders (EMPOs)**.
- Suppliers are asked to **hold all invoices until the event has ended**, as NYU Langone Health may be unable to enter or process invoices in its standard systems during the outage.
- Suppliers with questions or requests to discuss the process should contact NYU Langone Health at the designated email address below.



Supplier Contact:

vendoroperationscompliance@nyulangone.org

2. Implementation During the Event

During the event, suppliers may receive substitute purchase order numbers known as **Emergency Purchase Orders (EMPOs)**.

EMPO Number Format

EMPO123450101

This format represents:

- **EMPO** — Emergency Purchase Order
- **12345** — Department number
- **0101** — Month and day the order was placed

Departments may not have access to their standard account numbers during an outage. If an account number is available, it may be included with the order.

Supplier Responsibilities

Suppliers are asked to:

- Accept valid EMPO numbers for approved downtime orders.
- Fulfill priority orders as appropriate to support continuity of operations.
- Retain invoices until NYU Langone Health advises that the event has ended and invoices may be submitted.
- Provide **proof of delivery** with each invoice.
- Reference the applicable EMPO number on all related documentation and invoices.

NYU Langone Health Responsibilities

- Buyers will remain available to support supplier questions and resolve ordering issues.
- Requesters and buyers will complete a downtime order-tracking sheet for every order placed.
- Procurement will coordinate communications and support continuity throughout the event.



3. Post-Event Recovery and Reconciliation

Once standard systems are restored, NYU Langone Health will begin the recovery and reconciliation process.

- Suppliers will receive instructions on where and how to submit invoices that include an EMPO reference.
- Each invoice should include the associated **EMPO number** and **proof of delivery**.
- Procurement and Accounts Payable will work together to identify outstanding balances by supplier.
- NYU Langone Health will reconcile downtime orders, invoices, and deliveries to support timely processing and return to standard purchasing operations.

Supplier Partnership

NYU Langone Health values the partnership of its suppliers in supporting uninterrupted operations during a cyber event. Your cooperation with this process helps ensure that essential supplies and services remain available while maintaining accurate documentation and efficient recovery after the event.