Frequently Asked Questions

1. **What is the Campus Marketplace?**
   The Campus Marketplace is an online shopping site that features suppliers and special CSU contract pricing. The site is shared across several other CSU campuses (Bakersfield, Chico, East Bay, Los Angeles, Pomona, Sacramento, San Diego, San Francisco, San Luis Obispo and San Marcos.) Together the campuses have created a common website, identified suppliers, and provided discounted pricing for the campus users.

2. **Why are we partnering with other campuses?**
   The campus collaboration has significant savings for the CSU. The campuses have shared the site expense, reduced the number of implementation hours, negotiated for improved pricing, and provided other improvements. The individual campuses may not have been able to accomplish this implementation alone with their own campus dollars, procurement staff, or implementation teams.

3. **What is the advantage of using this catalog site?**
   The common site features special contract pricing for frequently used suppliers. It puts in one location the discounted pricing that is available to the CSU. The pricing often represents savings of 17-29% for many of the suppliers you currently use.

4. **Have you experienced savings using this site?**
   Yes, while working with the suppliers during the implementation phase we found that many users were not utilizing contracts at all and were paying list price for items. We found some users were buying from a non-CSU supplier who was then sourcing from our contracted suppliers at a higher rate than we would have paid if we had used the contracted supplier. We found that users often didn't know what suppliers to use or what contracts to access often missing a discount or free freight when placing orders.

5. **What suppliers are featured?**
   Current suppliers include VWR International, CDW, B&H Photo Video, Henry Schein, Grainger, Waxie and more. New catalogs will be added regularly. Upcoming catalogs include Fisher Scientific, McKesson Surgical and Graybar. We will feature a special category for California Small Businesses and Disabled Veteran Businesses.

6. **What if I don't have a P-Card?**
   The site will feature a browse function that will allow a user to fill a shopping cart and forward it to their department P-Card user for processing.

7. **Is training available?**
   Yes, a training guide is posted on Procurement's website. In Addition, training will be scheduled on campus periodically. In addition, departments can schedule their own team training or individual training.

8. **May the site be used for personal purchases?**
   No, this site is for CSU Business Only. Discounted pricing is offered to us because of our role as a state agency or higher education entity. These prices are not offered by the suppliers to us as individuals.

9. **How can I get a supplier added to the site?**
   Requests to add new supplier catalogs are welcomed. Please send an email with your supplier name, supplier contact information, and any contract discounts you currently use to Procurement.   We will work with the website company to complete a supplier implementation.

10. **What if I forget my password or get locked out?**
    After entering your full email address, select the "Forgot Password" link located to the right of the orange login button. You will be emailed a link to answer your security question and change your password. If this email takes longer than 90 seconds, check your spam folder. If you are locked out (after 3 attempts with an invalid user id or password), contact your Campus Marketplace Administrator in Procurement to unlock your account.

11. **What are external/internal notes on the Check-Out tab used for?**
    Depending on the supplier, external notes may be visible on the order sent to the supplier. Internal notes can be used to document reference information for internal purposes. For notes to show up on the Shipping Label, it is best to enter the information in the "**Ship To – ATTN**" field. Using a person's full name is sufficient. This notifies the Receiving Dept where to deliver the package.

12. **Can I add items from multiple suppliers to my cart at one time?**
    Yes, you can shop from multiple supplier, add to your cart, and upon check-out, you will be asked to provide your credit card number for each supplier separately. You will receive separate transactions for each supplier.

13. **How do I see the detail of my order at the checkout page?**
    At the checkout tab, your order will be in a summary format. If you want to view your individual lines, click the small blue triangle located on the top left side, next to the transaction number. This will expand to show all lines associated with your order. At this point, you may delete a specific line(s), change quantities, or add internal/external notes.

14. **Will I receive an order confirmation or shipment receipt?**
    The ESM Campus Marketplace will email confirmation of order transmission; however, each supplier is responsible for emailing your order confirmation/shipment/receipt information.

15. **How does the site control P-Card limits or declined transactions?**
    US Bank controls assigned to your P-Card account will govern your purchase. Any limits, merchant category blocks, special requirements will be controlled by USB at the supplier's transaction level.

16. **What if my transaction is declined?**
    A transaction may get declined at the Procurement Card level because of credit limits, merchant category code or other reason. You may or may not get notified of the decline. The Marketplace may notify you that the "Release Failed" or you may receive an email from the supplier that the transaction did not go through. Once you know the reason why the card was declined, and the problem has been resolved, you can place the order again. You may need to contact the Supplier directly to coordinate the order with them. If the status is "Release Failed", a simple method to reorder is by re-releasing the order from the Marketplace. This way you don't have to re-enter all the line item part numbers again, but make sure that it won't duplicate the order to the supplier. To re-release the order, go to the checkout tab of the Marketplace, find your order by viewing recent orders. Under the "Next Step" drop-down box, select "Re-Release Order". You will have to enter the credit card number again. Make sure you receive emailed order confirmations of all orders.

17. Can I set up a "Favorite Shopping List" for recurring items?
Many of the suppliers provide this functionality, and each supplier's site will be unique.

18. How are backorders handled?
It is the supplier's responsibility to communicate any backorder information to the requestor.

19. What do I use for my credit card reconciliation?
Do not use the Campus Marketplace credit card order for reconciling your P-Card. You must submit the supplier's itemized receipt with your P-Card statement.

20. Can I buy anything in the Suppliers catalogs through this site?
Not necessarily. All Procurement Card transactions must follow the restrictions listed in the P-Card Policy & Procedures, including purchasing dollar limits and prohibited purchases, etc.

If you have any additional questions, please contact Procurement & Contract Services, 898-5134.