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 the (10) member campuses (Bakersfield, Chico, East Bay, Los Angeles, Pomona, Sacramento, San Diego, San Francisco, San Marcos and San Luis Obispo.) 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 (10) 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?**
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. **When will the site become available?**
The production site is currently being tested before the final release to our campus P-card users. Anticipated release will occur in January.

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

7. **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.

8. **Is training available?**
Yes, training will occur around campus at several locations and times. In addition, departments can schedule their own team training or individual training. In addition a training guide will be posted on Procurement’s website.

9. **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.
10. 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.

11. 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 to unlock your account.

12. What are external/internal notes on the Check-Out tab used for?
External notes will be visible on the order sent to the vendor. This will be helpful for noting your department or building on the shipping label. Internal notes can be used to document information for internal purposes and can be seen on your Activity Extract Report (menu>extract).

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

14. 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.

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

16. Can I use my Foundation credit card?
Yes, and all current foundation guidelines and authorizations will still be in effect.

17. How does the site control p-card limits or declined transactions?
US Bank controls will govern your purchase. Any limits, merchant category blocks, special requirements will be controlled by USB at the vendor’s transaction level.

18. If a merchant category code is blocked, will I get an email from Campus Marketplace?
No. Any declined transaction notification would come from the vendor when the charge is declined, not through the Campus Marketplace.

19. Can I set up a “Favorite Shopping List” for recurring items?
Many of the vendors provide this functionality, and each vendor’s site will be unique.

20. How are backorders handled?
It is the vendor’s responsibility to communicate any backorder information to the requestor.

21. 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 vendor’s itemized receipt with your p-card statement.