Frequently Asked Questions

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.

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.

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.

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.

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.

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.

Can I change items before submitting my final order?
> Yes, you have full control of your order before submitting it. Items can be removed, added, or quantities changed up until your final "checkout", entering your credit card number and submitting final order to vendor.

How will I know if my order went through successfully?
> Once you complete your order (including inputting your credit card information) you will receive an email confirmation from the software provider ESM that your order was successfully transmitted. You will then receive a confirmation email from your vendor once they have received your order. You may also check if your order was successfully transmitted by selecting Menu>Order Summary> and entering either your PO number or Transaction number.

How will I receive my 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.

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

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.

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.

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.

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

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

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).

Once I finish shopping on a vendor's site, and submit my cart, I'm kicked out of their site. Where is my order?

> After submitting your cart on the vendor's site, you will be redirected back to the Campus Marketplace. You will find your items in the "Cart" tab. From there you will be able to process your order.

Why didn't my order ship?

> There may be an issue with your submittal. Make sure you've completely submitted your order, including inputting your credit card information on the Campus Marketplace.

Where do I get a summary report of my purchases?

> As a p-card holder, you may view all transactions by selecting Menu>Extracts>Entity Activity Extract>input your selected date range>Go. You will receive an email when this extract is available to view.

Can I buy anything in the Suppliers catalogs through this site?

> Not necessarily. All Procurement Card transactions must follow the policies and procedures established as part of the Procurement Card program, including purchasing dollar limits and prohibited purchases, etc. For more information on those, please visit: https://www.csusb.edu/procurement/forms-documents/procurement-card.