OfficeMax Training Guide

Updated April 30, 2015
In this training guide, we will show you how to:

1. Purchase office supplies via OfficeMax Workplace.

2. Prepare your OfficeMax monthly reconciliation report.
1. OfficeMax account is a “ghost” card account issued in your name by U.S. Bank. It is used only to purchase general office supplies. You will not receive the physical card. This is why we call it a “ghost card”. This ghost card account is linked to your User Name/PIN provided by OfficeMax.

2. When you apply for an OfficeMax account, OfficeMax will send you a User Name/PIN and a password. You need this login information to purchase office supplies through their website (OfficeMax Workplace). So, when you’re on the website, **DO NOT enter any credit card information including your PCard number (if you also have a PCard.)**

3. At the same time, U.S. Bank will issue you a credit card, which is a “ghost” card. You do not need to know the “ghost” card number to purchase supplies from OfficeMax. You just need the login info from OfficeMax.

4. Your purchases will be automatically charged to your U.S. Bank “ghost” card. SF State will pay U.S. Bank on your behalf.

5. At the end of the billing cycle, you must reconcile & submit your monthly report to our office for audit.
* You’re required to attend a one-on-one training session with a PCard Coordinator before you can use your OfficeMax account.

* After training, the PCard Coordinator will provide you a U.S. Bank User ID. (This login info is not the same as the OfficeMax login. This login is only used for the monthly reconciliation purposes.)

* You will also receive a separate login (User Name/PIN) from OfficeMax within 7 business days after training. (This login is for ordering purposes.)

* Contact Deanna Tam (Purchasing) at 53511 or via email at dytam@sfsu.edu if you have not received our OfficeMax User Name/PIN. (Please do not contact our office for this login information.)
*Use this account to purchase general office supplies. **DO NOT USE YOUR PCARD.**

* All items categorized as office supplies (no matter how they are being used) must be purchased directly through OfficeMax Workplace.

* Office supplies used for the lab are still considered office supplies and must be purchased through OfficeMax Workplace.

* Do not order through Officemax.com, Officedepot.com or at any Office Max/Office Depot retail store.

* Toner and batteries are not required to go through OfficeMax Workplace.

* Do not purchase food/beverage/tea, medication including Advil & Tylenol.

* Do not purchase Hospitality related items, such as paper cups, plates, plastic folks and knives and items given away without pre-approval from the PCard office.

* Exceptions (not including Hospitality related items) to the OfficeMax policy must be pre-approved by Deanna Tam at **dytam@sfsu.edu** at X53511.
* The cycle cut-off date for your U.S. Bank OfficeMax is the 20th of each month. If the 20th falls on the weekend, then the next cut-off date is the next business day.
* You will receive 2 emails (monthly reminders) from our office each month.
* First email is sent after the cycle ends. Second email is sent after the grace period.
* Upon receiving our first email, log in to US Bank to view your OfficeMax purchases and then print the bank statement. At the same time, log in to CFS ProCard Adjustment to edit your ChartField account. (You have a grace period of 3-5 business days to do this. Please refer to our first monthly reminder for this information.)
* While reviewing your transactions, look for fraudulent activities. If you see any vendor other than OfficeMax, contact the PCard office & US Bank immediately to report fraud. You will need to file a Statement of Fraud.
* Upon receiving our second email, log on ProCard Completed Inquiry to print the ProCard Statement
* Cardholder and Approver must sign both statements: U.S. Bank statement and ProCard Statement.
* Your monthly report include: 1. US Bank statement. 2. ProCard Statement. 3. OfficeMax invoices (not Order Confirmation.)
* Submit your US Bank statement, ProCard Statement & all OfficeMax invoices to our office by the 10th of the following month.
Contact Deanna Tam (Purchasing) at 53511 or via email at dytam@sfsu.edu for questions/problems regarding:

1. Have not received/forgot your OfficeMax User Name/PIN & password.
2. Unable to log in to OfficeMax Marketplace/Problems with the website/Unable to print invoices/Invoices are not available.
3. Purchases made via OfficeMax Marketplace have not been charged to your US Bank “ghost” card.
4. Exception to the policy.
4. Duplicate transactions.
5. Return defected items to OfficeMax.
6. Out-of-stock items/Purchased items have not been shipped.
7. Refund.
Contact the PCard office for questions regarding:

1. Printing the U.S. Bank statement/ProCard statement.
2. Edit ChartField account.
3. Enter description of items.
4. Who can sign my report if my approver is on vacation?
5. Request for an extension to submit monthly report package.
7. Leaving SF State/Moving to a different department.
8. Cancel an OfficeMax account.
9. When and how to dispute a transaction?
11. Reporting fraud.

**PCard Office Staff information:**

- Melissa Naranjo  mnaranjo@sfsu.edu  X53684
- Amanda Gazzo  amandag@sfsu.edu  X87139
- Jason Huynh  jhuynh@sfsu.edu  X82546
Important Information

Cancel your OfficeMax account with the PCard office when you’re leaving SF State or moving to a different department.

Submit your final reconciliation report(s) before your last day.
How to place my first order via OfficeMax Marketplace?
Ordering

Office Max Workplace: http://fiscaff.sfsu.edu/
Ordering

OfficeMax

SUPPLIES TO CELEBRATE
EARTH DAY

SAVE ON PREMIUM PAPER

GET THE BUSH FURNITURE
ADVANTAGE

WE RECYCLE

Log in and search "recycled supplies."

Log in and search "Bush furniture."

View Catalogs

View Supplier Showcases
Ordering

OfficeMax WORKPLACE

Manage Orders Your Profile

Shopping
- Create New Order
- Saved Orders
- Repeat Orders
- Manage Shopping Lists
- Browse Catalog Only

Print & Document Services
- Create New Custom Print Order

Service Center
- Order History
- View Invoices
- Track an Order
- Request a Return
- Request Product Information
- Customer Service

Manage Orders

Updates & Action Items
You have no items requiring your attention at this time.

Messages

Using the Message Board
You can post up to ten messages which can be viewed by everyone in your organization. If you are an administrator, or if your administrator has given you the authority to post messages, then click on the Account Setup tab and select Message Board from the Administrative options area.

4/23/2015
Ordering

Before you can place your order, you will go through the checkout process. Please follow the directions above to complete the checkout process.

Do not enter any credit card, or P-Card information. Your Office Max Account is already linked with your OM ghost card account. Select Alias – Select your name from the drop down menu, then click on Continue.
How to Print OfficeMax Invoices?
Under Manage Orders, you can print your invoices by clicking on View Invoices.
Printing Invoices

Your information will already be populated, you just need to click submit!
Enter the invoice #. (You can find this # from the US Bank statement/ProCard Statement). Click Submit, then click on the invoice # and print the invoice.
If you are unable to retrieve your invoice(s), please double check the search criteria you’ve entered and the date range. If you are still unable to get your invoices, please click on send a request for an invoice and Office Max will send you the needed invoice(s).

View Invoices

Account #: 0533217
Company Name: SAN FRANCISCO STATE
We apologize, but your invoice number(s) are not found. Please verify your information and try again.

Try searching another account if you can't find your invoice

or send a request for an invoice and we'll help you find it.
How to print my U.S. Bank statement & CFS ProCard Statement?
Each month you will need to access the following systems to reconcile & prepare your monthly report.

- **1. US Bank system (Access Online) to:**
  a. View your Office Max transactions
  b. Dispute
  c. Print your US Bank statement.

- **2. CFS ProCard system to:**
  a. Enter description of items
  b. Edit your ChartField account
  c. Print ProCard Statement
A. INTRODUCING ACCESS ONLINE
US Bank Login

* Access Online is compatible with PC and MAC

* URLs: https://access.usbank.com

* Password expires every 2 months.

* Select 8-20 alpha-numeric characters for password.
1. Organization Short Name: csuca
2. Enter User ID
3. Enter current Password
4. Click “Login”
1. Enter current password again.
2. Enter new password
3. Re-enter new password.

Note: password should be 8-20 alpha-numeric characters.
You’ll need to select 3 authentication questions and answers.
How to view transactions & print US Bank statement?
1. Organization Short Name: csuca
2. Enter User ID
3. Enter Password
4. Click “Login”
Click on Transaction Management to view your transactions.
Click the Transaction List link
1. Select a Billing Cycle Close Date from the drop-down list. For example: 09/20/2010

2. Select “ALL”

3. Click “Search”
Click on Trans Date for Transaction Detail—see next page

**Note:**

1. Access the US Bank system to review P-card transactions, dispute, & print bank statement—after you receive our 1st email.

2. You can log in to US Bank anytime before the end of billing cycle to view your transactions. To print the US Bank statement, please wait until you receive our 2nd email.

3. To edit accounting codes, must log in to CFS Portal-ProCard Adjustment after you receive our 1st email.
To print bank statement, click on “Cardholder Acct Statement”
1. Select Billing Cycle
2. Click View Statement
1. Click anywhere on the statement
2. Press & hold the “CTRL” key while typing P
3. Click OK to print

Reminder:
Statement needs to be signed by both Cardholder & Approver.

The statement opens as PDF file.
How to dispute a charge?
Dispute

1. Click Transaction Management
2. Click on Transaction List link
**Dispute**

Under Trans Date column, click on the date of a particular transaction you want to dispute. For example, if Pacific Steel ($1,056.46) is the transaction you want to dispute, simply click on 05/06 and you’ll see the Transaction Detail Summary (next page).
Next, click on the Dispute Transaction link to select a reason for dispute.
1. Select the radio button for the appropriate dispute reason.

2. Next, click Select.

Transaction Management
Select a Dispute Reason

<table>
<thead>
<tr>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/20/2006</td>
<td>05/28/2006</td>
<td>DOD EMALL</td>
<td>1195.56</td>
<td>4716300005905667</td>
</tr>
</tbody>
</table>

Select a dispute reason from the list below. If you need more information about this transaction, you may request a copy of the sales draft.

- **UnAUTHORIZED**
  - I did not authorize the charge.
  - Print, Signature

- **UNRECOGNIZED**
  - I do not recognize the charge.
  - Print, Signature

- **MERCHANDISE RETURNED**
  - I have not received credit for the returned merchandise.

- **MERCHANDISE NOT RECEIVED**
  - I have not received the merchandise.

- **SERVICES NOT RECEIVED**
  - I have not received the services.

- **DEFECTIVE**
  - The merchandise I received was defective.

- **OTHER**
  - None of the above reasons fit my need to dispute this transaction.
Dispute

Transaction Management
Dispute Reason: Unauthorized

Card Account Number: **********5981, CHRIS DOE

<table>
<thead>
<tr>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/18/2007</td>
<td>04/20/2007</td>
<td>POLAND SPRING WATER</td>
<td>76.53</td>
<td>24692167108000612793118</td>
</tr>
</tbody>
</table>

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

This dispute reason requires a physical signature of the Cardholder. After completing this form, click "Continue" for a printable version of the form.

1. Type in cardholder’s name, phone # & comments here.
2. Click Continue
1. To print, click on this page and then press & hold the CTRL and P keys.

2. Cardholder must sign this form.

3. Make a copy of the signed dispute form for your P-card report.

4. Mail ORIGINAL copy to US Bank in Fargo, ND.

Transaction Management

<table>
<thead>
<tr>
<th>Dispute Reason: Unauthorized</th>
</tr>
</thead>
</table>

Request has been successfully completed

Print, sign and fax or mail this form to the above address. The dispute will be reviewed. If the dispute is not received within 21 days, it will be deemed invalid.

Fax Number: 701-241-3163

Mailing Address:
U.S. Bank National Association, ND
C/O U.S. Bancorp Service Center, Inc.
P.O. Box 8344
Fargo, ND 58108-8344

Please finish printing, you can go to the transaction detail.

Account Number: 4246040011253475

<table>
<thead>
<tr>
<th>Date</th>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/2007</td>
<td>04/18/2007</td>
<td>04/20/2007</td>
<td>POLAND SPRING WATER</td>
</tr>
</tbody>
</table>

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

Requestor Name: Chris Doe
Requestor Phone Number: 8121231234

Comments:
I canceled this service in January.

Cardholder Signature (required to process this dispute)
Forgot Your Password
Forgot Your Password

1. Enter csuca for Organization Short Name
2. Enter User ID
3. Click “Forgot your password? Link”
1. Type in the answer you entered earlier during initial login.
2. Click Continue
Forgot Your Password

1. Enter a new password
2. Re-type new password
3. Click Save

Note: Password should have 8-20 alpha & numeric characters. For example: welcome02usb
Message from U.S. Bank

Welcome to Access Online!

This is the home page. You have successfully changed your password.
US Bank Contact Information

Lost/Stolen: 1-800-344-5696
Dispute: 1-800-344-5696
Fraud: 1-800-523-9078
Help Desk: 1-877-887-9260 (To unlock access)

When calling US Bank, please provide your SFSU Employee ID in lieu of your SS#. 
Log in to CFS ProCard to:

* Enter description of items (CFS ProCard Adjustment)
* Change your ChartField (CFS ProCard Adjustment)
* Print the Pro-Card statement (CFS ProCard Completed Inquiry)
In this training guide you will learn how to:

1. **Edit ChartField Account:**

   Each month, we will send you a first reminder via email (after the cycle ends). Upon receiving the email, log in to **CFS Procard Adjustment** to enter description of items & edit your ChartField. This must be done during the grace period.

2. **Print the Pro-Card Statement.**

   We will send you a second email after the grace period. Upon receiving our second email, log in to CFS **ProCard Completed Inquiry** to print the monthly ProCard Statement.)
Go to [http://fiscaff.sfsu.edu](http://fiscaff.sfsu.edu) and click on “CFS Login” under “Quick Links” and the system will direct you to the CFS Login Portal—see below.
Use the Campus drop-down menu and select **San Francisco**, and then click **Login**
Enter your SF State ID or email account, and SF State Password to login.

(Note: The links below the Login button will help you if you forgot or have questions regarding your SF State login, or have never activated your SF State account.)
CFS-ProCard Adjustment

Click on Main Menu located at the top
CFS-ProCard Adjustment

1. Click the Main Menu drop down arrow to select the CSU ProCard folder.

2. Click on CSU ProCard.
CFS-ProCard Adjustment

From CSU ProCard drop down arrow select the Use & Inquiry folder.
CFS-ProCard Adjustment

To edit Accounting codes, select ProCard Adjustment.

Click on the Use & Inquiry folder and you will see the following options:

1. ProCard Adjustment. Use this option to edit or view your Pcard transactions. This option will not work after the grace period.

2. ProCard Completed Inquiry. Use this option to print your ProCard Statement.
1. Enter cardholder’s last name. For example: ANDREWS.
2. Enter cardholder’s first name. Click “Search”
1. A “Search Results” box below might show a list of cardholders with the same last name. Please check both First & Last names before selecting your name.

2. If you have more than one P-Card or Office Max check the Cardmember #. If it’s the same #, it means you only have 1 P-card account.

4. See next page if you have more than 1 account. Otherwise proceed to page 48.
Q. I see different Cardmember numbers, how do I know which is which?

A. Check the last 3 digits of your Cardmember numbers if:
   300 = Non-ORSP OfficeMax account
   400 = ORSP OfficeMax account
1. In this example, ANDREWS has only one Cardmember # (One P-card).

2. To view transaction detail click on invoice date or Cardmember #.
CFS-ProCard Adjustment

1. To view all transactions select “View All”. Scroll down to view other transactions.

2. Enter Description of items purchased: *This is a required field.*

3. To edit Chartfield information: highlight and type over new account information and click save.
CFS-ProCard Adjustment

1. If Chartfield information is incomplete or incorrect, you will see an error message.

2. Retype correct accounting code and save.

Error: Missing project #
Printing ProCard Statement

Log in to CFS Portal—ProCard Completed Inquiry to print your ProCard Statement (after you receive our 2\textsuperscript{nd} monthly reminder.)
CFS-ProCard Completed Inquiry

- Go to http://fiscaff.sfsu.edu
- Select “Quick Links”
- Click on “CFS Login”
Use the Campus drop-down menu and select San Francisco, and then click Login.
Enter your **SF State ID or email account**, and **SF State Password** to login.

(Note: The links below the Login button will help you if you forgot or have questions regarding your SF State login, or have never activated your SF State account.)
CFS-ProCard Completed Inquiry

Click on Main Menu located at the top

Top Menu Features Description

Our menu has changed!
The menu is now located across the top of the page. Click on Main Menu to get started.

Highlights

Recently Used pages now appear under the Favorites menu, located at the top left.

Breadcrumbs visually display your navigation path and give you access to the contents of subfolders.

Menu Search, located under the Main Menu, now supports type ahead which makes finding pages much faster.
CFS-ProCard Completed Inquiry

Click the Main Menu drop down arrow to select the CSU ProCard folder.
CFS-Printing ProCard Statement

From CSU ProCard drop down arrow select the Use & Inquiry folder.
To print ProCard Statement, select “ProCard Completed Inquiry”
Please wait until after you receive our second email to Print the ProCard Statement.

1. Enter your last name
2. Click on “search”
3. Select the Invoice date.
1. To run the report click on the icon
2. Then click on Process Monitor
1. Click on “Refresh”
2. “Run Status” column should say “Queued”
3. “Distribution Status” should say “N/A”
4. Click on “Refresh”
CFS-ProCard Completed Inquiry

1. Keep clicking on “Refresh” until Run Status changes to Success and Distribution Status changes to Posted

2. Next click on Details
CFS-ProCard Completed Inquiry

Select the **View Log/Trace** link.
1. You’ll see several files under FILE LIST.

2. Please select the PDF file only.

3. In this example, the PDF file name is `csupo008_1609996.PDF`. Your actual PDF will have a different name.
CFS-ProCard Completed Inquiry

Final step: Select printer icon to print ProCard Statement
### San Francisco State University ProCard Statement

- **Business Unit:** SFCMP
- **Account Name:** Jason Huynh 4153382546 900012345100
- **Origin:** USB

<table>
<thead>
<tr>
<th>Tran Dt</th>
<th>Vendor</th>
<th>St</th>
<th>Line</th>
<th>Amt</th>
<th>Describing</th>
<th>Debit</th>
<th>Credit</th>
<th>Class</th>
<th>Dist Flg</th>
<th>Ref</th>
<th>Ctr</th>
<th>Cost Ctr</th>
<th>Pro Cat</th>
<th>Par Cat</th>
<th>Ctr</th>
<th>Total Distribution</th>
<th>Udp By</th>
<th>Udp Dt</th>
<th>Disp</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/16</td>
<td>FedEx National, Inc.</td>
<td>CA</td>
<td>217.85</td>
<td>1660003</td>
<td>PAPER</td>
<td>1660003</td>
<td>TC001</td>
<td>3441</td>
<td>217.85</td>
<td>217.85</td>
<td>FISM004</td>
<td>09/09/10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/16</td>
<td>STAPLES, INC</td>
<td>CA</td>
<td>25.00</td>
<td>1660003</td>
<td>STAPLER</td>
<td>1660003</td>
<td>TC001</td>
<td>3441</td>
<td>25.00</td>
<td>25.00</td>
<td>FISM004</td>
<td>09/09/10</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>09/16</td>
<td>DHL National, Inc.</td>
<td>CA</td>
<td>15.00</td>
<td>1660003</td>
<td>TOHLM</td>
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<td>FISM004</td>
<td>09/09/10</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Distribution:**
- 217.85
- 25.00
- 15.00

**Total Amount:** $257.85

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**Purchase Categories:**
- E
- T
- R
- P
- C
- S
- H
- O

I have reviewed the card statement and have approved the transactions. I certify that all the purchases listed on the statement, unless noted in "Disputed Item" column, are true and correct and were made for official University purposes. All goods or services have been received and payment is authorized. The card issuer has been notified of all disputed items. (A copy of the cardholder statement of disputed items is attached.)

**Signature of Card Holder:**
- **Name:** JASON
- **Date:**

**Signature of Approving Official:**
- **Name:** CHELLIAH, WAYNE
- **Date:**
1. US Bank Statement (must be signed by cardholder and approver.)

2. ProCard Statement (must be signed by cardholder and approver.)

3. Office Max Invoices (not Order Confirmation.)

Office Max monthly report packet is due to P-card office by the 10th.
Contact Information

CFS contact:

Call the FABS Help Desk at 338-7143 if you’re experiencing:

* Technical problems with CFS ProCard
* Unable to log in to CFS ProCard

P-Card staff:

Melissa Naranjo (mnaranjo@sfsu.edu) x53684
Amanda Gazzo (amandag@sfsu.edu) x87139
Jason Huynh (jhuynh@sfsu.edu) x82546
Courtney Cheng (clcheng@sfsu.edu) x53693
David Chelliah (chelliah@sfsu.edu) x82367
End