OfficeMax & Ligature Training Guide

Updated October 29, 2014
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OfficeMax Solutions (OfficeMax Workplace) & Ligature.

1. You will need a User Name/PIN & password to log on OfficeMax Solutions (OfficeMax Workplace) (http://www.officemaxworkplace.com/) to purchase office supplies.

2. To place your business card order with Ligature, you also need a separate User ID & password.

3. Contact Deanna Tam (Purchasing) at 53511 or via email at dytam@sfsu.edu regarding:
   * You haven’t received your User ID, PIN or password.
   * You don’t know the URL (web address) of Ligature.
   * How to navigate the OfficeMax & Ligature systems.
   * How to print itemized invoices.
   * Problems with your orders/purchases.

4. You may also contact the OfficeMax account manager, Chuck Deckert, at (925) 353-8053 or via email at chuckdeckert@officemax.com for problems with your purchases.

5. Problems with Ligature order, contact Xinia Euresti at (510) 526-5181 ext 205 or via email at XMEuresti@theligature.com
Your OfficeMax/Ligature User ID is tied to a US Bank “ghost” card account issued in your name.

When you place an order with either OfficeMax or Ligature, it will be automatically charged to your US Bank “ghost” account.

At the end of each billing cycle, SFSU will pay US Bank on your behalf.

Each month you’re required to log on both US Bank and CFS ProCard systems to reconcile your purchases and submit your monthly report packet.

Your monthly report packet is due to our office (ADM 351) by the 10th of each month and it should include:

- US Bank Statement (This statement must be signed by you & your approver.)
- ProCard Statement (This statement must be signed by you & your approver.)
- Itemized invoices from either OfficeMax or Ligature.
This training guide does not include instructions for online ordering through OfficeMax Solutions (OfficeMax Workplace) & Ligature. Please contact Deanna Tam with questions.

This training guide only provides you step-by-step process to navigate the following systems:

- 1. US Bank system (Access Online.)
- 2. CFS ProCard system.
A. **Use Access Online (U.S. Bank) to:**

- View transactions & print US Bank statement.
- Dispute.

B. **Use CFS Procard to:**

- Edit ChartField Acct.
- Print Pro-Card Statement.
A. INTRODUCING ACCESS ONLINE
* URL: https://access.usbank.com

* AccessOnline is compatible with PC and MAC

* Password expires every 2 months.

* Select 8-20 alpha-numeric characters for password.
Update 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.
To view transactions

1. Organization Short Name: CSUCA
2. Enter User ID
3. Enter Password
4. Click “Login”
Click on Transaction Management to view your transactions.
Home Page

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”
Note:
1. Log on US Bank system to review P-card transactions, dispute, & print bank statement ONLY.
2. You can log on US Bank anytime before the end of billing cycle to view your transactions. To print the US Bank statement, you’ll have to wait after the cycle ends.
3. To edit accounting codes, must log on CFS Portal-ProCard Adjustment). We’ll let you know when you can start editing accounting information.
To print bank statement, click on “Cardholder Acct Statement”
To Print Bank 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.
What’s Next?

* We’ll notify you via email as soon as your OfficeMax/Ligature transactions are available in CFS Procard Adjustment.
How to dispute a charge?
Dispute

1. Click Transaction Management
2. Click on Transaction List link
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>Transaction Management</th>
<th>Select a Dispute Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number: 4716300005905691, DAIMITA MARALDO</td>
<td>Switch Accounts</td>
</tr>
</tbody>
</table>

<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.

- **My account was charged for this transaction and...**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Additional Items Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unauthorized</td>
<td>Print, Signature</td>
</tr>
<tr>
<td>Unrecognized</td>
<td>Print, Signature</td>
</tr>
<tr>
<td>Merchandise Returned</td>
<td></td>
</tr>
<tr>
<td>Merchandise Not Received</td>
<td></td>
</tr>
<tr>
<td>Services Not Received</td>
<td></td>
</tr>
<tr>
<td>Defective</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

...none of the above reasons fit my need to dispute this transaction.
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.
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.
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)

*Note to cardholder: When calling US Bank, please provide your SFSU Employee ID in lieu of your SS#.*/
B. Introducing CFS

Log on CFS to:

* Change the Accounting codes (Procard Adjustment module)
* Print the Pro-Card statement (Procard Completed Inquiry module)
In this training guide you will learn how to:

- Edit ChartField Account. (Each month after the cycle ends, we will send you a first reminder via email. Upon receiving the email, log on CFS Procard Adjustment to edit the ChartField account, if needed. This must be done during the grace period.)

- Print the Pro-Card Statement. (A second email will be sent after the grace period. Upon receiving our second email, log on CFS ProCard Completed Inquiry to print the monthly ProCard Statement.)
• Go to 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-Editing Accounting codes

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.

Click on Main Menu located at the top
CFS-Editing Accounting codes

Click the Main Menu drop down arrow to select the CSU ProCard folder.
CFS-Editing Accounting codes

From CSU ProCard drop down arrow select the Use & Inquiry folder
To edit Accounting codes, select ProCard Adjustment.

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 (if 301 or 302, contact P-card office)
- 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 #.
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.
1. If Chartfield information is incomplete or incorrect, you will see an error message.

2. Retype correct accounting code and save.

Error: missing project #
To edit Chartfield Accounting Codes, log on CFS Portal—ProCard Adjustment **after** you receive our first email (P-card Monthly Reminder)
• 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-Printing ProCard Statement

Click on Main Menu located at the top

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.
Click the Main Menu drop down arrow to select the CSU ProCard folder.
From CSU ProCard drop down arrow select the Use & Inquiry folder
To print ProCard Statement, select “ProCard Completed Inquiry”
1. Do not select ProCard Adjustment.

2. To print ProCard Statement select “ProCard Completed Inquiry”.

3. Enter your last name

4. Click Search icon

5. When search is complete select your name

Please wait until after you receive our second email to Print the ProCard Statement
1. To run the report click on the icon
2. Then click on Process Monitor

Please wait until the 30th of the month to Print/sign the ProCard Statement.
1. Click on the "Refresh" icon

2. Run Status should say "Queued"

3. Distribution Status should say "N/A"

4. Click on the "Refresh" icon again
1. Keep clicking on **Refresh** until Run Status changes to **Success** and Distribution Status changes to **Posted**

2. Next click on **Details**
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.
Final step: Select printer icon to print ProCard Statement
San Francisco State University
ProCard Statement

| Tran Dt | Vendor            | State | Line Amt | Describing | Account       | Distrib Ctg | Class | Prod | Quant | Unit Price | Item Price | Par Cat | Udp By | Udp Dt | Disp |
|---------|-------------------|-------|----------|------------|---------------|--------------|-------------|-------|-------|--------|------------|------------|---------|--------|-------|------|
| 09/1/16 | FEDEX NATIONAL LTL, INC. | CA    | 217.85   | PAPER      | 1 660003      | TC001        | 3441        |       |       |        | 217.85     | F5M6044     | 09/03/10 |        |       |      |
| 09/1/16 | STAPLES, INC      | CA    | 25.00    | STAPLER    | 1 660003      | TC001        | 3441        |       |       |        | 25.00      | F5M6044     | 09/03/10 |        |       |      |
| 09/1/16 | DEL NATIONL LTD, INC. | CA    | 15.00    | TONER      | 1 660003      | TC001        | 3441        |       |       |        | 15.00      | F5M6044     | 09/03/10 |        |       |      |

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 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 cardholders statement of disputed items is attached.)

Signature of Card Holder: JASON
Date:

Signature of Approving Official: CHILLIAM, WAYNE

Program Name: CSUPGO004
Page 1

CARD COPY WITH CARDHOLDER AND APPROVER SIGNATURE AND ORIGINAL RECEIPTS TO PCARD OFFICE Date: 09/08/16
Report Time: 07:54:34
1. US Bank Statement (must be signed by cardholder and approver.)
2. ProCard Statement (must be signed by cardholder and approver.)
3. OfficeMax/Ligatures receipts.

OfficeMax/Ligature monthly report packet is due to P-card office by the 10th.
CFS contact:
Call the FABS Help Desk at 338-7143 if you’re experiencing:

- Technical problems with CFS ProCard
- Unable to log on 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