P-CARD QUICK REFERENCE GUIDE

P-CARDHELP DESK
Waiver requests, declined transactions, limit changes, employee transfers or separations, U.S. Bank account updates or Staples related questions:
- Access the pcardhelp link located on the Purchasing website to log a request or
- Send an email to pcardhelp-l@csun.edu

REPORTING LOST OR STOLEN P-CARDS
- Contact U.S. Bank Customer Service at (800) 344-5696.
  
  Note: Have the card account number and password ready. Do not use personal information (i.e.,
  mother's maiden name or social security number).
- Access the pcardhelp link located on the Purchasing website to log a request to initiate a new
  replacement card or email the P-Card Program Administrator at pcardhelp-l@csun.edu.
- The Cardholder will be notified by the P-Card Program Administrator when the
  replacement P-Card is available for pickup.

REPORTING FRAUDULENT ACTIVITY
- Contact U.S. Bank Customer Service at (800) 523-9078.
  
  Note: Have the card account number and password ready. Do not use personal information (i.e.,
  mother's maiden name or social security number).
- Access the pcardhelp link located on the Purchasing website to log a request to initiate a new
  replacement card or email the P-Card Program Administrator at pcardhelp-l@csun.edu.
- The Cardholder will be notified by the P-Card Program Administrator when the new P-Card is
  available for pickup.

PASSWORD RESETS
- Contact U.S. Bank Customer Support at (877) 887-9260 or
- Access the pcardhelp link located on the Purchasing website to:
  o Visit the Frequently Asked Questions on how to reset passwords
  o Log a request
  o Email the P-Card Program Administrator at pcardhelp-l@csun.edu to reset a password

RECONCILIATION PACKET QUESTIONS
- Contact the Accounts Payable Coordinator at (818) 677-5266.