

## 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](mailto: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](mailto: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 to 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](mailto: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:
  - Visit the [Frequently Asked Questions](#) on how to reset passwords
  - Log a request
  - Email the P-Card Program Administrator at [pcardhelp-l@csun.edu](mailto:pcardhelp-l@csun.edu) to reset a password

### RECONCILIATION PACKET QUESTIONS

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