

February 2, 2009

PSC Customer Survey Available

The Procurement Service Center (PSC) would like to hear from you. The PSC constantly strives to improve services to campuses. Your feedback helps make this happen.

The PSC provides a variety of services for the entire University - Purchasing, Vendoring, Procurement Card, Small Business Program, Accounts Payable, and Travel Payables. In other words, we have a lot of customers. By completing the PSC survey, you can help us improve services for your office, your campus, and the University at large. You will also be able to give feedback on the PSC Communicator newsletter, the PSC website, the annual Supplier Showcases, Purchasing Outreach Sessions, and the Finance & Procurement Help Desk.

The [online survey](#) is confidential - you can choose to remain anonymous or not - and will take around 15 minutes to complete. Thanks for taking the time to give us your opinion about the PSC.

Questions? Contact MaryAnn.Diaz@cu.edu at 303.315.2781.

PSC Open Houses

March is Procurement Month! To celebrate, the PSC will hold an Open House on each CU campus. Staff from Purchasing, Procurement Card, Contracts Administration, the Small Business Program, Accounts Payable, and Travel Payables will be on hand to answer your questions, explain procedures, and learn about your departmental procurement needs. Representatives from Corporate Express, Colorado Correctional Industries (CCI) and Federal Express will also be available. The locations and times for each campus are:

- UCCS - March 3, 9:30 am - 11:30 am, UC 303
- UCD Anschutz Medical Campus - March 4, 9:00 am - 12:00 pm, RC2 P15 2100 & 2103
- UCD Downtown Denver Campus - March 12, 1:00 pm - 4:00 pm, Lawrence Street Center, 8th Floor (PSC Offices)
- UCB - March 16, 9:00 am - 12:00 pm, UMC 235

Stop in and see us! We look forward to meeting with you. If you plan to attend, [please RSVP for the event](#).

Questions? Contact MaryAnn.Diaz@cu.edu at 303.315.2781.

Event Contract Reminder

Are you planning an Official Function? Don't forget to plan ahead for your graduation, conference, and reception events. These events usually have a contract associated with them for either group lodging, catering, or facility rental. University policy requires that all procurement contracts be processed through the Procurement Service Center.

Please submit contracts, requisitions (if appropriate), and the appropriate authorization forms to the PSC as early as possible. Remember that contracts can take 3 to 4 weeks to finalize. All functions over \$100 require submission of the appropriate authorization form ([Official Function](#), [Fundraising Authorization](#), or [Alcohol Purchase Authorization](#)).

More information is available in the [PSC Procedural Statement Official Functions](#).

Questions? UCD and UCCS: Jeannie.Sobotka@cu.edu at 303.315.2791. UCB: Duane.Tucker@cu.edu at 303.315.2150.

Procurement Card Fraudulent Activity

We have received questions regarding Heartland Payment Systems, Inc., a national provider of credit and debit card processing services. They recently disclosed that intruders had broken into their systems sometime last year and planted malicious software to steal card data carried on the company's networks. The PSC is working with JP Morgan Chase on a list of potentially compromised card numbers. Procurement Card Administration will immediately notify the affected cardholders to have their cards blocked and reissued.

What should Cardholders do?

Cardholders should pay close attention to all charges on their cards, regardless of the size of the transaction. Typically, thieves will verify that a card is active by attempting to make a small transaction - often a donation to a charitable organization. These fraudulent transactions have increased by 20% nationwide, suggesting a major compromise. If you see suspicious activity on your card, call JPMorgan Chase immediately at 1.800.316.6056 to have your card blocked and reissued.

Questions? See the "Security Considerations" section of the [Procurement Card Program Handbook](#) or contact Betty.Heimansohn@cu.edu at 303.315.2778.