

ISU Purchasing Department [PURCH]

From: cyBuy [ITUIS]
Sent: Friday, February 14, 2014 4:43 PM
Cc: Hill, Norm A [C STO]; Harms, Cory L [PURCH]; Russell, Shari J [PURCH]; Campbell, Tisha [PURCH]
Subject: cyBUY issue with OfficeMax payments

cyBUY users ordering from OfficeMax have been receiving email notification that the credit card being used for payments is being declined. We are aware of this problem and have identified the issue within the OfficeMax system which is causing it. We are working with OfficeMax and USBank to resolve the problem. Any emails you receive from OfficeMax regarding a credit card decline may be forwarded to cyBUY@iastate.edu, which will help us track which orders have been affected.

We apologize for any inconvenience this may cause.

Lesley Lackore, CPCP

Purchasing Department
3616 Administrative Services Bldg
phone 515.294.4589
fax 515.294.9606

P-card help: pcard@iastate.edu

cyBUY help: cyBUY@iastate.edu

General purchasing help: purchasing@iastate.edu

After hours assistance: 515.231.0958

www.purchasing.iastate.edu