

CCNY Procurement Bulletin #19

To: All Departmental Procurement Liaisons
From: Felicia Cunningham, Purchasing Agent

There are a number of individuals who call, fax and email campus departments in an **attempt to persuade or even trick** employees into purchasing "discounted" toner and/or office supplies. There are a number of different approaches that these individuals employ; however, the end result is that the college is often invoiced for vastly overpriced items that were not obtained in accordance with **CUNY and New York State purchasing rules and regulations**.

Any college department that receives an **unsolicited** invoice, phone call, fax, or email from an unknown vendor should suspect that it may be a scam. Departments are advised to **train employees or volunteers** that answer the telephones, especially new ones or temporary employees, not to authorize the ordering of any supplies, not to provide model or serial numbers, and not to schedule equipment maintenance or support services.

Some order authorizations are obtained by fax machine "phishing". Much like its email counterpart, fax machine "phishing" documents appear to be genuine and sincere, often with some sense of urgency indicating that that an order cannot be shipped without that document being signed and faxed back. Often, unsuspecting and well intentioned employees are tricked into returning these documents.

We would suggest that departments respond to unsolicited offers by stating, "I am not authorized to order anything, please let me have your contact information and I will have someone call you back."

Please forward that information to the Purchasing Office at purchasing@ccny.cuny.edu so that a follow-up call can be made to determine if the individual is calling for a legitimate reason or if it is a fraud.

[Click here for a Business Bulletin from the Federal Trade Commission that discusses the various types of scams as well as ways to protect our organization and our rights as consumers.](#)

Please feel free to contact me at purchasing@ccny.cuny.edu or at 212-650-5250 should you have any questions and/or concerns about this bulletin.