



(<http://www.ca.gov>)



✉ (<mailto:?subject=CAL-Card%20Program%20Frequently%20Asked%20Questions&body=%0ahttps%3A%2F%2Fwww.dgs.ca.gov%2FPD%2FResources%2FPage-Content%2FProcurement-Division-Resources-List-Folder%2FCAL-Card-Program-Frequently-Asked-Questions%0a%0a>)

[Careers \(/OHR/Careers\)](#) [Translate](#)



(<https://www.dgs.ca.gov/PD>)



[HOME \(/\)](#) » [PROCUREMENT DIVISION \(HTTPS://WWW.DGS.CA.GOV/PD\)](https://www.dgs.ca.gov/PD) » [RESOURCES \(HTTPS://WWW.DGS.CA.GOV/PD/RESOURCES\)](https://www.dgs.ca.gov/PD/RESOURCES) » [CAL-CARD PROGRAM FREQUENTLY ASKED QUESTIONS \(HTTPS://WWW.DGS.CA.GOV/PD/RESOURCES/PAGE-CONTENT/PROCUREMENT-DIVISION-RESOURCES-LIST-FOLDER/CAL-CARD-PROGRAM-FREQUENTLY-ASKED-QUESTIONS\)](https://www.dgs.ca.gov/PD/RESOURCES/PAGE-CONTENT/PROCUREMENT-DIVISION-RESOURCES-LIST-FOLDER/CAL-CARD-PROGRAM-FREQUENTLY-ASKED-QUESTIONS)

CAL-Card Program Implementation Process, FAQs, and Training

CAL-Card program implementation, training and FAQs provide support for governmental agencies wishing to or are participating in the CAL-Card Program.

Visit this page often for updates. If an FAQ is not provided below, please send an email to the State Contract Program Administrator as indicated on this page.

IMPLEMENTING CAL-CARD PROGRAM FOR STATE AGENCIES

[Collapse All](#)

AGENCY INTERNAL IMPLEMENTATION

Each agency must designate an agency Program Administrator who will serve as the primary point of contact between the participating agency and U. S. Bank (card issuer). The agency must also identify an alternate Program Administrator to provide back-up assistance to the primary Program Administrator. To add or change an agency Program Administrator, contact calcard@usbank.com (<mailto:calcard@usbank.com?subject=Request%20Program%20Administrator%20Change>).

All agency program participants must be immediately notified of additions or changes to those designated as Program Administrators for the agency including contact name, email address and phone number. Card issuer and the State CAL-Card Contract Program Administrator must be immediately notified if and when changes occur.

The agency must also identify and immediately update contact information to card issuer for the following:

- Billing and Dispute Office
- Approvers
- Cardholders



PROGRAM ADMINISTRATOR ROLE AND RESPONSIBILITIES

PROCESSES AND PROCEDURES

- [CAL-Card Activation \(/-/media/Divisions/PD/Acquisitions/CAL-Card/CAL-Card-Card-Activation-Steps.pdf?la=en&hash=236B6A8BCF3C2AA2CEC10CFF326490DF1FE1CC4C\)](#).
- [CAL-Card Dispute and Fraud \(/-/media/Divisions/PD/Acquisitions/CAL-Card/Cardholder-Statement-of-Questioned-Item.pdf?la=en&hash=12DAFE537DE639716389DC1F1D70C3B39BC67199\)](#).

FORMS

- [CAL-Card Dispute and Fraud \(/-/media/Divisions/PD/Acquisitions/CAL-Card/Cardholder-Statement-of-Questioned-Item.pdf?la=en&hash=12DAFE537DE639716389DC1F1D70C3B39BC67199\)](#).
- [CAL-Card Cardholder Acknowledgement \(Sample\) \(/-/media/Divisions/PD/Acquisitions/CAL-Card/Forms/CAL-Card-Form-Sample-Cardholder-Acknowledgement-62019.docx?la=en&hash=0C31591DD607BD1E72C5373AEC61F4226EB95034\)](#).
- [CAL-Card Missing Receipt \(Sample\) \(/-/media/Divisions/PD/Acquisitions/CAL-Card/Forms/CAL-Card-Form-Sample-Missing-Receipt-62019.docx?la=en&hash=C69C205DDF8D2054A13899700E367BE0E96C5DF6\)](#).

REFERENCES

- [State Contract Manuals \(/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/State-Contracting-Manual\)](#).
- [CAL-Card Program Administrator Guide \(mailto:calcard@usbank.com?subject=Request%20Program%20Administrator%20Guide\)](#).
- [CAL-Card Cardholder Guide \(mailto:calcard@usbank.com?subject=Request%20Cardholder%20Guide\)](#).
- [CAL-Card Billing Official Guide \(mailto:calcard@usbank.com?subject=Request%20Billing%20Official%20Guide\)](#).
- [CAL-Card Reporting a Lost/Stolen Card \(/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/Reporting-Lost-Stolen-CAL-Card-or-Fraudulent-Charge\)](#).
- [CAL-Card Merchant Category Codes \(MCC\) Restrictions \(/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/CAL-Card-Merchant-Restrictions-Exclusions\)](#).
- [CAL-Card SCO Claim Checklist \(/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/CAL-Card-Claims-to-State-Controllers-Office\)](#).

FREQUENTLY ASKED QUESTIONS

Collapse All

WHAT IS THE ORDER OF PRECEDENCE IF THERE ARE INCONSISTENCIES BETWEEN CONTRACT DOCUMENTS?

Per the Participating Addendum:

“In the event of any inconsistency between the articles, attachments, or provisions which constitute the [CAL-Card contract] agreement, the following descending order of precedence shall apply:

- *California Participating Addendum Number 7-14-99-22, including Exhibits A-F*



- *Washington WSCA-NASPO Commercial Card Solutions Contract Number 00612-Category 1*
- *Washington WSCA-NASPO Commercial Card Solutions Request for Proposal (RFP) 00612*
- *Approved portions of the Contractor's Response to Washington WSCA-NASPO Commercial Solutions RFP 00612"*

WHAT IS THE ORDER OF PRECEDENCE IF THERE ARE INCONSISTENCIES BETWEEN POLICIES AND PROCEDURES?

State agencies are required to abide by California State Contract Manual (SCM) policies and procedures which take precedence over any additions defined by State agencies. Local agencies are not required to adhere to SCM policies and procedures. All agencies must additionally adhere to all procurement laws, regulations, policies, procedures, and best practices as defined by the State (provided they do not conflict with SCM) or Local agency which includes but is not limited to the application of all sales and use tax laws, rules and policies as applicable to the purchase:

- SCM Volume FI\$Cal – Chapter 8, Section B, Topics 2-5

ARE THERE ANY COSTS FOR A PARTICIPATING AGENCY?

The CAL-Card is a "no cost" program unless an unpaid invoice has accrued late penalties.

WHAT ARE THE PAYMENT TERMS FOR CAL-CARD PURCHASES?

WHAT IS THE DIFFERENCE BETWEEN CAL-CARD AND P-CARD?

TRAINING

The Department of General Services Procurement Division and the CAL-Card contractor, U. S. Bank, have collaborated to provide online training workshops, web-based training (WBT), and training videos for CAL-Card participating agencies. Available training (provided by the contractor) includes:

Access Online Training Workshops

Access Online Training Workshops are live training sessions which provide general CAL-Card program information for agency Program Administrator(s) and Billing Official(s). Cardholders may attend workshops if directed by their agency.

Register for Access Online Training Workshops at [CAL-Card Training Schedule](https://learn.adobeconnect.com/cal-cardtraining/) (<https://learn.adobeconnect.com/cal-cardtraining/>).

Web-Based Training (WBT)

U.S. Bank offers user guides, lessons, simulations, live training sessions and an optional certification process that includes quizzes to ensure agency participants are trained. To access the Web-Based Training site, please log into Access Online and click "Training" on the



bottom left corner of the screen. If you require assistance, please email CALCard@usbank.com (<mailto:CALCard@usbank.com?subject=Web%20Based%20Training%20Inquiry>).

Training Videos

On-demand videos covering a variety of topics related to the management of a CAL-Card Program include:

- [Cal-Card Overview](https://learn.adobeconnect.com/p4xmxwc6fd9/) (<https://learn.adobeconnect.com/p4xmxwc6fd9/>), - General program management topics, along with different ways to maximize CAL-Card benefits.
- [Create a Learning Plan](https://learn.adobeconnect.com/cc|p/) (<https://learn.adobeconnect.com/cc|p/>), - Introduction to Access Online WBT and how to create a unique learning plan.
- [Payment Analytics Training](https://learn.adobeconnect.com/ccpa/) (<https://learn.adobeconnect.com/ccpa/>), - Overview of the free online audit system, Payment Analytics, which monitors 100% of card transactions.
- [Fraud Training](https://learn.adobeconnect.com/ccfraud/) (<https://learn.adobeconnect.com/ccfraud/>), - Detailed explanation on how to mitigate and report fraud, including an explanation of fraud trends.

State Agency California Procurement and Contracting Academy (CalPCA) Courses

State agencies should ensure cardholders, Program Administrator(s) and Billing Official(s) have pursued available acquisition courses as part of their overall training plan. To view course offerings offered by the State of California, click on [CalPCA \(/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Take-CalPCA-Classes\)](#).

CAL-CARD PROGRAM CONTACT(S)

U.S. Bank

Email: [CAL-Card Enrollment](mailto:cpsmidmarketsalescoordinator@usbank.com?subject=CAL-Card%20Enrollment) (<mailto:cpsmidmarketsalescoordinator@usbank.com?subject=CAL-Card%20Enrollment>)

State Contract Program Administrator

Department of General Services
Procurement Division

707 Third Street, Second Floor
West Sacramento, CA 95605

Phone: (916) 376-2939

Email: CALCardProgram@dgs.ca.gov (<mailto:CALCardProgram@dgs.ca.gov?subject=Program%20Enrollment>)



[Back to Top](#)

[Accessibility \(/Configuration/Footer-Utility-Links/Accessibility/Accessibility\)](#)

[Certification \(/Certification\)](#)

[Employee Corner \(/Employee-Corner\)](#)

[Privacy Policy \(/Privacy\)](#)

f (<https://www.facebook.com/CalDGS/?ref=settings>) **t** (<https://twitter.com/califdgs?lang=en>)

y (<https://www.youtube.com/user/CalifDGS>) **@** (<https://www.instagram.com/dgscalif?hl=en>)

in (<https://www.linkedin.com/company/cadgs>)

Copyright © 2018 State of California

