

## **CAL-Card Program Frequently Asked Questions (FAQs)**

- **How do I obtain a CAL Card?**

Individuals interested in obtaining a CAL-Card should review the CAL-Card Guidebook for a general understanding of the program. Applicants should download the CAL-Card Application and fill out the form, then submit it to their Approving Official/Supervisor for approval. The application will be reviewed by the Approving Official and then submitted to Purchasing for final approval. Once approved, Purchasing will submit your application to U.S. Bank. The credit card will be delivered to Purchasing for distribution.

- **I've filled out and submitted an application to Purchasing. When will I receive my credit card?**

If your application was approved by Purchasing, your credit card should arrive in Purchasing in a few weeks. Once the card is received in Purchasing, the cardholder will be contacted by e-mail. A mandatory class in the responsible usage of the card must be attended by the cardholder before the card is released. The cardholder must also complete and sign the Cardholder Agreement at the training before the card will be released.

- **What should I do if my CAL-Card is lost or stolen?**

You should immediately contact U.S. Bank Customer Service and your Approving Official to report the lost card. U.S. Bank has a 24-hour a day, 7 days a week Customer Service number for reporting lost or stolen cards: 1-800-227-6736

- **Can more than one person charge on a single card?**

No. Cards are issued in the individual Cardholder's name with a signature required on the reverse side of the card. If an attempt to purchase is made by a person other than the Cardholder, the transaction can be declined and the card can be confiscated.

- **What happens if my statement shows an incorrect charge?**

First, attempt to resolve the incorrect charge with the merchant. If the issue cannot be resolved with the merchant, you are required to formally dispute the charge. You need to complete and submit a Cardholder Statement of Questioned Item form to U.S. Bank *within 60 days from the Statement of Account date* for any charges that are to be disputed.

- **How is a charge disputed?**

If an error in Cardholder billing occurs, or if a problem with merchandise or services billed cannot be resolved with the merchant, you must notify U.S. Bank of the dispute by submitting a Cardholder Statement of Questioned Item form. In many cases, you will need to submit supporting documentation such as a copy of a postal receipt, credit voucher, or transaction log. *The form must be sent to U.S. Bank within 60 days from the*

*cycle date noted on the Cardholder Statement of Account on which the questioned charge first appeared.* Cardholder Statement of Questioned Item forms should be mailed or faxed to:

U.S. Bank Government Services  
P.O. Box 6346  
Fargo, North Dakota 58125-6346  
Fax: (701) 461-3466

Make two copies of the form you submit to U.S. Bank. You will need to include one copy of the form with your monthly statement and Reconciliation Report that goes to Accounts Payable. The other copy should be kept for your records.

- **What do I do if I lose a receipt or are not provided one for a purchase? How do I reconcile my statement?**

Should you lose a receipt or a vendor does not provide one for a purchase, you will need to create a receipt on District letterhead to verify the purchase. Ensure you include detailed information such as the date of purchase; vendor name, address, and phone; item(s) purchased; purchase price; sales tax; and total purchase amount. Sign and date this form to verify it is correct and submit it with your other receipts to Accounts Payable.

- **If I change sites, departments or programs, am I required to reapply for a card under my new assignment?**

If you change locations but still have the same Approving Official, you are not required to reapply. You may need to change the default GL code/object code however if you can no longer use those funds.

If you are no longer under the jurisdiction of the same Approving Official, you are required to return the credit card to Purchasing and reapply under your new Approving Official.

Remember: the credit card has been issued to you as an individual employee. You cannot transfer your credit card to another employee.