

1. How do I get an Access Online id?

The Program Administrator or Alternate can request an Access Online User ID spreadsheet through calcard@usbank.com, at which time they can complete the spreadsheet and resubmit it to calcard@usbank.com.

2. How long does it take for a new Access Online id to be set up?

The entire process should take three to five business days. The requestor will receive an email with their information once completed.

3. How do I obtain my activation code?

Please visit the CAL-Card website at www.pd.dgs.ca.gov/calcard and click on "Transition Information". A link for the "CAL-Card Activation Insert" will provide instructions on how to activate cards, including the activation code.

4. Do I have to assign personal social security numbers to cardholders?

No, the cardholder social security number is not required since we do not check the cardholder's credit history. However, we do recommend assigning at least a four digit number up to nine numbers that can be used as a security code. If this is used, please communicate to cardholders that this number is used in lieu of a social security number.

5. How do I get a card reissued?

The PA (Program Administrator) or PA Alternate is able to log into Access Online and reorder a card at any time. Here are the steps to do this in Access Online:

Log into Access Online (<https://access.usbank.com>)

Click on Account Administration (Located on left hand side)

Select Maintain Cardholder Account

Type in Account Number or Name of Cardholder

Click on Account Information

Scroll down, in the middle of screen "Plastic" and "Reorder" is listed. Click on Yes for reorder.

Click Send Request.

The card will be received in 7 to 10 business days.

6. How long does it take to change a MCC on a template?

It takes one business day to change an MCC on a template.

7. How do I set up a new blocking template for my cardholders?

Please send an email to calcard@usbank.com with the MCC list for CAL-Card templates from www.pd.dgs.ca.gov/calcard under "Transition Information". Please choose the categories to be excluded from your cardholders' accounts.

8. How do I assign an Approver (replaces Approving Official)?

You can assign an Approver by building divisions and attaching the division to the Approver's Access Online user id. Please call your Account Coordinator for instructions on how to build an Approver account.

9. What is the difference between a PA (Program Administrator) and an APC (Agency Primary Coordinator)?

Program Administrator is the new term to use to identify your main contact for your agency. There can be PA Alternates also. Individuals only listed as the PA or PA Alternate(s) are able to request information, maintenance or etc with the Account Coordinator (AC). An agency is able to have multiple PA Alternates. We highly recommend having at least one PA Alternate, in case the PA is out of the office.

10. What happens if our agency needs to change the PA (Program Administrator) contact?

The current PA needs to send an email to calcard@usbank.com requesting this change. In the email the new PA contact information (name, phone number, and email address) needs to be included. Once the Cal-Card Team receives this information the PA contact will be updated. Along with updating the PA, the new PA will also need to have an Access Online User Id setup.

11. When I call my Account Coordinator, do I still need to give them my level numbers?

The level numbers are no longer needed. When calling the AC it would helpful to have your agent and company number.

12. What is a Managing Account?

An approving account is now called a Managing Account (Parent Account). Each company number that your agency has equals a Managing Account. Managing Accounts equal a statement. It is a one to one ratio.

13. What if our agency wants to have another Managing Account?

We strongly recommend not creating more Managing Accounts. This creates another bill for your agency. Consolidation of Managing Accounts can not be completed until the next day after cycle. For example, if your cycle date is on the 22nd you will need to submit your request at least 15 business days before the end of your cycle. Your request will need to include an Account List (generated from Access Online) identifying which cardholders should be moved to a different managing account. Please submit your request to calcard@usbank.com.

14. What is the Web-based Training Website for Access Online?

This is a **training** tool that Program Administrators, **Billing Officials, Approvers and Cardholders** can use to become more acquainted with the different functions that are offered in Access Online.

15. How do I log into Web-based Training for Access Online?

To login go to <https://wbt.access.usbank.com>, scroll down to the bottom of the screen where it states "Lesson Only Login", and type in the password for the specific role that you play in your agency. To obtain the current passwords, please refer to the CAL-Card

website <http://www.pd.dgs.ca.gov/calcard>, click on Training Information, and then click on Access Online.

16. What is the website for Access Online?

<https://access.usbank.com>

17. What is a MCC code?

An MCC Code is what Visa uses to identify a merchant type. MCC stands for Merchant Category Code. The codes are defined by VISA. When a merchant sets up to accept Visa, the bank or association identifies how the merchant is categorized. If you feel like your merchant is categorized incorrectly, please work directly with your merchant.

18. Who is my Account Coordinator (AC)?

Account Coordinator contact information is available on the CAL-Card website: www.pd.dgs.ca.gov/calcard, click on “Contact Information” then click on “US Bank Contacts”. You may also send an email to: calcard@usbank.com.

19. What information is included on the managing account (corporate summary) statement?

The statement itemizes the purchases for each cardholder associated with the managing account. Your agency will receive a corporate account summary for each managing account. NOTE: Payments must be made notating this managing account, NOT the cardholder account.

20. Are our agency’s managing account statements available for review in Access Online?

Yes, Program Administrators and Billing Official may view statements in Access Online immediately after cycle date. Program Administrators control who gets access to Access Online.

21. Will our agency’s cardholder’s also receive statements?

Cardholders also receive individual “memo” statements which detail their cardholder account activity for the cycle period.

22. Is there an amount due on cardholder statements?

Note: Cardholders do not pay the bank directly; payment is done at the managing account level. So, the amount due on a cardholder’s “memo” statement is \$0.00.

23. Are cardholders able to view their statements in Access Online?

Yes, cardholders may view their statements in Access Online immediately after their cycle date. Cardholders should contact their respective Program Administrator to request an Access Online I.D.

24. What is the new payment remittance address?

Corporate Payment Systems
P.O. Box 790428
St. Louis, MO 63179-0428

NOTE: Payments must be made notating the associated managing account number (Invoice Number), NOT the cardholder account number.

25. We sent a payment with the cardholder coupon in error; now what do we do?

The payment will require special handling which may cause a delay in the payment posting to the proper managing account. The payment will appear as a “memo” entry on the cardholder account and will also show as a financial entry on the corresponding managing account. There is never a balance due on a cardholder “memo” account; however, the payment will appear part of the credit totals on the cardholder statement.

NOTE: To ensure accurate, expedient, payment postings, please send the remit coupon included on your agency’s managing account statement(s) along with your payments.