

CAL-Card IMPLEMENTATION PROCESS (For New Agencies)

A standard CAL-Card implementation takes 30-60 days (based on agency needs and their responsiveness to U.S. Bank requirements). The implementation/enrollment process stages are provided below:

Stage	Who Does It	Description						
1	Agency	<ul style="list-style-type: none"> ➤ Reviews CAL-Card Agreement No. 7-14-99-22 posted on the State's CAL-Card Program website ➤ Submits Request to Participate package to U.S. Bank with required completed documentation as listed below: <table border="1" style="margin: 10px auto; width: 80%;"> <thead> <tr> <th style="text-align: center;">If you are a...</th> <th style="text-align: center;">You submit...</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">State Agency</td> <td> <ul style="list-style-type: none"> ▪ Request to Participate Form ▪ State Agency Subscription Agreement (formatted STD 213); and ▪ W-9 Form (<i>Sections 1 and 4 only</i>) </td> </tr> <tr> <td style="text-align: center;">Local Agency</td> <td> <ul style="list-style-type: none"> ▪ Request to Participate Form ▪ Local Agency Subscription Agreement ▪ W-9 Form; and ▪ Three years of current audited financials </td> </tr> </tbody> </table> <p style="margin-top: 10px;"><i>Note: Refer to Request to Participate Form for submission instructions.</i></p>	If you are a...	You submit...	State Agency	<ul style="list-style-type: none"> ▪ Request to Participate Form ▪ State Agency Subscription Agreement (formatted STD 213); and ▪ W-9 Form (<i>Sections 1 and 4 only</i>) 	Local Agency	<ul style="list-style-type: none"> ▪ Request to Participate Form ▪ Local Agency Subscription Agreement ▪ W-9 Form; and ▪ Three years of current audited financials
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2	U.S. Bank	<ul style="list-style-type: none"> ➤ Contacts agency within three (3) business days to confirm receipt of package ➤ Completes contract/credit review process with 20 business days (assumes receipt of complete required documentation) ➤ Signs Subscription Agreement and returns signed copy to agency 						
3	U.S. Bank	<ul style="list-style-type: none"> ➤ Provides implementation/enrollment documentation to be completed by agency ➤ Schedules an implementation meeting with agency, if required, to: <ul style="list-style-type: none"> • Discuss Access Online capabilities and agency needs • Obtain Agency information to create Access Online ID/password • Provide direction to program information on CAL-Card website • Provide Access Online web-based training passwords 						
4	Agency	<ul style="list-style-type: none"> ➤ Returns completed implementation/enrollment documentation to U.S. Bank ➤ Reviews program information from the CAL-Card website ➤ Develops internal CAL-Card policies, procedures, and training ➤ Registers for CAL-Card Program Training Workshops ➤ Completes Access Online web-based training 						
5	U.S. Bank	<ul style="list-style-type: none"> ➤ Provides agency with Access Online User ID(s) and card setup instructions/reference guides. 						
6	Agency	<ul style="list-style-type: none"> ➤ Submits requests for new card accounts through Access Online ➤ Cardholder activates card within 14 days of receipt by calling the 800 number on the activation sticker 						