

# How to Use My Cal-Card

## Top 10 Frequently Asked Questions

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So you've been approved for a Cal-Card! The district has recognized you as a responsible employee who understands and follows Board policies and procedures closely. The district wants to help you continue to be a successful user of your Cal-Card, so our students can receive the education and support they need. The district is providing this Frequently Asked Questions document to help make Administrative Procedure 6330 more palatable and usable for you. For any additional questions or clarifications, you may refer back to [Administrative Procedure 6330](#) or contact [Ben Gamboa](#), the district purchasing agent.

### 1. Can I go to any vendor to purchase items?

As a part of your application process to get a Cal-Card, you might remember a conversation you had with the district program administrator about what items you plan to purchase with your card. This information was used to place safeguards on your Cal-Card to allow purchases at select vendors such as hardware stores, office supply stores, or garden nurseries. You can rest assured that your card is already protected from being used either erroneously or fraudulently at convenience stores, massage parlors, or casinos. If your card is rejected at a store that you believe should be on your safe-use list, be sure to contact the district program administrator immediately.

### 2. How do I account for my purchases made for supplies?

First, if you plan to use your Cal-Card to purchase supplies or equipment less than \$500, you will need to initiate an Open Purchase Order requisition to US Bank in order to encumber funds from the appropriate accounts for your expected obligations created by use of the card. Second, be sure to keep your receipts; the district recommends setting up a process for you to safeguard your receipts until your monthly Cal-Card statement comes in.

### 3. How do I account for my purchases made for travel?

If you're approved to use the Cal-Card for travel related expenses such as conference registrations, airfare, lodging, parking, and other related expenses (excluding meals), then you will need to initiate a requisition to US Bank to encumber the estimated costs of the activity. The requisition will need to include the a) type of expenses expected, b) name of the traveler (you the cardholder, of course!), c) name, date, and location of the conference, and d) board approval date if out-of-state or greater than \$1,000.

### 4. How do I account for my purchases made for refreshments?

Although meals are strictly prohibited, refreshments for district business may be purchased using a Cal-Card. You will need to initiate a requisition to US Bank to encumber the estimated costs of the refreshments. The requisition will need to include the a) description of attendees expected, b) date and purpose/name of the meeting, and c) board approval date if the expense includes students or other non-employees.

## **5. What do I do when my monthly statement comes in?**

First, look over your statement to see if all of the expenses listed are correct. Each expense on the statement must be corroborated with a corresponding receipt detailing the purchase made, so collect all necessary receipts. Next, you will need to complete a Monthly Reconciliation Log, which will match each expense listed on your statement with its receipt. Attach the statement and your original receipts to the log, sign and date the cardholder line, and forward the reconciliation packet to your Responsibility Center Manager for signature within five working days. The manager then has five days to sign, date, and forward the reconciliation packet to the purchasing department.

## **6. What do I do when I need to buy something that is over the \$500 single transaction limit?**

If your single purchase exceeds \$500, you should use the normal purchasing procedures through a Purchase Order direct with the vendor rather than through your Cal-Card.

## **7. What are the acceptable items I can purchase on my Cal-Card?**

These are acceptable purchases: one-time purchases up to \$500, equipment costing between \$200 and \$500, air fare, ground transportation, lodging, conference registration, and refreshments for official business meetings.

## **8. Are there items I'm prohibited from purchasing on my Cal-Card?**

These are unacceptable purchases: items for personal use, any purchase or equipment over \$500, furniture, audio visual equipment, any services, computers, software, software licenses, consultants, maintenance/service agreements, labor and personnel, rental/lease agreements, public works/construction, postage and freight, event decorations, and employee meals. The following practices are prohibited: cash refunds, cash advances, split purchases to circumvent the \$500 limit, and allowing another person to use your card.

## **9. What do I do to return an item or dispute a charge?**

To return an item, you will need to follow the vendor's process. When the credit is applied to your statement, you will need to account for the credit by providing the return receipt. If you wish to dispute a charge and cannot reach an agreement with the vendor, immediately contact the US Bank Customer Service Center at 1-888-344-5696. The bank will give you a reference number for you to complete a Cardholder Statement of Questioned Item (available on our website). Fax this form to the bank, and forward a copy to Purchasing. US Bank must be notified of a disputed item within 45 days.

## **10. I think my card is lost or stolen. What do I do?**

Immediately call US Bank at 1-888-344-5696, then the Business Manager at 909-382-4031.