

## Did You Know? Helpful Hints for p-Card Users in the IL ASBO Program

1. If your district is approaching its overall credit limit (which includes current charges PLUS any charges not yet paid), kindly send an email to [kevin.noren@bmo.com](mailto:kevin.noren@bmo.com) for an increase. Since a full credit review is performed, we ask that your district try to anticipate your highest spend for the next 12 months. This approval process can take up to three weeks, so please plan in advance. If the request is urgent, BMO will do its best to rush the request. Please also include your current corporate limit and a brief description of what the increase will be used for e. g. purchasing textbooks, computers, food service supplies, bus fuel or repairs, etc.
2. Individual card credit limits can be increased by the program administrator 24x7 by putting through a request in Spend Dynamics. (The request will be automatically updated with 15 minutes to 1 hour—however it is important to NOT put any comments in the instructions field or this will assume that manual intervention is required and this time frame cannot be met.) Individual card credit limit increases or decreases can also be done by calling Client Services at 888-267-7834/ 800-844-6445 during normal business hours (7 am to 7pm EST). (Client Services may require written backup to complete the request.) If the increase is not immediately needed, you can also email Client Services anytime at [iasbo.requests@bmo.com](mailto:iasbo.requests@bmo.com) and your request will be completed within 2 to 3 business days.
3. You can navigate much more quickly through Client Services (or by email) by offering/including your unique six digit corporation ID (starts with a 7) on all calls/correspondence. Your account can be immediately identified without the need to email entire card account numbers in most cases. Client Services can provide you this “Corporation ID” at any time, or you can request this ID from IL ASBO or your state Association. It is also available on details Online under the hierarchy tab.
4. If a p-Card is ever lost/stolen/replaced, the number to call to report it is available by going to the Spend Dynamics Website [www.bmospenddynamics.com](http://www.bmospenddynamics.com) and clicking on Contact us in the upper right. You do not need to log in to access this number.
5. If requesting copies of charge detail for receipts, the transaction should be within the last 120 days. We are unable to retrieve tickets older than 18 months and under \$50.00. Please note the copies of the receipts are sent directly to the address on the card. You may contact the Chargeback department (866-418-8154) directly to initiate this request.
6. If you would like to change your grace days (7, 14, 21, or 27 days) we allow that change once a year. Please send an email to Holly [hwallace@iasbo.org](mailto:hwallace@iasbo.org) before March 31 and we will change it.
7. Due to U.S. Government regulations, you will need to provide both an address, phone number and a birth date for new cardholders (department cards do not require a birth date). We suggest that you always use the district office as the address for all cardholders.
8. Please keep at least one (two or more are recommended) program administrator current with client services on your p-Card program. To change out program administrators, a letter (on your district letterhead) must be sent with the following information: 1) Name of the “current” administrator, 2) your district name, 3) your six digit corporation ID#, 4) the name of the person(s) being removed, 5) the name(s), phone(s) and email(s) of the person/people being added and 6) signatures of all individuals (the person who is a current administrator and the signature(s) of the new administrator(s)). Convert

this letter to a PDF and email (recommended method for better tracking) to [iasbo.requests@bmo.com](mailto:iasbo.requests@bmo.com) or alternately, fax to (877) 677-5042.

9. If you send a check by overnight courier there is a new address; this is **ONLY** for overnight packages, school districts will continue to send to the same PO Box that is on their statement:

Xerox c/o BMO Harris

LBX 71878

141 W Jackson Blvd - Suite 1000

Chicago, IL 60604

10. If paying by check you must include a remittance report with your check. The remittance report tells the payment center what amount to post on each account. Your remittance report **MUST** include:

- a. The full 16 digit account number on the card
- b. The name on the card
- c. Amount being paid on this card
- d. If you are paying by more than one check-you must indicate which check each amount is coming from (Check ##)
- e. The total of all amounts (letter c on this list) must equal the check amount sent

Failure to include the remittance report may cause your check to be sent back to you as UNPAID, and interest charges will occur.

11. As soon as your district's financials are available, please make sure that they are emailed to Harris Bank at [pcard.reviews@bmo.com](mailto:pcard.reviews@bmo.com) or faxed to (312)293-5811 or sent (overnight or tracked mail is suggested) at the following address:

BMO Harris Bank

Institutional Markets 5/C

Attn: Jeremiah Wallen

111 West Monroe Street

Chicago, IL 60603

Failure to provide updated financial statements can result in suspended p-Cards and termination of the program.