BMO Financial Group

HARRIS

BMO ePurchasing Solutions

Purchasing Card Handbook

Everything you need to know about your purchasing card program … a step by step guide

MasterCard

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<u>Section 1</u>

Starting a Pcard program
The checklist below contains everything you will need to submit in order to get your program started. After sending all the information in an Implementation Manger from BMO ePurchasing Solutions will be giving you a call to verify the information, and go over any questions you may have.

Forms you need to send in to start your program

<u>Checklist</u>

❑ Application (link below)
❑ Signed Member Agreement (link below)
❑ Signed Original of the Board of Education Approving Resolution (link below)
❑ The last 3-years of Audited Financial Statements (copy)

Implementation Forms (all are attached below)
❑ Organization Set-up Forms (one for each program administrator)
❑ Authorization Controls Set-up Form
❑ Hierarchy (if applicable)
❑ Cardholder Information Document/Spreadsheet

Send to:

Robert Bayuk
MASBO
Administrative Assistant
208 N. Montana Ave STE 102
Helena, MT 59601

<u>Application, Member Agreement and Resolution</u>

Please hold down your ctrl button and click on the link below:
http://www.masbo.com/procurementcard.htm

<u>Implementation Forms</u>

Implementation Forms IASBO (IL).doc

Cardholder Spreadsheet (over 5

Other considerations

Policy and Procedures (optional)
It is suggested that a purchasing card policies and procedures manual be created for your cardholders.

The sample below is meant to give you an idea of what a policies and procedures manual may include. There are no samples of the documents referenced in the sample as the forms are just an idea of something you may want to create for your organization. The documents would only be internal and would be used between you as the program administrator and your cardholders.

Sample Policy & Procedure Documenta

Supplier Announcement Letters (optional)

Letter_to_Accepting.doc

Letter_to_NotAccepting.doc

Types of cards

- 1st line will be cardholder name or department name.
- 2nd line will be Organization Name, Tax Exempt #, or combination of both.

Purchasing Card With a Name
Putting the cardholders name on the card is recommended.
Advantages: Security (you know who's using the card), there's no additional cost for cards (you can have as many as you want).

Purchasing Cards Without a Name

Department Cards
Department name replaces cardholder name as responsible party (example: Independent School District #58). These cards can be handed out to different individuals for use. It can also reside with a specified high-volume vendor, or can be utilized in web-based or telephone orders.

Ghost Cards

Ghost cards are nameless accounts. You will actually receive a card for the card number, and three digit security code on the back. These cards are meant to reside with a specified high-volume vendor, or can be utilized in web-based or telephone orders.

NOTE: Department cards and ghost cards do not qualify for MasterCoverage (MasterCard's fraud protection insurance).For more information on MasterCoverage please click on the icon below:

MasterCoverage US - 2005.pdf

Section 2

What to do when you receive your cards
Cards are delivered approx. 4-6 weeks after your forms are submitted. When you receive your cards you will need to:

- ❑ Distribute Cards to Your Cardholders
- ❑ Activate Cards
- ❑ Attend *details* Online Training via Webcast
- ❑ *details* Online Username and Password

Distribute Cards to Your Cardholders

Important! Make sure to sign some sort of acknowledgement form indicating they understand the rules you've set for using the card. You should keep this form for your files.

Here's a sample cardholder acknowledgement form:

Announcement to cardholders.doc

Activating Cards

You can activate your cards by calling the number supplied on the cards.
As a program administrator you can activate the cards all at once, individually, or you can have the cardholder call to activate.

Attend *details* Online Training via Webcast

Attached below is the information and instructions for the *details* Online training sessions, which are held every week via webcast.

Details Online Training Information.

details Online Username and Password

An e-mail will be sent to you with your *details* Online username and password.

Website: https://www.bmodetailsonline.com/

As soon as you enter your password, you'll be taken to a screen that says PASSWORD EXPIRED. Please create a new password, enter it twice, and answer the questions. The good news is that you'll never have to change your password again.

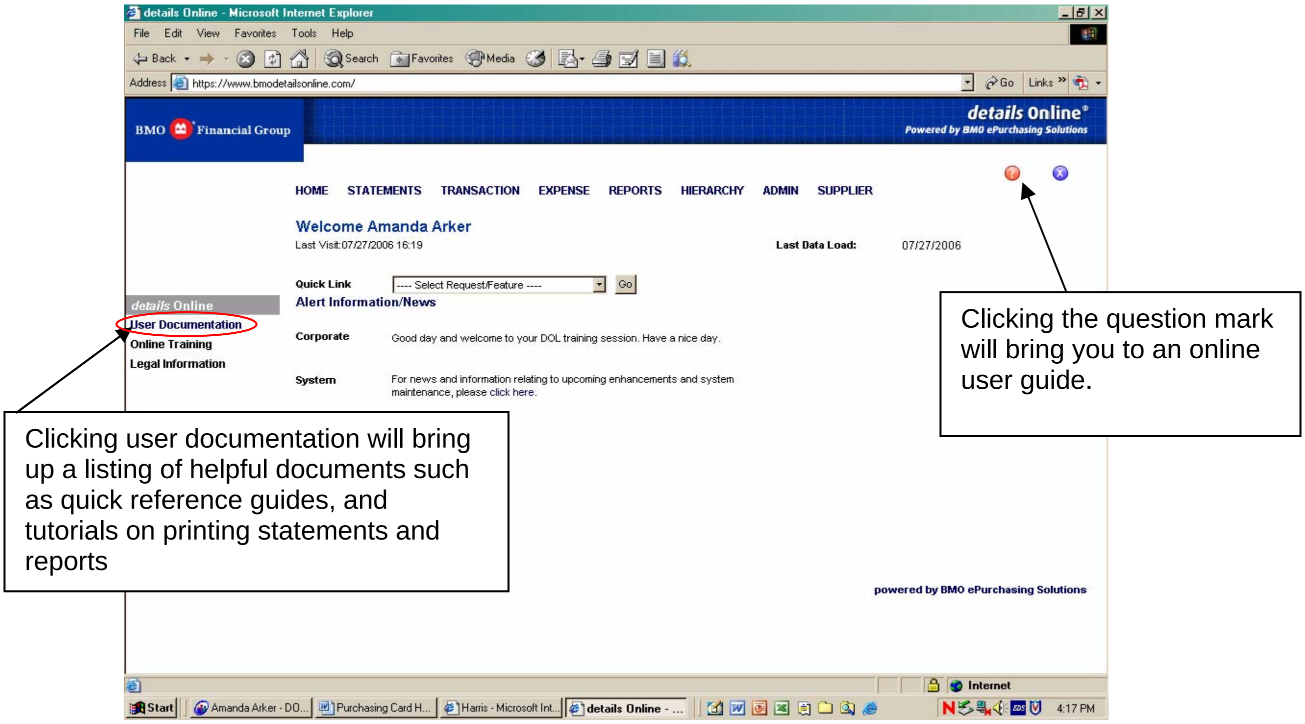
Please bear in mind that the passwords are case sensitive, but not the userids.

Your role as administrator (power) allows you to create userids and passwords for the rest of your cardholders and managers.

<u>Section 3</u>

Using *details* Online

<u>*details* Online Resource Material</u>
When signing into details Online you will find a couple of helpful links instructions and guides.



Help on the following can be found there:
- How to view and print statements
- Running, viewing and printing reports
- How to manage supplier information
- Hierarchy
- Viewing and modifying transaction
- Standard reporting
- Quick reference guides for program administrators, cardholders, managers, and auditors.

Other Reference Materials

PRINTING REPORTS - the easy way.ppt

How to Export Reports in Excel HTMl

Creating a new user in details Online.ppt

DOL How to find cardholder informatio

Account Statement Report.pdf

Section 4

Administering the purchasing card program

Client Services

Our client services department is available to assist you with any problems:

Day to Day Program Maintenance Info.doc   Contact Information Document.doc

Client Services: Monday to Friday 08:00- 18:00 Local time for CPA requests and regular office support (Except Pacific time zone 08:00- 17:00 Local).

Contact Center: 7/24/365 IVR for general inquiries. Lost or Stolen Reports are also serviced by Security Officers on Sundays.

The following can be accomplished by calling client services:

- Canceling cards
- Changes to hierarchy
- Changes to authorization controls or adding special controls
- Changing card limits
- Billing information
- Billing questions
- New account requests
- Account name changes or address changes
- *details* Online questions
- Card decline information

Requesting New Cards

New cards can be requested by filling out the spreadsheet below and e-mailing your request to ebsclientservices@bmo.com. Any follow-up can be done by contacting client services directly at 1-888-267-7834.

New Account Request (template).x

Payment

ACH Payment

If you chose ACH payment your payment will be automatically deducted from your account at the end of your grace days. (Calendar days, not business days)

Example: If your billing date is the 5th (statement cut-off) and you have 21 grace days your payment will be taken out on the 26th of every month.

Pay by check
If you're paying by check here is some information. IF YOU CHOSE TO PAY ACH PAYMENT PLEASE IGNORE THIS DOCUMENT.

Pay by check information.doc

Adding a New Program Administrator

Important! Each time you add a new administrator to your program, it's very important to notify the Bank. The Bank requires the new administrator's signature before taking any direction from that person. To add a new program administrator just fill out the form below and fax it to (877) 677-5042. Any follow-up can be done by contacting client services directly at 1-888-267-7834

Program Administrator Designa

Requesting an Overall Corporate Credit Increase

Important! This is different from simply raising a card limit. A little more effort and analysis must be undertaken by the Bank. If you would like to discuss increasing your corporate credit limit, please contact your account manager.

Bryan Barger
(312) 845-2023 direct
(312) 750-4314 fax
Bryan.Barger@bmo.com

Submitting Yearly Audited Financial Statements

Every year your purchasing card credit will be reviewed. Therefore, you will need to provide your annual audited financial statements to the bank within thirty (30) days of completion. The statements should be sent by U.S. mail or courier to:

Harris Bank
111 W. Monroe, 12 Center
Chicago, IL 60603
Attention: Institutional Group