

NYSAC Payment Solutions P-Card Program

Newsletter | February 2024



THANK YOU - We couldn't do what we do without you!

We are truly grateful to all our valued members for your continued trust and support of our Payment Solutions P-Card Program. In turn, we are continuously committed to helping you achieve your specific program goals.

Over the last 18 years, our program has helped countless members realize genuine cost savings and much needed annual revenue using our program. We have accomplished so much together since its inception, and we are looking forward to continuing the program's success for many more years to come!

NYSAC would like to welcome our newest member to the program

Greene County

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Thank you!

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Reduce your wait time when calling the Fraud Disputes Department

Did you know that in 2023 BMO Harris Bank, N.A. made changes to the way they handle their calls to the Fraud/Disputes Department. Their “Call Que” now prioritizes their corporate cards or P-Card over other types of cards. This change has significantly reduced the wait-time for our participants.

To realize this advantage, YOU MUST make sure that you input the full card account number so the system can prioritize your call accordingly. To request step-by-step instructions to reduce the wait-time for program administrators and your cardholders, please send email to pcardteam@pfmam.com.

Two-Factor Authentication for BMO Spend Dynamics

It's been over a year since BMO introduced two-factor authentication. This extra layer of security was instituted to help protect from unauthorized access to your account. Fortunately, since it's initial roll-out the number of user “lock-out” have reduced significantly however here are two helpful Tips that we would like to share:

Remember Me: If you use the same computer to access Spend Dynamics we recommend that you click the “Remember Me” box. The system will remember your IP address for a period of 90-days. The system will not prompt you for an authentication code for *90 days* and you will go straight to your Home Screen. **NOTE: If during the 90 days**, you receive a prompt to input an authentication code and you are “Looped” back to the login screen, then you most likely input your user id in incorrectly.

2- Hour Hold: If for some reason you type your password incorrectly 3 times on the login screen of Spend Dynamics **you will be locked out for 2 hours**. After the 2 hours are up, you will be unlocked. We recommend that you click “forgot password” and change your password.

To request more information about receiving an authentication code via the Mobile App or by email, or how Program Administrators can assist with changing how cardholders receive their authentication code please send a request to pcardteam@pfmam.com.

REMINDERS and UPDATES

Reminder: The Bank recommends the use of any of the browsers listed below for the best possible user experience:

- Mozilla Firefox – Latest version
- Google Chrome – Latest version
- Apple Safari – Latest version
- Microsoft Edge – Latest version

Note: For the platform to operate effectively, pop-ups must be enabled on your web browser.

CHANGES

New Card Changes: The process for ordering a new card through eApplication has changed. “Step 4 – Controls” page may require you to select a blocking table and/or a country code blocking table. Many people are unsure of what the code symbols represent. Below is a listing of the codes you may be asked to select from:

Blocking Table Default Options:

BCN NO - Cash advances allowed
(our standard Blocking)

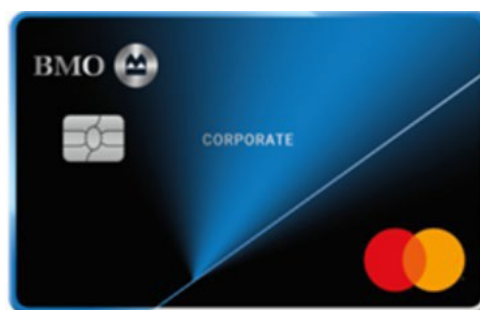
OR

Your Custom Table(s) - Table names varies

Country Code Blocks:

IUUS US allowed = **Only US allowed**,
IUCU Canada & US = **Both Canada & US allowed**,
OR
840ZZ US Systems Default = **All Countries allowed**

Card Appearance: If you’ve haven’t ordered a new card recently or received a renewal replacement, please be advised that the bank has changed the look and color of their cards. Here is a sample of how it will look.



Staff CHANGES: If a Program Administrator leaves your organization, please submit the Program Administrator Update Form to both pcardteam@pfmam.com and BMO’s Client Services Group at bsclientservices@bmo.com. As a best practice, we recommend assigning at least two Program Administrator to manage your P-Card Program. Program Administrators are the only individuals (other than authorized signers) authorized to manage your program and perform tasks.

We'd love to hear from you!

Do you have a “handy” tip you’d like to share with your colleagues? Have you found a new vendor who will take the P-Card? Please send us an email at pcardteam@pfmam.com so we can pass on the information.

NYSAC P-Card Support Team

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We thank you for giving us the opportunity to serve you!

BMO Harris Corporate Client Services Department:

Monday to Friday from 8 a.m. to 8 p.m. EST

Telephone: (800) 844.6445 **Fax:** (877) 677.5042

Email: ebclientservices@bmo.com

The Corporate Client Services Department works ONLY with Card Program Administrators for:

- Addition, deletion, changes to employee card accounts
- Changes to hierarchy
- Changes to authorization controls or adding special controls
- Billing information and questions
- Account name changes or address changes
- Spend Dynamics questions
- Card decline information



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