

Payment Options

Limitations

Base/Wing Commanders may approve urgent requests up to and including \$5,000.00 per beneficiary from the fund for Grants only. Non-urgent requests or requests for amounts in excess of this amount must be staffed to the Senior Manager Military Families Fund. Requests in excess of \$5,000.00 will be forwarded to DGPFFS for approval.

In instances where a Base/Wing Commander has recommended payment from the MFF and it is apparent to DGPFFS that payment could be made from either the Canadian Forces Personnel Assistance Fund (CFPAF) or from DND/CF public funds; the CFO, DGPFFS has the full authority to advise the Base/Wing Commander and to either direct that payment be made from CFPAF or recommend that payment be made from public funds.

In instances where a payment has been made from the MFF and it is determined that the payment could have been made from either CFPAF or DND/CF public funds; the CFO, DGPFFS has full authority to advise the Base/Wing Commander and to either reimburse the MFF, or to seek reimbursement from DND/CF public funds, or CFPAF.

Methods of Payment

There are two methods of payment.

1. Cheque Request to Local NPF Accounting Office – This is the preferred choice and will be used during normal working hours. A request is forwarded to the local NPF Accounting Office for a cheque to be raised. A copy of the Cheque Request Form is provided at Annex A. Copies of all receipts shall be forwarded to the Senior Manager Military Families Fund. Cheques can be produced within a very short time period. Clearly indicate the urgency to the Base Manager/Supervisor upon delivery of the request.
2. BMO Prepaid MasterCard – This option should be utilized only during silent hours or on weekends and holidays, when the first option is not practical or available. Details pertaining to this option are as follows:
 - a. Each Base/Wing/Station Commander has been issued 4 pre-activated cards with sealed PIN: 2 with a value of five hundred (\$500), 1 with a value of thousand (\$1,000) and 1 with a value of two thousand (\$2,000). These cards are pre-loaded to the designated amount and ready to be used, therefore they need to be treated as cash and stored in a secure environment;
 - b. When a card is issued, the Base OPI will send an e-mail to the Card Administrator at *BANKCARDMFF@CFPSA.COM or call 1-866-525-7959 with the following details: the serial number of the card issued, the name of the cardholder, and the

- amount the cardholder is authorized to spend. Upon receipt of the e-mail or phone call, a replacement card will be mailed to the Base in question. In the event the amount authorized is less than the amount of the card issued, the Card Administrator will take the necessary action to amend the limit;
- c. All cards are pre-activated and ready to be utilized; therefore the Base OPI (as designated by the Base/Wing/Station Commander) is to notify the Card Administrator during normal working hours Eastern standard time prior to 16:30hrs daily for any changes to the initial card amount limit.
 - d. Transactions will be monitored for misuse. Base/Wing/Station Commanders may request a detailed transaction report from the Card Administrator;
 - e. Cash advances in the amount of \$100 per card will be permitted;
 - f. Cardholders must sign the back of the card and are responsible for retaining receipts pertaining to card purchases;
 - g. If a cardholder would like to request another sales slip, then there will be a replacement fee of \$2.00;
 - h. Cards expiry will be set to 36 months from the date of issue to the Base/Wing/Station. Replacement cards will be sent automatically. It is important that the Senior Manager MFF has the most current name of the designated MFF Base/Wing Contact.
 - i. Cardholders are to be notified that they must annotate and safe keep the card name and number indicated on the card for reference purposes;
 - j. In the case where the card is lost, compromised or tampered with, the cardholder is to contact the BMO customer service at 1-800-263-2663 and provide the card name and number. BMO will not have any details on the current cardholder; and
 - k. The following information should also be readily available:
 - I. Card Administrator Address: National NPF Office Garrison Valcartier, bldg 500, PO 1000, Succ Forces, Courcelette, Qc
Administrators: Mrs Line Robitaille or Mrs Elisabeth Lefebvre.
Phone Numbers: 1-866-525-7959 or 418-844-5000 ext 6449
or CSN 666-6449;
EMAIL: *BANKCARDMFF@CFPSA.COM
 - II. BMO Customer services: 1-800-263-2663