

BMO

Wire Payment Services

Product Transition Guide

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Wire Payment Services

Overview

When your Bank of the West accounts and services convert to BMO, your Bank of the West wire payment service(s) will transition to BMO wire payment service(s). This guide provides you with:

- Required actions you need to take to use your new wire payments service(s)
- Important changes to your wire payments service(s)
- Contacts and resources available to help you

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Wire Payment Services

Important dates and required action summary

Important dates and events	Action required?	Actions to take <i>Select the topic name to view more action details</i>
Online Banking for Business Setup period: August 14, 2023 – September 4, 2023	Yes	Verify accuracy of beneficiaries (Changes to online wire payment services) Verify accuracy of intermediaries (Changes to online wire payment services) Create, modify, and delete customized templates (Changes to online wire payment services) Create, modify, and delete Import Maps (Changes to online wire payment services)
Dual maintenance: August 14, 2023 – September 4, 2023	Yes	Ensure any new recipients added to TreasuryNow during this time are also added to Online Banking for Business (Changes to online wire payment services)
Conversion to Online Banking for Business: September 5, 2023	Yes	Initiate book transfers as wire payments (Changes to online wire payment services) Use future-dated wire payments as an alternative to recurring wire payments (Changes to online wire payment services)

Important changes summary

Category	Impacted Items <i>Select the topic name to view change details</i>
Changes to all wire payment services	Standing order wires timing Wire Room operating hours
Changes to online wire payment services	Beneficiary management Intermediary information Book transfers Foreign currency wire payments Federal tax payment template Future dated wire payments Import types Wire templates and approvals Dual maintenance Online Banking for Business cut-off times Wire advice and alerts
Changes to phone wire payment services	Call back approval Phone payment PIN issuance Phone cut-off times
Changes to SWIFT wire payment services	SWIFT tracking SWIFT cut-off times

Key

 Required action	Required steps to ease your transition and limit disruption to your business.
 Additional support	Additional resources available to support your transition to new services.

Changes to all wire payment services

Standing order wires timing

Beginning September 5, 2023, your first standing order wire(s) will be sent at 8 a.m. CT, which is approximately 30 minutes earlier than before. You'll also benefit from your additional standing order wires being sent throughout the day based on balances and thresholds. Standing order wires at BMO have no end date, they will continue until you advise your Relationship Manager to discontinue the service.

Wire Room operating hours

Beginning September 5, 2023, wire room operating hours will shift to 7 a.m. – 4:45 p.m. CT; you can call in to initiate wire payments during those hours. Keep in mind, you can submit wire payments via Online Banking for Business and Online Banking for Business Mobile at any time.

Changes to online wire payment services

Beneficiary management

If beneficiary information is included in your TreasuryNow wire templates by August 11, 2023, your beneficiary information will transfer to Online Banking for Business wire templates by September 5, 2023.

If beneficiary information isn't included in your TreasuryNow wire templates by August 11, 2023, your beneficiary information will be left blank in Online Banking for Business wire templates upon account conversion on September 5, 2023.

-  **Verify your beneficiary information in your Online Banking for Business wire templates during the Online Banking for Business Setup period.**
-  **To view and manage your wire template(s), go to Online Banking for Business, and follow this path: Payments & Receivables > Wire Payment > Manage Template.**
-  **To learn more about creating and managing wire payment templates, see:**
[How do I create a wire payment template?](#)
[How do I modify a wire payment template?](#)

Intermediary information

If intermediary information is included in your TreasuryNow wire templates by August 11, 2023, your intermediary information will transfer to Online Banking for Business wire templates by September 5, 2023.

If intermediary information isn't included in your TreasuryNow wire templates by August 11, 2023, your intermediary information will be left blank in Online Banking for Business wire templates upon account conversion on September 5, 2023.

-  **Verify your intermediary information in your Online Banking for Business wire templates during the Online Banking for Business Setup period.**

Book transfers

Starting on September 1, 2023, at 9 p.m. CT, book transfers aren't supported. Beginning September 5, 2023, use Online Banking for Business wire payments as a replacement for book transfers.

Recurring book transfers and future dated book transfers after September 1, 2023, will not be migrated; you'll need to manually add these as wires. Your TreasuryNow book transfer beneficiaries will move to recipients in Online Banking for Business wire payment templates by August 14, 2023.

-  **Review your wire templates during the Online Banking for Business Setup period to confirm your beneficiary information was transferred correctly.**
-  **To view and manage your wire template(s), go to Online Banking for Business, and follow this path: Payments & Receivables > Wire Payment > Manage Template.**
-  **To learn more about creating and managing wire payment templates, see:**
[How do I create a wire payment template?](#)
[How do I modify a wire payment template?](#)

Foreign currency wire payments

Beginning September 5, 2023, the Online Banking for Business wire payments module supports payments in USD, CAD, EUR, GBP, AUD, CHF, DKK, HKD, INR, JPY, MXN, NOK, NZD, SEK, SGD, THB, and ZAR.

If you need to send and/or receive wire payments using other foreign currencies or have questions about our Foreign Exchange & Securities service, contact your Relationship Manager.



To learn more about sending foreign currency wire payments, see:

[How do I send a foreign currency wire payment?](#)

Federal tax payment template

Beginning September 5, 2023, federal tax payment templates aren't supported. You can still submit federal tax payments via Online Banking for Business wire payments.



To learn more about creating wire payments, see:

[How do I create a wire payment?](#)

Future dated wire payments

Beginning September 5, 2023, recurring wire payments aren't supported. Your TreasuryNow recurring wire payments will move to Online Banking for Business future dated wire payments by September 5, 2023. Use future dated wire payments as a replacement to recurring wire payments going forward.



Beginning August 14, 2023, verify the accuracy of your future dated wire payments by going to Online Banking for Business and following this path: Payments & Receivables > Wire Payment > Manage Wire Payment.



To learn more about future dated wire payments, see:

[How do I create a future date wire?](#)

Import types

Beginning September 5, 2023, Online Banking for Business only supports domestic and international wire imports. Use wire templates to replace unsupported wire import types.

Wire import types supported by Online Banking for Business and required actions for using or replacing wire payment imports:

Wire Payment Type	Import Supported?	Action Required
Domestic Wire Payment (Includes Book Transfer)	Yes	Use the wire import resources below to update and/or replace your existing wire import files during the Online Banking for Business setup period.
International Wire Payment	Yes	Use the wire import resources below to update and/or replace your existing wire import files during the Online Banking for Business setup period.
Tax Payment	No	Use a free form wire or wire template to replace wire import.



To learn more about wire imports, see:

[Wire Import Overview Guide](#)

[Wire Payment Service Import Map Guide](#)

[How do I modify a wire payment import map?](#)

[How do I import a file containing multiple wire payments?](#)

[How do I delete a wire import map?](#)

Wire templates and approvals

TreasuryNow wire templates will move to Online Banking for Business wire templates by August 14, 2023. Beginning September 5, 2023, you'll need at least one approver to create or modify wire templates.

Also, beginning September 5, 2023, Online Banking for Business will only support wire payment templates with one recipient per transaction. You won't be able to include multiple recipients in one wire template. For example, if you have a TreasuryNow wire template that includes five different recipients, you'll use five separate Online Banking for Business templates (one for each recipient). TreasuryNow templates with multiple recipients will not be moved to Online Banking for Business.

Also, you won't be able to enter the wire amount directly into the template. The amount field will be empty before importing. You can edit the amount field after the template has been imported for use.



Verify the accuracy of your wire templates and your wire template approver(s) during the Online Banking for Business setup period.



To learn more about creating and managing templates, see:

[How do I create a wire payment template?](#)

[How do I modify a wire payment template?](#)

Dual maintenance

Throughout the Online Banking for Business Setup Period (August 14, 2023 through September 4, 2023), changes to certain functions (not including Payments) in TreasuryNow won't carry over to Online Banking for Business. During this time, if you need to make a change relating to user management, alerts management or payment template creation or modification and you'll need the change to become effective immediately, you'll need to make the change in both TreasuryNow and Online Banking for Business.

Conversely, if you'd like to make a change relating to those functions during the Online Banking for Business Setup Period but you don't need the change to take effect until September 5, 2023, you'll only need to make the change in Online Banking for Business.



If you need to make changes that take immediate effect between August 14, 2023 and September 4, 2023 to the following functions, you'll need to enter them in both TreasuryNow and Online Banking for Business:

- User management (administrators only):
 - Create/modify/delete/approve new or existing users
 - Create and approve new user groups
 - Add/modify/remove limits for payments
 - Add/modify/remove approval levels for payments

- Alerts management:
 - Subscribe/unsubscribe to alerts
- Account information reporting:
 - Create/modify/delete customized report templates

Online Banking for Business cut-off times

Beginning September 5, 2023, Online Banking for Business wire payment requests received after the cut-off will process on the next business day:

Online Banking for Business		Cut-off Time (CT)
Wire Payment Initiation and Approval	Domestic wire payment initiation/approval (for same day value)	5:35 p.m.
	International wire payment initiation/approval – U.S. Dollar (for same day value)	5:35 p.m.
	International wire payment initiation/approval – Canadian Dollar and Mexican Peso (for same day value)	3 p.m.
	International wire payment initiation/approval – Euro and British Pound Sterling (for same day value)	8:30 a.m.
	International wire payment initiation/approval – other foreign currency (for next day value)	5:35 p.m.
	Draw down request	5:35 p.m.
	Tax payments	3 p.m.
	Internal transfer	5:35 p.m.
	Internal transfer (when using the account transfer module)	7 p.m.

Wire advice and alerts

Beginning September 5, 2023, access wire advices and alerts (incoming wires, outgoing wires, incoming wire alerts, outgoing wire alerts, etc.) through Online Banking for Business.



A TreasuryNow to Online Banking for Business alerts mapping document will be included in this PTG soon.

Changes to phone wire payment services

Call back approval

Beginning September 5, 2023, you won't need to call in to confirm any wire payments. For fraud protection purposes, the BMO Wire Operations team will call you to approve wire payments using the phone number listed on your customer profile.

Call back approval for repetitive wires is based on your existing profile. You can make changes to call back approval for repetitive wires by submitting a service request through your Relationship Manager.



Please verify your contact information during the Online Banking for Business Setup period.



To change the phone number on your customer profile, see:
[How do I update my company's contact information?](#)

Phone payment PIN issuance

PINs for wire payments will be sent via secure e-mail from BMOHarrisWire.Maintenance@bmo.com to the email address on your customer profile; please adjust your email rules and whitelists accordingly. PINs will expire and automatically re-issue every two years.

New PIN and wire instructions will be created and sent to you via secure email by August 22, 2023. You'll be issued a second PIN if you require the authority to approve your own wires.

Phone cut-off times

Beginning September 5, 2023, BMO phone wire payment operating hours will take effect. Phone wire payment requests received outside of the timeframes will be processed the next business day:

Phone Payment		Processing Timeframe (CT)
Wire Payment Initiation and Approval	Domestic wire payment initiation/approval	7:30 a.m. – 4:45 p.m.
	International wire payment initiation/approval – U.S. Dollar (for same day value)	7:30 a.m. – 4:45 p.m.
	International wire payment initiation/approval – Canadian Dollar and Mexican Peso (for same day value)	7:30 a.m. – 3 p.m.
	International wire payment initiation/approval – Euro and British Pound Sterling (for same day value)	7:30 a.m. – 8:30 a.m.
	International wire payment initiation/approval – other foreign currency (for next day value)	7:30 a.m. – 4:45 p.m.
	Tax payments	7:30 a.m. – 3 p.m.
	Draw down request	7:30 a.m. – 4:45 p.m.
	Internal transfer	7:30 a.m. – 5 p.m.

Changes to SWIFT wire payment services

SWIFT tracking

Beginning September 5, 2023, you can track domestic and international wire payments initiated via Online Banking for Business at no additional cost. Any user with access to the wire payments module can track wire payments.



To learn more about tracking wire payments, see:
[How do I track my wire payment?](#)

SWIFT cut-off times

Beginning September 5, 2023, you can send wire payments using SWIFT. The BMO SWIFT address is **HATRUS44**. Contact your Relationship Manager to learn more about enrolling in SWIFT wire payment services.

SWIFT wire payment requests received after the cut-off will process on the next business day:

SWIFT Wire Payment Types	Cut-off (CT)
Domestic wire payment	5:35 p.m.
International wire payment initiation/approval – Euro and British Pound Sterling (for same day value)	8:30 a.m.
International wire payment initiation/approval – Canadian Dollar and Mexican Peso (for same day value)	3 p.m.
International wire payment initiation/approval – other foreign currency (for next day value)	5:35 p.m.
International wire payment – U.S. Dollar (for same day value)	5:35 p.m.

Additional resources summary

Topic	Resources
Migration information	Treasury and Payment Solutions for Bank of the West Customers
Support materials	Beneficiary Address Requirements when Sending Wire Payments via File Delivery Corporate Relationship Management Application (RMA) Request Form Fedwire Drawdown Debit Authorization Form – US Incoming Wire Instructions to BMO – US Online Banking for Business – Wire Payment Tracker (SWIFT) – User Guide – US Standing Order Wire Transfer Setup Instructions – Form – US SWIFT Drawdown Debit Authorization Form – US SWIFT Statements – Setup Form – US Wire Import Overview Guide – US Wire Payment Service Import Map Guide – US Wire Report Field Mapping – US
Live support	<p>You may contact a Migration Specialist with any questions at 866-523-1663. Migration Specialists are available:</p> <ul style="list-style-type: none"> • May 15 – August 13, 2023: 8 a.m. – 7 p.m. CT • August 14 – October 6, 2023: 7 a.m. – 7 p.m. CT