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# Purchase Cards FAQs

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Diamond Mind purchase cards help simplify payment processing for schools. The following are answers to some frequently asked questions about using purchase cards.

## How do I reset my iConnectData password?

Please contact your Diamond Mind support team directly to request an iConnectData password reset. Be sure to include your username and email address.

## How can I reset my PIN?

Once your PIN has been issued, it cannot be reset; you will be required to order a new card. A PIN is issued 5–7 business days after a purchase card has been ordered and will arrive via USPS. If you have not received your PIN within 5–7 business days, you will need to place a new card order.

Unfortunately, due to increased security measures in Comdata, a PIN is not able to be created once a card has been issued. In addition, we are unable to access a card's existing PIN. If you do not remember your PIN, we recommend ordering a new card.

## How do I notify Comdata regarding upcoming domestic and international travel?

Please contact the Diamond Mind team directly at [k12payments@communitybrands.com](mailto:k12payments@communitybrands.com) and include the following information:

1. Cardholder name
2. Last four digits of card number\*
3. Card token
4. Travel dates
5. Cities, states, and countries to where you will be traveling

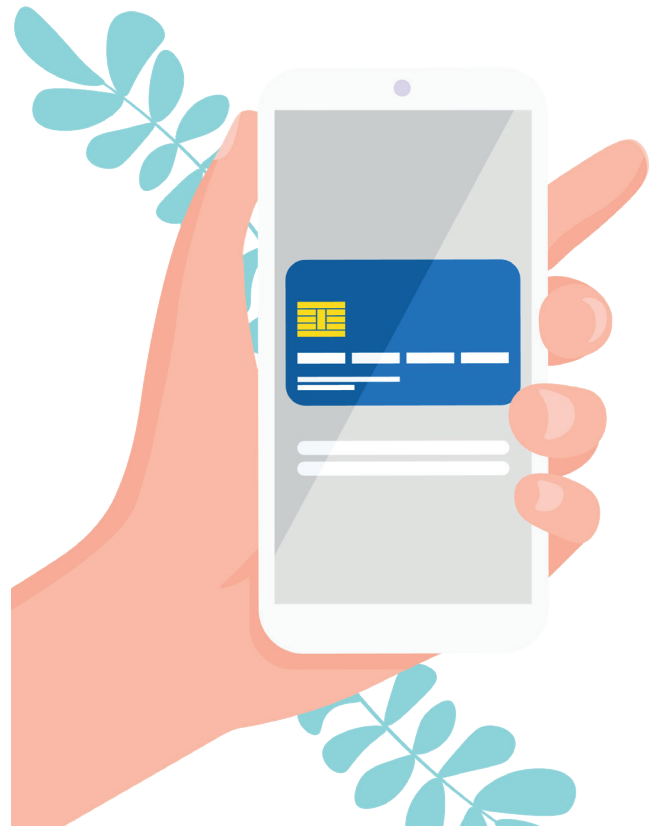
*\*Please do not send full credit card numbers by email*

## How do I notify Comdata regarding an upcoming purchase?

Please contact the Diamond Mind team directly at [k12payments@communitybrands.com](mailto:k12payments@communitybrands.com) and include the following information:

1. Cardholder name
2. Last four digits of card number\*
3. Card token
4. Merchant name
5. Transaction amount
6. Transaction date

*\*Please do not send full credit card numbers by email*



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## ? Why did I receive a risk alert from Comdata?

You may receive a risk alert if a charge is authorized on your account that is out of the ordinary. If you receive a risk alert email or text message from Comdata, please respond directly to the notification to confirm the legitimacy of the transaction.

If you are unsure of the notification you have received, please contact the Diamond Mind team. Please note: Diamond Mind or Comdata will never ask you to provide your iConnectData password or your full credit card number. However, you may be asked to provide your verbal security code.

## ? How do I dispute a charge on my purchase card?

If there is an unrecognized charge on your card, please review your recent transaction reporting in iConnectData to confirm the legitimacy of the charge. If you confirm that you have not initiated the charge, you will want to dispute the charge through iConnectData by following the instructions in this [step-by-step guide](#).



## ? How can I request a temporary credit limit increase?

To request a temporary credit limit increase, reach out to [k12payments@communitybrands.com](mailto:k12payments@communitybrands.com). Approval for a temporary limit is at the discretion of Comdata. The temporary credit limit increase will not be reflected in the school's available balance. Additionally, it will not stop school contacts from receiving card limit warning notifications. There is no fee to enact a temporary increase, but if the initial credit limit is exceeded, there will be a \$50 over-the-limit fee and a \$15 account reinstatement fee.

If you would like a permanent credit line increase, please contact our client service team at [k12payments@communitybrands.com](mailto:k12payments@communitybrands.com). You may be expected to provide the last two years of financials, and the new desired permanent credit limit. All credit line increase requests are subject to approval. Once all required documentation is received, the request may take up to two weeks to be completed.

## ? What happens if my card is expiring?

If your purchase card is expiring, it will be valid through the last calendar date of the expiration month. A new card will be sent automatically and should be received prior to the end of the expiration month.

