



University
of Windsor

TRAVEL CREDIT CARD PROGRAM

SCOTIABANK VISA

CARDHOLDER INFORMATION PACKAGE

**** Please read the entire information package to understand all obligations as a Credit Card holder under this University Program ****

UNIVERSITY OF WINDSOR TRAVEL CARD CARDHOLDER INFORMATION PACKAGE

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Scotiabank Commercial Card Dispute Form http://www1.uwindsor.ca/finance/purchasing/system/files/Dispute.pdf	
VISA Auto Rental Collision/Loss Damage Insurance http://www1.uwindsor.ca/finance/purchasing/system/files/rental%20collision-loss%20damage.pdf	
Flight Delay, Emergency Purchases, Hotel/Motel Burglary and Lost Luggage Insurance http://www1.uwindsor.ca/finance/purchasing/system/files/flight%20delay-emerg%20pur-burglary.pdf	



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Section I

Key Contacts

Scotiabank VISA Travel Card

Customer Service:

888-823-9657 (Canada/USA)

416-750-6138 (Collect-Outside Canada & USA)

For questions about the VISA program contact Purchasing Services at extension 2081 or 2085. For questions regarding reimbursement of your travel expenses contact Accounts Payable at extension 2120.

Key Information about the Credit Card

Monthly Limit	\$15,000.00
Cash Advance	\$300.00 per week
Daily Limit	None

General Information on the Program

The University of Windsor is pleased to present you with a University of Windsor Travel Card (UofW Travel Card). It represents the University's trust in you and your empowerment as a responsible employee of the University to safeguard and protect the University's assets.

The UofW Travel Card should be used for all of your UNIVERSITY RELATED travel-associated costs, including airfare, hotels, car rentals, meals, etc. **Personal charges are not to be made using this card**

The UofW Travel Card will be issued in your name and you will be billed directly on a monthly basis for all charges received prior to the monthly billing cut-off date. **Responsibility for payment to Scotiabank is solely yours. ALL CHARGES ARE DUE AND PAYABLE IN FULL IMMEDIATELY UPON RECEIPT OF YOUR SCOTIABANK MONTHLY STATEMENT.**



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VISA TRAVEL Credit Card APPLICATION (Joint and Several Liability)

Completed applications should be submitted to Purchasing Services – Finance Department

CARDHOLDER'S NAME (21 character limit)

First Name:	Initial:	Last Name:
Business Phone Number:	(519) 253-3000 ext.	
Business E-mail Address:	@uwindsor.ca	
Significant Date*:		
Department Name:		

* You must assign your own significant date. It is required by the bank for security reasons. It must be a valid DATE (8 digits) format must be MMDDYEAR for example 12011941.

The applicant requests that a UofW Travel Card be issued and the applicant agrees to be bound, with respect to each card issued in accordance with the above-noted request, by the provisions of the Scotiabank Visa Travel Card Agreement.

Cardholder's Signature:

Date:

DEPARTMENTAL APPROVAL

Request Approved by: (Print name of Cardholder's Dept. Head/Director/Manager):	
Title of above:	
Phone Number:	(519) 253-3000 ext.
Signature:	Date:

Purchasing Services Use Only

Card Issuer's Signature: _____

Quiz Completion _____

Date Card Requested: _____

Date Card Received: _____

This form is kept on file in the Finance Department

UNIVERSITY OF WINDSOR
TRAVEL CARD – CARDHOLDER AGREEMENT
(To be signed and sent in with Application)

Enclosed is your new U of W Travel Card. Your participation in the U of W Travel Card Program is a convenience that carries responsibilities along with it. Although the card is issued in your name, and you are solely responsible to pay the charges billed each month, it should be considered University property and should be used with good judgment. Your signature below verifies that you understand the UofW Travel Card Program guidelines outlined below and agree to comply with them.

1. The UofW Travel Card is provided to employees based on their need for University related travel and associated costs. A card may be revoked at any time based on change of assignment or location. The card is not an entitlement nor reflective of title or position.
2. As the holder of this UofW Travel Card, I agree to accept responsibility for the protection and proper use of this credit card as outlined in the Agreement. **I understand that the University WILL audit the use of the UofW Travel Card and that personal charges WILL NOT be made using this card.**
3. You are the only person entitled to use the card and are responsible for all charges made against the card.
4. Unauthorized use of the card can be considered improper use of University funds, which may result in disciplinary action, up to, and including termination. I understand that the University may terminate my right to use this UofW Travel Card at any time for any reason.
5. Cardholders are expected to comply with internal control procedures in order to protect the University's assets. This includes keeping receipts, reconciling monthly card statements as prescribed by the Finance Department and following proper card security measures.
6. Cardholders are responsible for reconciling their UofW Travel Card monthly statement and resolving any discrepancies by contacting the supplier or the bank.
7. A lost or stolen card should be reported immediately by telephone to the Scotiabank Commercial Card Service Centre at 1-888-823-9657 and Purchasing Services x2085.
8. A cardholder must surrender his or her card upon termination of employment (i.e. retirement or voluntary/involuntary termination). At this point, no further use of the account is authorized.

Employee Signature: _____ Date: _____

Employee Name (please print): _____

Card Number: _____ Expiry Date: _____

Card Activation Process

All new Scotiabank Travel Credit Cards have to be activated prior to use. To activate your Credit Card, cardholders must call the Scotiabank Commercial Card Help Desk at 1-888-823-9657 (in Canada or the US) or if outside North America, you can place a collect call to 1-416-750-6138.

Cardholders will need their 16-digit card number and their “significant date” when activating their card – if you do not remember your significant date, you can contact Purchasing Services for assistance.

Steps for card activation through the Help Desk are as follows:

- Press ‘1’ for service in English or Press ‘2’ for service in French.
- Press ‘1’ for your Commercial Card Program.
- Enter your 16-digit account number followed by the pound sign.
- Using two digits for each entry, enter a significant month and year followed by the pound sign (i.e. January 1950 would be ‘0150’ then #).
- Press ‘1’ to activate your card.
- Your card is now active and ready to use. Please remember to sign the back of your card.

Visa Statement

Your monthly Visa Statement will be e-mailed to your University e-mail address. The Scotiabank Visa card cycle goes from the 16th of the month, ending the 15th of the following month and your statement sent from the bank will typically appear three (3) business days after the 15th in your university e-mail mailbox. Note: On CentreSuite you can view the current 6 months only. Please save file for your own records.

You are able to view your transactions online. To Log on to the CentreSuite Website please enter www.CentreSuite.com. Please refer to the Travel Card Guide for CentreSuite.

Contact Purchasing ext. 2085 for login ID and Password.

Block & Transfer Instructions (when card is lost or stolen)

When a card is lost or stolen, the cardholder must contact the Scotiabank Help Desk (888-823-9657) to request a “block & transfer”. The lost or stolen card number is immediately cancelled, and all cardholder information including the current balance is transferred to the new card. All transactions authorized on the old card will be posted to the “New Card”.

The cardholder is responsible for reviewing the transactions on the new card statement, and old card if applicable. Transactions that are not recognized should be disputed by calling our Scotiabank Help Desk. The dispute process can take up to 45 days. If the transactions are determined fraudulent, they will be moved to the old card, and a “P9”, status will be placed on the account. Any accounts with a P9 status do not require any action from the cardholder, as the Bank will deal with these accounts. The cardholder should verify and dispute transactions within 60 days of receipt of their statements. It is therefore extremely important for the cardholder to reconcile within this specified timeframe.

As a best practice, we recommend that cardholders with a lost/ stolen card contact the Scotiabank Help Desk immediately and a copy of the dispute document be sent to Purchasing Services.

Cash Advance PIN Set-up

Scotiabank Commercial Card Tips
44 King Street West
Transit 73148
Toronto, Ontario
M5H 1H1
e-mail: commercialcard@scotiabank.com
website: www.scotiabank.com

To set up your PIN to obtain cash advances, please follow the procedure as set out below:

In North America

Call (888) 823-9657

Outside North America

Call collect (416) 750-6138

Dial one of the above phone numbers and have the 4 digit significant date (selected at the time of application) and 16 digit reference number (provided with your card) ready and then follow the required prompts.

Travel Card Program – FAQ

1. Do I have to “activate” a new card before I start using it?

Yes, you will have to activate your card by calling the Scotiabank Cardholder Help Desk at 888 823 9657. You will require your significant date (mm/yy).

2. Who do I call to find out my current balance of my card?

***You can login to CentreSuite www.CentreSuite.com to see your Account Activity at any time. Please following the instructions in the CentreSuite Guide for Travel Cards.** Or call Scotiabank Cardholder Help Desk at 888-823-9657. The telephone number is also on the back of the card. Support is available 24/7.*

3. What do I do when my purchase is declined at the merchant?

Call Scotiabank Cardholder Help Desk at 888-823-9657. The telephone number is also on the back of the card. Support is 24/7.

4. What do I do when my card is lost or stolen?

***Immediately** call the Scotiabank Cardholder Help. A new card will be issued with your old card blocked and balances transferred to your new card. Note: if you are set-up for cash advance a new 16 digit reference number will be issued and mailed along with the new card.*

5. What do I do if I have a dispute transaction in my statement?

The first step is to contact the merchant to settle the dispute. If resolution is unsuccessful with the merchant then call the Cardholder Help Desk to initiate the dispute investigation process. The dispute amount will be reduced from your balance and credited to your account when settled (normally within 60 days).

6. Who do I call if I have not received my monthly statement?

All of your statements are located on CentreSuite (www.CentreSuite.com) Centre Suite keeps the current 6 months of statements. Or Contact Scotiabank Cardholder Help Desk or Purchasing Services ext. 2085.

7. Is it possible to change my PIN?

Yes, this is possible. The simplest method is to contact the Scotiabank Cardholder Help Desk to reset the PIN (4 digits) using the 16 digit reference number provided at the time of receipt of card.

8. Does my card credit status have any impact on my personal credit ratings?

We do not conduct credit ratings on cardholders, as our programs are corporate liability.

9. When do I normally expect to receive my monthly statement to reconcile my Transactions?

You can login to CentreSuite and view your statement on the 16th of each month. Your billing cycle goes from the 16th of the month, ending the 15th of the following month. You will receive your statement by e-mail within 3 business days after the cycle cut-off.