



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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## UNIVERSITY OF WINDSOR TRAVEL CARD CARDHOLDER INFORMATION PACKAGE

### SECTION I

#### KEY CONTACTS

Scotiabank VISA Travel Card: 1-888-823-9657 (Canada /USA)  
Customer Service 1-416-750-6138 (Collect - Outside Canada & USA)  
E-Mail: [commercialcard@scotiabank.com](mailto:commercialcard@scotiabank.com)

For questions about the VISA program call Purchasing x2081 or x2085  
For question on obtaining reimbursement for your travel expenses contact Accounts Payable at x2120 or x2119

#### 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.

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.

## VISA TRAVEL CREDIT CARD APPLICATION (Joint and Several Liability)

### CARDHOLDER'S NAME

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Business Phone Number: (519) 253-3000 ext. \_\_\_\_\_

Business E-Mail Address: \_\_\_\_\_@uwindsor.ca

Significant Date\*: \_\_\_\_\_ Department: \_\_\_\_\_

\*You must assign your own significant date. It is required by the bank for security reasons.

The applicant requests that a U of W 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 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: \_\_\_\_\_

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Purchasing Services Use Only:

Card Issuer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date Card Requested: \_\_\_\_\_ Date Card Received: \_\_\_\_\_

**Submit Form To:** Patty Burnett (burnett@uwindsor.ca). If there are any questions while filling out the form, please contact Patty at ext. 2085.

## Agreement to Accept the Scotiabank Travel Credit Card

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; Personal charges are not to be made using the 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 x2081.
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.

**Cardholder Printed Name:** \_\_\_\_\_

**Cardholder Signature:** \_\_\_\_\_

**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. Your monthly VISA statement will appear from [TransPlus@procard.com](mailto:TransPlus@procard.com). The subject line will read “Scotiabank VISA Stmtnt – UofWTRAVEL: Cardholder Name”.

You are able to view your transactions online. To Log on to the VISA Website please enter <https://pwnet.procard.com/uow>.

Enter your username (the first 4 letters of your last name plus last six digits of your credit card number (ie.ABCD666666)).

Enter your password (this is the same as your username and you will be prompted to change your password on your first log in).

## 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](mailto:commercialcard@scotiabank.com)

[www.scotiabank.com](http://www.scotiabank.com)

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

### **In North America:**

1. Call '888 823 9657'
2. Press '1' for English or '2' for French language
3. Enter your account number followed by the '#' sign
4. Using 2 digits for each entry, enter the Month and Year of the significant date (ex March, 1955 would be '0355') assigned to the cardholder, followed by the '#' sign
5. Press '6' to select PIN number options
6. Press '2' to change the PIN number
7. Enter the new 4 digit PIN number then press '#'
8. Re-enter the new 4 digit PIN number then press '#'
9. The new PIN will be updated and available for use in 24 hours

### **Outside North America**

1. Call collect to '416 750 6138'
2. Instruct the Call Centre person you wish to make a PIN selection
3. The Call Centre will place the cardholder in the VRU system to start the process
4. Press '1' for English or '2' for French language
5. Enter your account number followed by the '#' sign
6. Using 2 digits for each entry, enter the Month and Year of the significant date (ex March, 1955 would be '0355') assigned to the cardholder, followed by the '#' sign
7. Press '6' to select PIN number options
8. Press '2' to change the PIN number
9. Enter the new 4 digit PIN number then press '#'
10. Re-enter the new 4 digit PIN number then press '#'
11. The new PIN will be updated and available for use in 24 hours



## 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?

- 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 PIN # will be issued and mailed to you.

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?

- Contact Scotiabank Cardholder Help Desk or Purchasing Services.

7. Can I change my PIN at a Scotiabank branch?

- Yes you can. The simple method is to call the Scotiabank Cardholder Help Desk and request your new PIN # (4 digits). This is overnight process.

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?

- 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.