



University  
of Windsor

**SCOTIABANK VISA  
TRAVEL CREDIT CARD PROGRAM  
CARDHOLDER INFORMATION PACKAGE**

**UNIVERSITY OF WINDSOR TRAVEL CARD  
CARDHOLDER INFORMATION PACKAGE**

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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 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 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. The cardholder is solely responsible for payment of the Scotiabank Travel Card. **All charges are due and payable in full upon receipt of your Scotiabank monthly statement.**

## **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 16<sup>th</sup> of the month, ending the 15<sup>th</sup> of the following month and your statement sent from the bank will typically appear three (3) business days after the 15<sup>th</sup> 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 Stmt – UofWTRAVEL: Cardholder Name”.

You are able to view your transactions online. To Log on to the VISA CentreSuite Website please enter <https://www.centresuite.com> Refer to the How to Guide for detail explanation and instructions.

Contact the Credit Card Coordinator 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.

## **PIN Set-up**

Scotiabank Commercial Card Tips  
44 King Street West  
Transit 73148  
Toronto, Ontario  
M5H 1H1  
Website: [www.scotiabank.com](http://www.scotiabank.com)

To set up your PIN 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. How do I find out my current balance of my card?

*When you Log into **CentreSuite** ([www.centresuite.com](http://www.centresuite.com)) you can view your account activity, current balance and print statements. 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 number on back of card. 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). Dispute form is located on the Purchasing Web Site under credit cards.*

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

*All of your statements are located on CentreSuite. ([www.centresuite.com](http://www.centresuite.com))*

*Contact Purchasing Services if you need help to Login to CentreSuite.*

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?

*Your billing cycle goes from the 16th of the month, ending the 15th of the following*

*month. **You may print statements from CentreSuite-Login/Statements/Account Activity/Search for Statements.** Please note payment should be made ASAP to allow time for payment to go through and avoid finance charges.*