



## Purchasing Card FAQ's

### ***I would like a Visa card. How do I get one?***

Prior to requesting a P-card, please complete the [Scotiabank Purchasing Card \(P-card\) Training](#) and review the [P-Card guidelines](#). You can obtain a purchasing card (or p-card) by filling out the application and the acknowledgement form located in [Western Financials](#). Your Budget Head, Dean or Chair is required to sign and approve the application before it is processed.

### ***What are the limits on the card?***

The standard limits for the p-card are \$10,000 monthly and \$2500 per single transaction.

### ***What can I buy with the P-card?***

The p-card can be used to pay for the following:

- conference registrations
- flowers
- subscriptions
- books
- water
- shredding
- reprints
- memberships
- mail/phone/fax/internet orders
- in store purchases (e.g.) retail operations such as RONA, Home Depot or Loblaw's
- telephone/cell phone bills

**The p-card cannot be used for any travel or hospitality related purchases.** Please see page 4 of the [P-card Guidelines](#) for a complete list of items that you cannot purchase with your p-card.

### ***How do I activate my card?***

When you receive your card you will be required to activate it by calling the phone number on the sticker which is attached to the front of your card.

### ***How do I know what my PIN number is?***

You will be required to set up a PIN number (personal identification number) when you activate your card. This is a number that is unique to you and is one that you choose.

### ***How do I set up a PIN number?***

When you call to activate your card you will be prompted to set up a PIN number. If you do not set up a PIN number at this time you can contact ScotiaBank using the phone number found on the back of your card. The customer service desk will assist you in setting up a PIN number.

### ***What is my 'date of significance'?***

Your date of significance is another security feature on the card. The date is written on the outside of the envelope that your card was delivered in. If you cannot locate the number please contact your plan administrator.

### ***I've forgotten my password, how do I retrieve it?***

If you've forgotten your password you can reset it either by contacting your plan administrator or by clicking the "Forgot Your Password?" link located on the upper left hand side of the CentreSuite log in page.

### ***I'm locked out of my account, how do I unlock it?***

If you've been locked out of your account you can unlock it either by contacting your plan administrator or by clicking the "Unlock/Reset Password" link located on the upper left hand side of the CentreSuite log in page.

### ***I've lost my card, what do I do?***

If you have lost your card you need to cancel it immediately. If you have the ScotiaBank customer service phone number you can contact them directly or you can contact your plan administrator who will take care of it for you.

### ***What if my card is compromised?***

If you noticed any suspicious activity on your card please call the number on the back of the card to report it to ScotiaBank or call your plan administrator. ScotiaBank will also contact you if they notice any suspicious activity. If it is determined that your card has been compromised it will be cancelled immediately and a new card will be issued.

### ***Why has my card been declined?***

Your card could be declined for many reasons. Some of the most common reasons for a declined purchase include:

- Invalid expiration date- make sure that you are providing the correct expiration date for any purchases you make over the phone or when using the Internet. If you have received a new card you will have a new expiration date. You will need to notify any vendors who have your card number on file of the change.
- Blocked MCC Group- if the item you are attempting to purchase falls within one of our blocked commodity codes (eg; travel, hospitality) then your purchase may be declined. Please contact your plan administrator to determine if your purchase is allowable.
- Monthly/Single Transaction Limit Exceeded- ensure that you haven't exceeded your monthly or single transaction limit. Your card will be declined if you do not have enough available credit to complete the purchase.

### ***I need to make a purchase that is over my single transaction limit, is there anything I can do?***

If the purchase you are trying to make exceeds your single transaction limit please contact your plan administrator. We do not want our card holders splitting transactions to get around their transaction limits. Your plan administrator can make adjustments to your card limit if the purchase is approved by an individual with appropriate signing authority in your area (AO, Budget Head, Dean, Chair).

### ***I'm changing departments, taking a leave or leaving my job at Western. What do I do with my card?***

If you are changing jobs, taking a leave of absence or leaving your job at Western permanently you are required to contact your plan administrator. The card will be cancelled on your last day of employment with Western or will be reissued once you return to your position.

***Where do I find information on insurance coverage for my card?***

<http://www.scotiabank.com/ca/ccrc/en/0,,2206,00.html>

Travel related insurance information (car rentals etc.) can also be found on this page

***Who can I contact for additional assistance?***

For additional assistance, please email [pcard@uwo.ca](mailto:pcard@uwo.ca).