

PURCHASING CARD GUIDELINES



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PURPOSE

The purpose of Western Visa Purchasing Card Program is to offer an effici

individual cardholder. Orders must not be split to bypass the single or monthly transaction limits. The monthly credit limit is defaulted at \$10,000. At their discretion, units may request changes to these limits by submitting a P-Card Change Request to Procurement Services for approval.

[Purchasing Card Change Request](#)

The P- Card MAY be used for the following:

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

The P-Card MAY NOT be used for the following :

- travel and entertainment expenses (e.g. airlines, vehicle rental, lodging, restaurants)
- purchases of foreign tangible goods - except where approved by Customs and Logistics

CONTROL FEATURES

The following controls are built into the program:

- dollar limit per transaction for individual cardholders
- monthly credit limit for individual cardholders
- declining balance cards
- types of merchants that will be authorized

Card limits are set to fit the need of the individual. Some industry vendor groups have been blocked from the program. If you present your card to any vendor from one of these industry groups, the transaction will be declined. Cardholders who feel a purchase has been wrongly declined should contact the Program Administrator at 519.661.2111, Ext. 88563.

CARDHOLDER RESPONSIBILITIES

The cardholder is:

ORDERING & RECEIPTS

As previously indicated, orders can be placed in person, by phone, fax or online via the internet. When ordering

department level for a period of seven years. If a receipt or packing slip does not include a description of the purchase, add a handwritten description on the receipt/packing slip.

The Program Administrator and Internal Audit conduct audits and will look to ensure receipts are being retained for the required time period.

TEMPORARY LEAVE

The following steps are to be taken if an employee is on an extended leave of absence or away from his/her regular place of employment for an extended period of time:

1. The appropriate supervisor is responsible for collecting the card.
2. The supervisor must deliver the card to the Program Administrator for safekeeping.
3. The Program Administrator will return the card to the employee upon their return to work.
4. If the cardholder performs the function of a reconciler or approver in the Centre Suite system, alternates need to be identified to Procurement Services.

[Purchasing Card Change Request](#)

TRANSFERRED OR TERMINATED EMPLOYEES

The following steps are to be taken if an employee is terminated or transferred to another department on campus:

1. The appropriate supervisor is responsible for collecting the card and returning it to the Program Administrator.
2. The Program Administrator will cancel the card.

DISPUTE PROCESS

If a cardholder disputes a transaction:

1. The cardholder should contact the supplier directly.
2. The supplier should review the information and either demonstrate the charge is legitimate, credit the account, or continue the dispute.
3. If the dispute continues, the cardholder should contact the Scotiabank Commercial Card Contact Centre at 1-888-823-9657 and file a report. The Cardholder must also notify the Program Administrator with details of the disputed transaction.

LOST OR STOLEN CARDS

The cardholder must immediately notify Scotiabank (1-888-823-9657) and the Program Administrator where a card is lost or stolen. The card will be cancelled and a replacement card issued within two to three business days. Employees are asked to treat the Purchasing card as they would their own.

HYDRO APPROVAL FOR ELECTRICAL AND ELECTRONIC GOODS

The Power Commission Act of Ontario states that all electrical and electronic goods sold or imported into Ontario must comply with the provisions of the Ontario Electrical Safety Code. Each approved piece of equipment must bear the label or mark of a testing organization recognized by the Standards Council of Canada. It is responsibility to ensure that the supplier complies with this stipulation.

KEY CONTACTS

Scotia Bank Commercial Card Call Centre	1-888-823-9657
Account status and balance inquiries	
Transaction inquiries	
Problem resolution on any purchase	
Transaction disputes	
Report of lost/stolen cards	
Emergency card replacement	
Card declines	
Replacement cards	

Program Administrator	519-661-2111 ext. 8
Procurement Services	pcard@uwo.ca