

## **Guidelines on how to close a merchant account and return a POS terminal**

### **TD Visa**

Notify Financial Services by filling out the UBC Merchant Service / Equipment Cancellation Request form (page 2 & 3).

If a POS terminal needs to be returned, either one of the 2 options should also be followed:

(1) Return the POS terminals to any TD Canada Trust Branch, obtain a proof of return and forward a copy to Financial Services.

Memo addressed to TD Canada Trust (page 4) needs to be filled out. Have the memo stamped at the branch as proof of return. Copy of the stamped memo should then be forwarded to Financial Services together with the Merchant Service / Equipment Cancellation Request form (page 2 & 3) so closure of merchant account can be initiated (if applicable).

(2) A prepaid courier box is sent to the location for the POS terminal.

Financial Services will initiate the closure of the account and upon confirmation by TD Visa (if applicable), a prepaid courier box will be sent to the location of the POS terminal. Please note that this option takes longer.

### **First Data**

Notify Financial Services by filling out UBC Merchant Service / Equipment Cancellation Request form (pages 2 & 3).

### **Global Payments**

Notify Financial Services by filling out UBC Merchant Service / Equipment Cancellation Request form (page 2 & 3) plus the Global Payments form (pages 5 & 6).

If a POS terminal needs to be returned, the instruction on the Global Payments form should also be followed. The department should contact UPS directly to arrange for the terminals to be picked up. Please note that the Global Payments form should be included with the terminals. The UPS waybill should be retained as proof of return and a copy sent to Financial Services together with the UBC Merchant Service / Equipment Cancellation Request form (pages 2 & 3) and the Global Payments form (pages 5 & 6).

### **Moneris Account**

Notify Financial Services by filling out UBC Merchant Service / Equipment Cancellation Request form (pages 2 & 3).

If a POS terminal needs to be returned, Financial Services will contact Moneris Solutions to arrange for the terminal pick up. The waybill should be retained as proof of return and a copy sent to Financial Services.

### **AMEX**

Notify Financial Services by filling out UBC Merchant Service / Equipment Cancellation Request form (page 2 & 3).

**UBC Merchant Service / Equipment Cancellation Request Form**

Department: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Acquirer: \_\_\_\_\_ Merchant #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Tel. No: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Close Merchant Account (Yes/No, please check applicable type of services to inactivate)? \_\_\_\_\_

Close Merchant Account is "Yes"	Close Merchant Account is "No"
<input type="radio"/> Visa and Debit	<input type="radio"/> Visa
<input type="radio"/> Mastercard	<input type="radio"/> Debit
	<input type="radio"/> Mastercard
	<input type="radio"/> Return POS Terminal

No. of POS terminals to be returned (Please attached receipt if already returned)? \_\_\_\_\_

Location of POS terminal(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Speedchart attached to this account (clearing account should have a zero balance): \_\_\_\_\_

Additional information:

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Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

*Please send this form to:*

*Michele Benitez*

*Financial Services – Revenue Accounting*

# THE UNIVERSITY OF BRITISH COLUMBIA



Department of Financial Services

305 - 2075 Wesbrook Mall

Vancouver, BC, Canada V6T1Z1

Tel : (604) 822-2454

Fax: (604) 822-2417

*<Type in date here>*

TD Canada Trust

Re: TD Visa Merchant Account *<type in Merchant Account here>*

We would like to return *<type in # of POS terminals returned>* POS terminals for merchant # *<type in Merchant Account here>*. As instructed by our TD Visa Account Manager, we would like to request your office to acknowledge receipt of terminals.

If you require more information please contact Michele Benitez at (604)822-2903.

Thank you.

## Merchant Service/Equipment Cancellation

MERCHANT NAME	_____	DATE:	_____
MERCHANT NUMBER:	_____	CONTACT NAME	_____
STREET ADDRESS	_____	MERCHANT FAX # :	_____
CITY:	_____	#OF PAGES:	_____
PROVINCE	_____	POSTAL CODE	_____

To help you with the completion of your request to cancel your services/equipment, Global Payments has provided you with an easy to follow checklist and detailed instructions below. By following all of the instructions, you ensure that your merchant services will be successfully cancelled and that your merchant statement will accurately reflect any changes.

STEPS	DESCRIPTION
1.	Verify that the information on the cancellation form is accurate and that your request has been indicated correctly
2.	If returning equipment, <b>Call UPS at 1-800-742-5877</b> and use <b>account #68E87X</b> to arrange for <b>pre-paid pick up</b> of any equipment. (i.e. terminals, pinpads, printers etc). Equipment is to be returned to <b>Global Payments Logistics Centre, 151 Carlingview Drive Unit 16 &amp; 17, Toronto, Ontario M9W5S4</b> . You may remove the label below and attach to the box. The effective date for cancelling equipment fees will be the date that Global Payment receives the equipment. <b>Keep a copy of your Waybill as proof of return.</b>
3.	Ensure that you have <b>sufficient funds in your business bank account</b> to cover all final merchant services fees.
4.	Check your next merchant statement for amended fees. You have <b>up to 60 days</b> to contact the Global Payments Help Desk to dispute a billing related issue.

Our Analysts are always available to assist you. Please contact the Global Payments at **1.800.263.2970** should you require assistance with the cancellation process or if you have any questions.

Global Payments thanks you for your business.

Label

Global Payments Logistics Centre  
151 Carlingview Drive, Unit 16 & 17  
Toronto, Ontario M9W 5S4  
UPS Acct. # 68E87X



# MERCHANT CANCELLATION FORM

TYPE OF CANCELLATION (Please Indicate)	REQUEST	SECTIONS TO COMPLETE	INSTRUCTIONS TO MERCHANT	GLOBALPAYMENTS OFFICE USE ONLY
<input type="checkbox"/> Rented Terminal	Cancellation of Service <b>-RETURNING EQUIPMENT- CLOSING ACCOUNT-</b>	1,2,3	Include a copy of this form in box with terminal. <b>Using a/c # 68E87X call UPS 1.800.742.5877 for pick up</b>	Close Account Cancel Billing Deactivate Terminal
<input type="checkbox"/> Rented Terminal	Returning Equipment Only <b>-DO NOT CLOSE ACCOUNT-</b>	1,2	Include a copy of this form in box with terminal. <b>Using a/c #68E87X call UPS at 1.800.742.5877 for pick up</b>	Cancel Billing Deactivate Terminal <b>Do Not Close Account</b>
<input type="checkbox"/> No Equipment <input type="checkbox"/> Purchased Terminal <input type="checkbox"/> Leased Terminal	Cancellation of Service <b>-NO EQUIPMENT- CLOSING ACCOUNT</b>	1,3	<b>Fax a copy of this form to 1.800.793.9823</b>	Close Account Cancel Billing

## SECTION 1 : MERCHANT INFORMATION

MERCHANT NUMBER					
MERCHANT					
DBA					
CONTACT NAME					
STREET ADDRESS					
CITY		PROVINCE		POSTAL CODE	
CONTACT NUMBERS		WORK	CELL / HOME		

## SECTION 2: REQUEST FOR CANCELLATION OF EQUIPMENT ☐ TERMINAL ☐ PINPAD ☐ PRINTER ☐ IMPRINTER

POS TYPE	TERMINAL SERIAL #	PINPAD TYPE	PINPAD SERIAL #	PRINTER TYPE	PRINTER SERIAL #

**NOTE:** All POS Terminals, PinPads and printers are property of Global Payments. Your merchant account will be billed for any equipment that is not returned to Global Payments upon cancellation and/or upgrade. **Please retain a copy of the waybill as proof of return.**

## SECTION 3: REASON FOR CANCELLATION(S) – Your feedback is valuable to us. Please take a moment to help us understand why you are closing your account(s).

- ☐ Closed/Sold Business (600)   
 ☐ Temporary/Seasonal (603)   
 ☐ Bankruptcy (604)   
 ☐ Moving Banking Relationship(606)  
☐ Obtained Better Discount Pricing (607)   
 ☐ Dissatisfied with Customer Service(610)   
 ☐ Dissatisfied with Products/Services (61 1)

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Please note that the completion and return of this form is required by Global Payments in order to properly cancel any products or services and to stop billing on your merchant account.

- o If you are returning equipment, please include a copy of this form in the box containing the equipment and return to Global Payments Logistics Centre, 151 Carlingview Dr., Unit 16 & 17, Toronto, Ontario M9W 5S4.
- o If you are cancelling a service and do not have equipment to return, please fax this form to 1.800.793.9823 or mail to Global Payments Direct, Inc. P.O. Box 401 0, Station B, Toronto, Ontario M9W 7H8. Retain a copy of this form and your fax confirmation for your records

Internal Use Only  
EOC: \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_