1. Why has my pcard been declined?
There are a few reasons why your card may be declined:
- Have you exceeded your single transaction limit? You must ensure the transaction does not exceed your single transaction limit including all extra charges (ie: taxes, brokerage, currency conversion, shipping)
- Have you exceeded your monthly limit?
- Are you trying to purchase a restricted item? Restricted products and suppliers are blocked to prevent purchases being made with these suppliers

2. How do I ensure goods arrive on campus and get delivered to me?
It is essential to provide the supplier with the shipping address below for timely delivery to the University as well as for ease of distribution to you on campus.
   University of Waterloo
   Central Stores - Pcard
   Your Name, Department, Building, Room #
   200 University Ave West
   Waterloo, ON
   N2L 3G1
   Canada
- When ordering goods internationally ask the supplier to have goods cleared via UTI Canada Inc (formerly Commerce Customs Brokers) and to send a NAFTA certificate, if applicable.

3. I’m trying to log into my Scotiabank account for the first time and am having trouble.
- Are you using the User ID provided when you received your card?
- If you are signing into your Scotiabank account for the first time and nothing is happening when you select “sign-in”, you may have a pop up blocker activated.
- Please look for a yellow bar across the top part of your screen.
- Click on it and a window will pop-up. Follow the instructions to temporarily allow pop-ups.
- Proceed with changing your password and then access your pcard account.
- If you still encounter trouble, please contact the pcard administrator at p-card@mailman.uwaterloo.ca