

Corporate Credit Card Program

VISA One Cardholder Manual

November 2025



Government of Northwest Territories
Gouvernement des Territoires du Nord-Ouest



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Procedure Section:	INTRODUCTION	Procedure No.: 1.1
Procedure Title:	Introduction to the Corporate Credit Card Program	VISA One Cardholder Manual

The Government Credit Card Program is for Government of the Northwest Territories (GNWT) approved credit card purchases and authorized travel only. Our current credit card provider is RBC US BANK - VISA ONE CARD.

This guide will assist cardholders with understanding the Government Credit Card program, by describing roles and responsibilities of key players and guidelines and procedures to administer the program.

The Government Credit Card is assigned in accordance with the GNWT's Financial and Procurement Policies including the Financial Administration Manual (FAM) 730, the Business Incentive Policy and the GNWT Contract Regulations.

Improper use of the card will be considered misappropriation of GNWT funds, resulting in disciplinary action, up to and including termination of employment.

The Government Credit Card may be used for in-store, mail, fax, or Internet purchases. All Government Credit Card charges will be billed directly to and paid directly by the GNWT. The bank cannot accept any monies from the employee directly to address any personal charges.

A GST exemption slip must be completed and provided to the merchant to ensure the GNWT is not charged GST/HST. Consult with your department regarding questions on the GST exemption slip.

This guide is for the role of a cardholder. If your role is Department Visa Coordinator (DVC), please reach out to the Visa Administrators to get a copy of the guide for DVCs

END OF PROCEDURE



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Procedure Title:	List of Key Contacts	VISA One Cardholder Manual

VISA Cardholder Department Contacts:

- Regional VISA Coordinator (department specific)
- Departmental Visa Coordinator (DVC)

VISA Coordinators Contacts:

- Director of Finance and Administration
- SAM Help desk: samhelpdesk@gov.nt.ca
- GNWT Visa Plan Administrator: visaplanadmin@gov.nt.ca

US Bank Customer Service:

International Toll Free: 1-800-588-8065
Call Collect: 1-416-306-3630

Card Activation and PIN Selection: 1-866-686-2209

When prompted, enter the 16-digit card number, the last four digits of your phone number and the last four digits of your employee number or date of birth (mmyy).

Note that the GNWT does not activate Visa cards using the online option.

Lost/Stolen Reporting:

Anywhere in North America: 1-800-588-8067
Outside North America (Collect): 1-701-461-2010

Fraud Investigations:

Toll Free: 1-800-523-9078

Access Online Technical Help Desk:

Toll Free: 1-877-332-7461 Option 1
Email: accessonlinecanada@usbank.com

GNWT VISA Plan Administrator (VPA):

Stephanie Arden: 1-867-767-9171 ext. 15081



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Procedure Section: INTRODUCTION		Procedure No.: 1.3
Procedure Title: Roles and Responsibilities of the Visa Cardholder / Proxy		VISA One Cardholder Manual

Purpose:

This section outlines the roles and responsibilities of the VISA cardholder and/or their Proxy.

Roles and Responsibilities:

Proxies are responsible for managing the credit card process for designated cardholders and/or in the absence of a cardholder.

Cardholder

- Ensure all purchases are in accordance with the signed terms and conditions.
- Obtain expenditure officer approval as required.
- Maintain all receipts and supporting documentation.
- Ensure GST/HST exemption certificates are provided to merchants.
- Verify all transactions promptly but no later than the deadline set by the Departmental VISA Coordinator (DVC) or Regional VISA Coordinator (refer to the step by step in the guide).
- Handle disputed transactions immediately (refer to the step by step in the guide).
- Report a lost or stolen credit card immediately (refer to the step by step in the guide).
- Keep your VISA card and PIN secure (refer to the fraud prevention section in the guide).

Cardholder/Proxy

- Verify that all receipts match transactions loaded in SAM.
- Review and update financial coding on each transaction in SAM.
- Enter Travel Authorizations or Expense Report references for travel related transactions.
- Verify all transactions promptly but no later than the deadline set by the DVC or Regional VISA Coordinator (refer to the step by step in the guide).

*****END OF PROCEDURE*****



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Procedure Title: Visa One Card Terms and Conditions		VISA One Cardholder Manual

**VISA ONE CARD
GNWT Employee Cardholder
TERMS AND CONDITIONS**

The Visa One Card is for Government of the NWT (GNWT) approved credit card purchases and authorized travel only. The card may be used for in-store, mail, fax, or Internet purchases. **Non Acceptable** purchases (unless specifically authorized) would generally include:

- Cash Advances or financial services
- Stocked Inventory Items available through approved ordering systems or programs
- Capital equipment
- Per diems and incidentals (e.g. meals claimable through travel expense claim form)
- Hazardous Goods (i.e., when not part of the employee's job requirements)
- Any merchant, product, or service normally considered as an inappropriate use of GNWT funds.
- Any Personal item or service

Any good or service exceeding \$10,000 in value requires Assistant Comptroller General (ACG) or delegate approval (contract splitting is prohibited)

The employee agrees to use of their Government Credit Card (GCC) in accordance with the policies and procedures governing the Card i.e., the GNWT's Financial and Procurement Policies including FAM 730, the Business Incentive Policy and the GNWT Contract Regulations. Improper use of the card will be considered misappropriation of GNWT funds, resulting in disciplinary action, up to and including termination of employment. All GCC charges will be billed directly to and paid directly by the GNWT. The bank cannot accept any monies from the employee directly to address any personal charges.

A GST/HST exemption slip (provided with the GCC package) must be completed and provided to the merchant to ensure the GNWT is not charged GST/HST.

The charges made against the employee's GCC are automatically assigned to SAM coding as specified by management. The employee will receive a Monthly Reconciliation Statement, which will report all activity during the statement period. Cardholders must provide proxy names that will assist/perform monthly reviews of purchase coding and update default coding as required. The employee agrees to retain and submit all purchase receipts and supporting documentation with their monthly reconciliation. All charges related to travel must reference the applicable Travel Authorization or Travel Expense Claim number.

Employees are responsible for maintaining the security of their Card and the transactions made with the Card. Employees may not allow any other person to use their card. **Employee's first point of contact will be their Department VISA Coordinator (DVC).** Employees, with their DVC will resolve any discrepancies. Employees agree to notify the US Bank Canada Customer Service immediately by telephone if the card is lost or stolen and immediately advise their Department Visa Administrator.

The employee's GCC may be withdrawn based on changes to the employee's job assignment or location. The card is not an entitlement nor reflective of title or position. The Visa One Card is considered the property of the US Bank Canada. The employee agrees to surrender the card to



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the GNWT's Departmental Visa Coordinator immediately upon termination of employment, whether for retirement, voluntary or involuntary reasons.

The employee agrees to make purchases within individual control limits and to use their Card only for certain purchases (e.g. travel purposes only) as specified by management.

CARDHOLDER LIMITATIONS

(To be assigned by management and completed by the Departmental VISA Coordinator)

- ☐ Credit card use limited to approved GNWT employee travel
- ☐ Credit card use limited to general procurement of goods and services under \$_____ (specify either \$10,000 or under)
- ☐ Credit card use limited to approved travel and general procurement of goods and services under \$_____ (specify either \$10,000 or under)
- ☐ Credit card use for multiple non-GNWT employee travelers within scope of assigned duties
- ☐ Credit card use for ongoing purchases exceeding \$10,000
- ☐ Other, as specified below

-
- ☐ I have read and understand the terms and conditions related to my use of the Government Credit Card.
 - ☐ I have been provided the proper authorities to utilize the Government Credit Card and the training to perform my responsibilities related to the Government Credit Card.
 - ☐ I have been provided and accept the authority to utilize the Government Credit Card on behalf of others for Government travel purposes.

Signature

Date

Print name

IMPORTANT – Cardholder to be provided a copy and original to be retained by Department for audit purposes.



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Procedure Title: Visa One Request Form		VISA One Cardholder Manual



GNWT Request – VISA One Card New Employee or Departmental/ Divisional Transfer



DEPARTMENT USE ONLY – VISA COORDINATOR

Divisions:

ECE01-00003 / ECC01-00004 / EXE01-00005 / FIN01-00006 / HSS01-00008 / ITI01-00009 / JUS01-00010 / LEG01-00011 / MAC01-00012 / INF01-00015

Bank	Agent	Company	Division	Record Credit Card Number (Access Online)
2135	2608	02608		

CARDHOLDER INFORMATION

☒ New Card ☐ Transfer

Legal First Name

Legal Middle Initial
(Optional)

Legal Last Name

Address Line 1

Government of Northwest Territories

Address Line 2

5003-49th St. – 3rd Fl. Laing Bldg.

City

Province

Postal Code

Yellowknife

NT

X1A 2L9

Work Phone

(867) - -

Email Address

visaplanadmin@gov.nt.ca

Employee ID

Credit Limit

\$50,000

Single Transaction Limit

\$ -

Specify either
\$10,000 or under

SAM CODING INFORMATION

SHIP TO	ORG	ACCOUNT	FUND	AREA	SETT	PROGRAM	PC BUS UNIT
Project	Activity	Source Type	Category	Sub-Category	Location	Yellowknife	

PROXY INFORMATION

Please add the following individuals as Proxies for this cardholder. (formerly delegates)

demian.orchard

michael.mashughuli

nathan.whiteman

darren.woodland

stephanie.arden

GNWT AUTHORIZATION

Supervisor (Printed)	Supervisor (Signed Approval)	Date
Departmental VISA Coordinator (Printed)	Departmental VISA Coordinator (Signed Approval)	Date
Director of Finance and Administration (Printed)	Director of Finance and Administration (Signed Approval)	Date



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Procedure Section:	VISA ONE CARD PROGRAM	Procedure No.: 2.3
Procedure Title:	Purchasing Guidelines	VISA One Cardholder Manual

VISA One Card is the official name of the GNWTs Corporate credit card. It is accepted throughout the world by any supplier or vendor who normally accepts VISA payments, though some may not accept foreign VISA cards.

VISA One Card will be issued in the employee's name through Director approval. Each employee is responsible for maintaining the security of the card and the transactions made with the card. The employee must not let any other person use the card and the VISA One card is not to be used for personal expenditures.

Any purchases made with your card will be assumed to have been made by you. Failure to follow with the terms and conditions established for this program and any applicable procurement policy could result in severe consequences, including termination of employment.

The VISA One Card can be used for in-store purchases as well as for mail, fax orders, or Internet purchases. Cardholders must ensure when doing online purchases that the site is secure. When placing orders by fax or phone, ask the vendor to include an invoice/shipping document with the actual goods or send a copy directly to your attention to avoid possible duplicate payments being made.

Do Not save your credit card information online for future use.

VISA One credit cards are assigned in accordance with the provisions in FAM 730. For most purchases of \$10,000 CDN or less (and equivalent), the VISA One Card is the preferred procurement method for goods and services.

END OF PROCEDURE



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Procedure Title: Acceptable / Non-Acceptable Purchases		VISA One Cardholder Manual

Each VISA One card has been assigned an individual monthly credit limit of \$50,000. In the event that you find this credit limit not enough to accommodate your monthly spending requirements, please contact your manager to get your monthly credit limit re-evaluated. When the need to temporarily increase your monthly credit limit is identified and approved by your manager, the GNWT Visa Plan Administrator will be advised via your Director of Finance and Administration and will then seek approval from the Assistant Comptroller General to get the request approved on a temporary basis. Once the monthly credit limit is approved temporarily, the GNWT Visa Plan Administrator will then go online and update your monthly credit limit. The credit limit will automatically revert back to the limits established in FAM.

No single transaction may exceed \$10,000 CDN in value. If you have an unusual one time transaction which will exceed this limit, notify your Manager who will seek approval from your Director of Finance and Administration and then the Assistant Comptroller General. Once the request is approved, the Visa Plan Administrator will temporarily update your daily spending limit in US Bank online. This daily limit increase change is temporary; you must notify your DVC when your transaction is done to get your daily limit changed back to \$10,000; failing which the balance will automatically revert back to the limits in the time specified by the Visa Plan Administrator.

By using the account number on your VISA One card, you will be able to contact suppliers directly and place orders by internet, phone, fax, mail, e-mail, or in person. The supplier will receive payment within 48 hours from US Bank.

Note that certain types of vendors have been “blocked” from participation within this program. Vendors are blocked according to their business type, vendor coding is sometimes incorrect, or the vendor carries out several types of business and they may be listed under a different vendor type. Transactions with these vendors will be declined. It is likely that any vendor you currently use as a source for products or services will accept your VISA One card. Should your transaction get declined at an approved vendor, possible reasons could be the vendor type maybe blocked, a PIN error, or you may already have exceeded a limit on your VISA One card. To determine the reason of the declined transaction, contact **US Bank Cardholder Account Support Toll free at 1-800-588-8065 or Collect at (416) 306-3630**.

Cash Advances have been blocked from use on the VISA One card.

All purchases on the VISA One Card must have followed the same procurement and policy rules that would have applied if the purchase had not been made on a VISA One card.



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Personal Charges and travel per diem are not to be charged to the VISA One card. The employer portion of Long service awards can be charged to the Corporate Card.

Acceptable Purchases

- Travel - Airlines, Car Rental and Hotels.
- Items from a Standing Offer Agreement.
- Subscriptions, seminar registrations, books, video tapes.
- Catering or small dining services (please ensure that the hospitality policy is adhered to).
- Miscellaneous Operating Supplies.
- Laundry uniforms, lab coats, etc.
- Miscellaneous maintenance/repair expenses.
- Non-inventory materials.
- Training Expenses.
- Stationery/Office supplies.
- Computer equipment, software, maintenance expenses.
- Electronic database services.
- Automotive repair for field personnel.
- Courier and parcel services.
- Aircraft Charters.
- Minor consulting services.
- Pre-approved charges for unusual items such as; hospitality, etc.

Non-Acceptable

- Any items exceeding \$10,000 in value (contract splitting is not allowed).
- Cash Advances or financial services.
- Entertainment.
- Stocked Inventory Items available through approved ordering systems or programs.
- Capital Equipment (see the Financial Administration Manual online).
- Hazardous goods - unless a requirement is in order to perform normal program activities.
- Any merchant, product, or service normally considered as an inappropriate use of GNWT funds.
- Personal Purchases.

END OF PROCEDURE



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Procedure Title: Visa One Card Restrictions		VISA One Cardholder Manual

Card Spending Limits

Each card has been assigned an individual monthly credit limit of \$50,000. If you find over time that the limit is too low to accommodate your monthly requirements, please contact your Departmental VISA Coordinator (DVC) and provide a reason for the request.

Your DVC will refer the request to the Director of Finance and Administration (DFA) to re-evaluate your limit. If the DFA agrees that it is appropriate to increase your limit, your request will be forwarded to the Assistant Comptroller General for approval. Once approval has been granted, the Visa Plan Administrator will update the monthly credit limit in Access Online.

No single transaction may exceed \$10,000 in value unless there is prior approval from the Department Director of Finance and Administration and the Assistant Comptroller General as per the FAM.

Blocked Vendors

There are certain types of vendors that have been “blocked” from participation in the program. When you use your card with any of these vendors, the transaction will be declined. It is likely that most vendors you regularly deal with as a source for goods and services will accept your card. When your card is declined at an approved vendor, possible causes could be that the vendor type may be blocked, you may have exceeded a limit on your card, PIN error or expiry date error.

Vendors are blocked according to their Business Type (Merchant Category Code). The merchant category code (MCC) of the particular vendor could be incorrect or if vendors carry out several types of business they may be listed under a different MCC. Where this issue arises, have your DFA send an email with the particulars to visaplanadmin@gov.nt.ca.

An approval from the Assistant Comptroller General is required to add a specific Business Type/MCC to the approved list.

Cash Advances and Rewards

- Cash advances have been blocked from use on Visa One Cards.
- VISA One cards do not participate in a rewards program for employees.

END OF PROCEDURE



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Procedure Section: VISA ONE CARD PROGRAM		Procedure No.: 2.6
Procedure Title: Visa Transaction Fraud Overview		VISA One Cardholder Manual

VISA Card Fraud Overview

Fraud is an ever-present threat impacting financial institutions, merchants and individuals. Credit card fraud falls into this category and occurs when a credit card account is opened in your name, or an existing account is ‘taken over.’

The *Identity Theft and Assumption Deterrence Act* makes it a federal crime when someone: ‘knowingly transfers or uses, without lawful authority, a means of identification of another person with the intent to commit, or to aid or abet, any unlawful activity that constitutes a violation of federal law, or that constitutes a felony under any applicable state or local law.’

US Bank Fraud Department (“Fraud”) is committed to controlling these types of losses, monitoring criminal activity and balancing the risk of fraud with customer convenience. The system they use to filter the card transactions in order to ‘catch’ and/or review potential fraudulent transactions operate in real time, changing rules and criteria to changing trends.

When Fraud detects a potential fraud, it will contact the Visa Plan Administrator who then advises the DVC to inform the cardholder about the suspected fraud. The cardholder needs to contact Fraud Investigations 1-800-523-9078 (or collect at 701-461-2042) to verify questionable account activity. A Fraud Representative will initiate the case by marking the authorizations and/or transactions that have posted to the account that are believed to be fraudulent.

The VISA card will be closed as a result of claim initiation. Notations will be added to the account memo identifying the account as fraud.

Case submitted in fraud system

If the fraud charges post to a cardholder’s new account, the cardholder will receive a credit to the account and sent a statement of fraud to confirm that cardholder did not authorize those transactions.

The statement of fraud form will be generated based on the posted fraud transactions and mailed to the Office of the Assistant Comptroller General within three weeks of case initiation. The Visa Plan Administrator scans and sends the Statement of Fraud form to the appropriate DVC by email.



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The DVC then forwards the forms to the cardholder to complete. Once the cardholder completes the forms, they send them back to their DVC, who forwards the forms to the Visa Plan Administrator. The completed forms are then submitted, by email to US Bank.

The Cardholders are responsible for timely submission of the completed documents.

The DVC must follow up with the cardholder to ensure that the forms have been completed and emailed back. Otherwise, the cardholder will have to provide an explanation **when the transaction is recharged** to the cardholder's account and FAM 913, Loss of Cash or Other Assets applies. **Please contact your Departmental Director of Finance and Administration if this occurs.**

If the case is started on authorization activity and the transactions never post, no statement of fraud will be created, and the case will be closed.

Any follow-up questions are directed to the Fraud Investigations at: 800-523-9078 (or collect at 701-416-2042).

END OF PROCEDURE



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Procedure Section:	CARDHOLDER PROGRAM	Procedure No.: 2.7
Procedure Title:	Request a Purchase Over \$10,000	VISA One Cardholder Manual

Purpose:

VISA One cards are issued for the procurement of goods and services under \$10,000. In the event where a purchase of goods or services exceeds the amount of the GNWT's single transaction limit of \$10,000, a limit increase may be requested (see procedures elsewhere in the guide).

Procedure:

The Cardholder must send an e-mail to their Supervisor and the Departmental VISA Coordinator (DVC) stating the reason for the request. It is imperative to include the vendor name, exact amount of the transaction, currency, and ongoing or one time requirement in the email. Further, the cardholder must ensure the following:

- GNWT Contract Regulations have been followed for all purchases over \$10,000 including:
 - Obtaining necessary quotes or other required procurement documents
 - Having the goods/services received
- Business Incentive Policy has been applied.
- Copies of the vouchers and invoices must be provided when submitting the request

The DVC or the employee's Supervisor/Director must seek approval from the department's Director of Finance and Administration (or equivalent) for this single purchase transaction increase. An email must be sent by the DVC to the following:

- Assistant Comptroller General - celestino_oh@gov.nt.ca
- Visa Plan Administrator - visaplanadmin@gov.nt.ca

Once the request is granted by the Assistant Comptroller General, the Visa Plan Administrator will temporarily increase the cardholders' limit:

***END OF PROCEDURE ***



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Procedure Section:	CARDHOLDER PROGRAM	Procedure No.: 3.1
Procedure Title:	How to Request a Corporate Credit Card	VISA One Cardholder Manual

Purpose:

Employees may have a requirement to perform duty travel and/or purchase goods and services as part of their position with the GNWT. Accordingly, the employee will require a Government Credit Card. Your manager will advise you if you require a credit card for more than one purpose.

Procedure:

1. Download a copy of the GNWT VISA One Card Request Form located on the GNWT SharePoint site. Link to form:
<https://sharepoint.gnwt.ca/Dept/FIN/OCG/sam/SAM%20Forms/VISA%20One%20Request%20Form%20Updated.pdf>
2. Ask your manager for appropriate default financial coding for your position that may be used for staged VISA transactions. This coding may be specific to travel expenditures for those cardholders who are not authorized to purchase goods and services.
3. Ask your manager who will be your Proxies to review your VISA transactions in your absence and/or on your behalf.
4. Refer to Procedure 3.2 on how to complete the Corporate Credit Card Request Form. Be sure and obtain the appropriate approvals.

END OF PROCEDURE



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Procedure Title: How to Complete a Corporate Credit Card Request Form		VISA One Cardholder Manual

Purpose:

This procedure provides step by step instructions for an employee to complete the VISA One Card Request Form and submit it for processing.

Procedure:

1. Download the form and print it. Link to Form:
<https://sharepoint.gnwt.ca/Dept/FIN/OCG/sam/SAM%20Forms/VISA%20One%20Request%20Form%20Updated.pdf>
2. For the Cardholder Information section, complete the blank fields. For those fields that contain hard-coded data, please do not overwrite this information.

CARDHOLDER INFORMATION				<input checked="" type="radio"/> New Card	<input type="radio"/> Transfer
Legal First Name	Legal Middle Initial (Optional)	Legal Last Name			
<input type="text"/>	<input type="text"/>	<input type="text"/>			
Address Line 1 Government of Northwest Territories		Address Line 2 5003-49 th St. – 3 rd Fl. Laing Bldg.			
City Yellowknife	Province NT	Postal Code X1A 2L9	Work Phone (867) <input type="text"/> - <input type="text"/>		
Email Address visaplanadmin@gov.nt.ca	Employee ID <input type="text"/>	Credit Limit \$50,000	Single Transaction Limit \$ <input type="text"/>	Specify either \$10,000 or under	

3. For the SAM Coding Information section, complete all fields necessary. The Project Costing coding fields located on the second line in this section are not mandatory.

SAM CODING INFORMATION						
SHIP TO <input type="text"/>	ORG <input type="text"/>	ACCOUNT <input type="text"/>	FUND <input type="text"/>	AREA <input type="text"/>	SETT <input type="text"/>	PROGRAM <input type="text"/>
Project <input type="text"/>	Activity <input type="text"/>	Source Type <input type="text"/>	Category <input type="text"/>	Sub-Category <input type="text"/>	Location Yellowknife	



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4. For the Proxy Information section, list the employees that may have to participate in reviewing your transactions in your absence. The employee names here may be administration staff, co-workers, and supervisors and will be approved by your director. Your proxies are assigned to you by your director.
5. Forward the form to your supervisor and divisional Director for signature.
6. Once signed, the form should be forwarded to your Departmental Visa Coordinator for processing.

END OF PROCEDURE



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Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.3
Procedure Title: Review of Terms and Conditions with Departmental Visa Coordinator		VISA One Cardholder Manual

Terms and Conditions

The employee agrees to incur transactions within individual control limits and to use their Credit Card for approved purchases only as specified by management. Most employees are considered to be travel and expense users only and are *not* approved to purchase goods and services.

Cardholder Limitations

To be assigned by management and completed by the Departmental VISA Coordinator (DVC).

- Credit card use limited to approved GNWT employee travel.
- Credit card use limited to general procurement of goods and services under \$10,000.
- Credit card use limited to approved travel and general procurement of goods and services under \$10,000.
- Credit card use for multiple non-GNWT employee travelers within scope of assigned duties.
- Credit card use for ongoing purchases exceeding \$10,000 (pre-approval required).

Please ensure the criteria below are met when you receive your Government Credit Card:

- You have read and understand the terms and conditions related to the use of the Government Credit Card. **NOTE:** *Cardholder to be provided a copy and original to be retained by Department for audit purposes.*
- You have been provided the proper authority to utilize the Government Credit Card i.e. Specimen Signature Record.
- You have taken or will be taking the VISA One Cardholder Training on the SAM/HRIS site.
 1. **Click** on the Learning tile.
 2. In the Find Learning field **enter “Visa One”** and then **click** the search button.
 3. Two results will appear ‘NTHSSA onto SAM Visa One Cardholders’ and ‘PeopleSoft 9.2 | SAM | Visa One Cardholders.’ (select the link that applies to your employment)
 4. **Click** the ‘PeopleSoft 9.2 | SAM | Visa One Cardholders’ link.
 5. **Click** the “Online Self-Study” link.
 6. Now you have the option of launching any one of three videos by **clicking** the **Launch** button.



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Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.3
Procedure Title: Review of Terms and Conditions with Departmental Visa Coordinator		VISA One Cardholder Manual

Although the card is issued in your name, it is the property of the US Bank/GNWT and is only to be used for GNWT purchases as defined in the terms conditions that is signed when the cardholder picks up his/her card from the DVC.

When you receive your card, please ensure you immediately sign the back of the card. The card must be activated before it can be used. To activate the card and set your PIN number, phone the number provided on a red sticker placed on the front of the card. If you encounter issues, contact your DVC. Do not contact Reporting, Treasury and Risk Management directly, your DVC is the first point of contact and can assist you with any issues.

END OF PROCEDURE



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Responsible Agency:	Reporting, Treasury and Risk Management	Issue Date: November 2025
Procedure Section:	CARDHOLDER PROGRAM	Procedure No.: 3.4
Procedure Title:	Activating the Corporate Credit Card	VISA One Cardholder Manual

Activating your Government Credit Card

The following instructions explain what is needed when activating your Government Credit Card (VISA ONE card).

First Name, Initial and Last Name: Your full name is required for identification purposes in activating your card and will also appear on the card issued to the new applicant from US bank.

Employee Number: Your employee number is required as this number is used for identification purposes in activating your card.

Password: A password is required for identification purposes in situations such as when a card is reported lost or stolen.

Work Phone Number: Your office number is required as this number is used for identification purposes in activating your card.

Address 1: Government of the Northwest Territories

Address 2: 5003-49th St.-3rd Fl. Laing Bldg.

City: Yellowknife

Province: NT

Postal Code: X1A 2L9

Country: Canada

When you receive your card, please ensure you immediately sign the back of the card. The card must be activated before it can be used. To activate the card, phone the number provided on a red sticker placed on the front of the card. **DO NOT ACTIVATE USING THE ONLINE OPTION**

At this time, you must also request the PIN for your card.

Always keep your card in a secure place.

Although the card is issued in your name, it is the property of the US Bank/GNWT and is only to be used for GNWT purchases as defined in terms and conditions that will be signed when the cardholder picks up his/her card from their DVC. Again, if you have issues, please contact your DVC.

END OF PROCEDURE



Corporate Credit Card Program		Page 1 of 1
Responsible Agency: Reporting, Treasury and Risk Management		Issue Date: November 2025
Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.5
Procedure Title: Register for Visa One Training		VISA One Cardholder Manual

Register for Training

The process to register for the Visa One Cardholder course is administered through the Learning Tab on the SAM/HRIS site.

The Visa One training course is an online course; the only requirement to register for the course is to have access to a computer and a valid SAM User ID.

Link to SAM/HRIS site:

<https://samhris.gov.nt.ca/>

1. **Click** on the Learning tile.
2. In the Find Learning field **enter “Visa One”** and then **click** the search button.
3. Two results will appear ‘**NTHSSA onto SAM Visa One Cardholders**’ and ‘**PeopleSoft 9.2 | SAM | Visa One Cardholders.**’
4. **Click** the ‘**PeopleSoft 9.2 | SAM | Visa One Cardholders**’ link.
5. **Click** the “**Online Self-Study**” link.
6. Now you have the option of launching any one of three videos by **clicking** the **Launch** button.

The training is made up of three Modules which participants can watch and listen to at their own pace and at their own desk/office (headphones are required).

NOTE: Cardholders or their Supervisor are required to submit an email with the employee’s name and employee ID number to the samhelpdesk@gov.nt.ca to request a SAM User ID prior to taking the training. A SAM User ID is required to participate in the monthly VISA One Card process for verifying and reconciling your VISA transactions in SAM.

Departmental VISA Coordinators are responsible for ensuring participants know their default coding and are aware who their DVC and Director of Finance and Administration are.

*****END OF PROCEDURE*****



Corporate Credit Card Program		Page 1 of 1
Responsible Agency: Reporting, Treasury and Risk Management		Issue Date: November 2025
Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.6
Procedure Title: Proper Documentation for Visa Transactions		VISA One Cardholder Manual

Transactions for Travel and Expenses

For Travel-related expenses the following supporting documentation will be deemed acceptable.

- Expense Report (ER) or Travel Authorization (TA) number to be data entered in SAM using the description line field of the expenditure. The TA or ER references indicate expenditure officer approval has been provided.

NOTE: Actual travel receipts will accompany your submitted ER.

Transactions for Goods and Services Purchases

For purchases of goods or services (including travel for 3rd parties) the following supporting documentation will be deemed acceptable.

- A copy of the actual receipt for the item purchased with expenditure officer signature approval on the actual receipt or on the VISA One statement.
- All receipts for goods and services will be attached to your monthly VISA Statement (Purchase Detail Report) prior to submitting it to your Departmental VISA Coordinator or Regional VISA Coordinator.

END OF PROCEDURE



Corporate Credit Card Program		Page 1 of 5
Responsible Agency: Reporting, Treasury and Risk Management		Issue Date: November 2025
Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.7
Procedure Title: How to Verify Visa Transactions		VISA One Cardholder Manual

Purpose:

This procedure provides step by step instructions for the cardholder or their proxy on how to verify a VISA transaction in SAM. Cardholders should immediately sign up for VISA ONE Training and use this procedure only as a supplementary guide.

Each business day, the Department of Finance will import the VISA transaction file available at USBank into SAM. This file contains VISA transactions that were posted at US Bank by merchants two business days earlier.

It is recommended that employees verify their VISA purchases within a few days of incurring the VISA transaction. It is mandatory that all VISA transactions for the current monthly billing cycle are verified on or before the VISA deadline established by your Departmental VISA Coordinator.

Verification of VISA transactions may include the following:

- Matching receipts for goods and services.
- Travel Authorization (TA) and Expense Report (ER) references have been provided for travel related expenses.
- Expenditure Officer approval has been provided (where the cardholder is not the authorized expenditure officer to the Department ORG to which the expenses will be coded).
- GST has not been paid and/or cardholder is following up with Merchant to obtain credit.
- Purchases have complete and appropriate financial coding.
- Utility Tracking details are provided where appropriate.
- Updating the status from STAGED to VERIFIED.

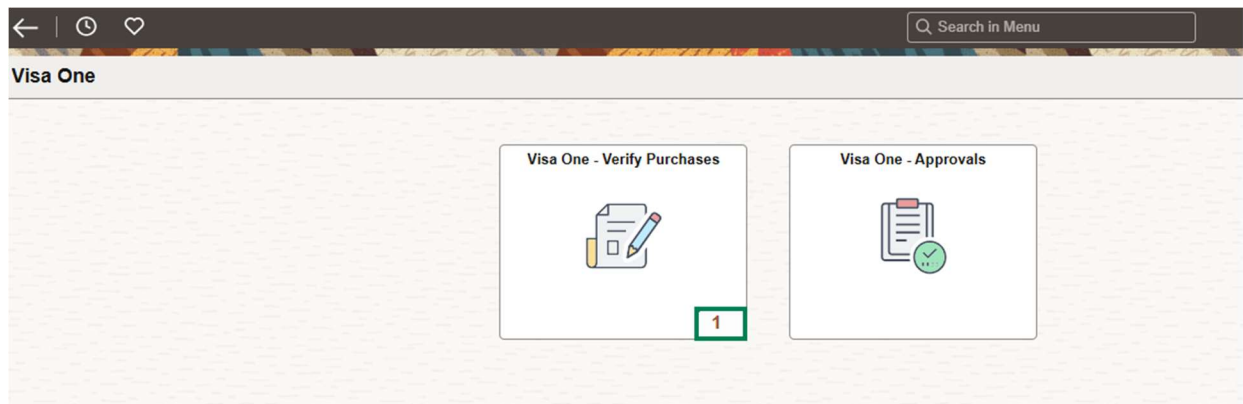
As the transactions are downloaded to SAM throughout the accounting period, cardholders can and should complete verification promptly but at any rate, no later than the deadline for verifying transactions as set by the Departmental VISA Coordinator and communicated to cardholders in email notification(s).



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Responsible Agency: Reporting, Treasury and Risk Management		Issue Date: November 2025
Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.7
Procedure Title: How to Verify Visa Transactions		VISA One Cardholder Manual

Procedure:

1. Begin with opening SAM WorkCenters and select the Visa One tile. Then select the Visa One - Verify Purchases tile.



2. Once the Verify tile is opened, it will show a list of your transactions. **Select the checkbox** of the Visa One transaction you want to Verify. Ensure no GST/HST has been charged.

Transaction Billing VAT							
		Trans Date	Merchant	Description	Status▼	Transaction Amount	Currency
1	<input checked="" type="checkbox"/>	08/29/2025	PAYPAL *EMRN EMRN	<input type="text"/>	Staged	186.85	CAD
2	<input type="checkbox"/>	08/27/2025	TUNDRA TRANSFER LTD	<input type="text"/>	Staged	10.00	CAD

3. If an individual is a proxy on multiple cards, after they click the Visa One - Verify Purchases tile, they will go to the Reconcile Statement Search page.
 - a. Enter the cardholders employee ID or there last name.
 - a. Use the magnifying glass and select the current monthly Billing Cycle Date.
 - b. Select the SEARCH button at the bottom of the page.



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Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.7
Procedure Title: How to Verify Visa Transactions		VISA One Cardholder Manual

Procurement WorkCenter

Main My Work Query Processes

Links

- SAM Resources - Internal
 - SAM Sharepoint
 - FESS Sharepoint
 - Report Manager
- SAM Training Material - External
 - UPK Training Documents
- Review Suppliers
 - Review Supplier
- Requisitions
- Procurement Card - Visa One
 - Reconcile Statement
 - Purchase Details
 - Cardholder Information
 - Cardholder Profile
 - Assign Proxies
- Sourcing
- Procurement
- Common Pages

Reconcile Statement Search

Role Name GNWT Basic User Access

Employee ID

Name

Card Issuer VISA 1-Card US Bank

Card Number

Transaction Number

Merchant

☒ Exact Match

Sequence Number

Line Number

Billing Date 06/20/2025

To 06/20/2025

Statement Status

Budget Status

Chartfield Status

Transaction Date

To

Charge Type

Posted Date

To

Rows Per Page 500

☐ Auto Save When Scrolling Through Chunks

Search

Clear

4. In the **Description** field enter either the **Travel Authorization (TA)** or **Expense Report (ER)** number if the transaction is related to duty travel, or the **invoice number/description** for any other type of purchase.



Note: This is a mandatory step.

Transaction		Billing	VAT				
	Trans Date	Merchant	Description	Status	Transaction Amount	Currency	
1	<input checked="" type="checkbox"/> 08/29/2025	PAYPAL *EMRN EMRN	Invoice # 12345	Staged	186.85	CAD	
2	<input type="checkbox"/> 08/27/2025	TUNDRA TRANSFER LTD		Staged	10.00	CAD	



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Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.7
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5. Click the “Comments” icon and attach a scanned copy of the receipt. Please make sure the document is in PDF format. Ensure that the receipt has been scanned properly, i.e. vendor name and cost is clearly visible. This is required if it is a non-duty travel expense.

Transaction		Billing	VAT					
	Trans Date	Merchant	Description	Status	Transaction Amount	Currency		
1	<input checked="" type="checkbox"/>	08/29/2025	PAYPAL *EMRN EMRN	Invoice # 12345	Staged	186.85	CAD	
2	<input type="checkbox"/>	08/27/2025	TUNDRA TRANSFER LTD		Staged	10.00	CAD	

6. A new window will appear, click the “Attach” button and add the scanned copy.

Procurement C

Empl ID
Card Number
☐ Run Budget Validat

Transaction | Billing | VAT | 

Trans Date

1 ☒ 08/29/2025
2 ☐ 08/27/2025
3 ☐ 08/27/2025
4 ☐ 08/27/2025
5 ☐ 09/02/2025
6 ☐ 09/03/2025
7 ☐ 08/27/2025
8 ☐ 09/02/2025
9 ☐ 08/27/2025

ProCard Comments

Line 13 Description Invoice # 12345
Reference

Transaction Line Comments Find | View All First 1 of 1 Last

Status Active





Comments:

Associated Document

Attachment Attach View Delete

OK Cancel Refresh

7. Click the “Chartfield” icon and ensure that the accounting code is correct. For a Duty Travel transaction make sure that the coding in Visa matches the coding in the TA/ER. For a non-duty travel expenses if you are unsure about the coding, please check with either your supervisor or your Corporate Service finance team.

Transaction		Billing	VAT				
	Merchant	Description	Status▼	Transaction Amount	Currency		
1	PAYPAL *EMRN EMRN	Invoice # 12345	Staged	186.85	CAD		
2	TUNDRA TRANSFER LTD		Staged	10.00	CAD		



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8. After you are happy with the accounting codes, please **click** the “OK” button

9. The final step is to click the “Verify” button. This will move the status to “Verified”. Now repeat the steps for the next transaction.

10. After the hourly process has run, the transaction status will change to “Submitted”.

END OF PROCEDURE



Corporate Credit Card Program		Page 1 of 2
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Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.8
Procedure Title: How to Manage a Disputed Transaction		VISA One Cardholder Manual

The most simple and effective way to settle an erroneous charge is for the card holder to contact the merchant directly.

This includes disputed GST/HST. If the merchant agrees to process a credit, ask for a copy of the credit. The credit may take a few days once the merchant has submitted it before it will be seen in SAM.

The cardholder should let the Departmental VISA Coordinator (DVC) know what has transpired.

If the merchant agrees to process a credit, review the following week's transaction listing to see if the credit was processed. No VISA dispute process is available for any GST/HST. These charges will have to be expensed.

Dispute Process

The DVC will email the Visa Plan Administrator (VPA), advising them of the situation and all-important information regarding the dispute. The VPA will then email US Bank to advise them of the disputed transaction.

The Government of the Northwest Territories has up to **60 days** from our statement date (which is the monthly cycle date of the 20th of each month) to dispute. If we fail to dispute within the stated timeframe, there is no recourse - that means that the department will have to expense the loss. When this happens, **FAM 4101 Loss of Cash or Other Assets** kicks in. *Please refer this to your Manager, Finance and Administration.*

Once US Bank has been notified, they will investigate the transaction. If the merchant confirms that the charge is valid, US Bank will mail the following documents to the VPA:

- Statement of Fraud Forms; and
- Transaction Report.

The VPA will email the documents to the department's DVC to forward to the Cardholder. If after reviewing the Transaction Report, the cardholder realizes that the transaction is indeed valid, the cardholder does not have to do anything further. The charge will remain in the cardholder's account. The cardholder will have to provide the slip and the appropriate authorizations to the DVC.



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Procedure Section:	CARDHOLDER PROGRAM	Procedure No.: 3.8
Procedure Title:	How to Manage a Disputed Transaction	VISA One Cardholder Manual

If after reviewing the Transaction Report, the cardholder wants to further dispute the transaction, the cardholder will have to complete the Statement of Fraud Forms, sign, date and send them back to the DVC to forward back to the VPA. Once the VPA received the signed forms back, they will send them back to US Bank Fraud Department to handle. Refer to VISA Transaction Fraud under the section **When a VISA Dispute becomes a fraud case.**

END OF PROCEDURE



Corporate Credit Card Program		Page 1 of 1
Responsible Agency: Reporting, Treasury and Risk Management		Issue Date: November 2025
Procedure Section: CARDHOLDER PROGRAM		Procedure No.: 3.9
Procedure Title: How to Handle a Lost or Stolen Visa Card		VISA One Cardholder Manual

Lost or Stolen VISA Cards

If your VISA card is lost or stolen, immediately call the US Bank Lost/Stolen Reporting number:

US Bank Canada - Lost/Stolen Reporting

Anywhere in North America (Toll Free)	1-800-588-8067
Outside North America (Collect)	1-701-461-2010

This service is available 24/7. The US Bank representative will ask the cardholder a few questions to confirm the identity of the caller.

NOTE: The answers for these questions are included in your Credit Card profile in Access Online. If you need any assistance with the questions asked by US Bank, please contact your Departmental VISA Coordinator (DVC). They will be able to provide the answers to the billing address on file, the postal code on file, the password provided on your application, etc.

A new card (replacement card) will be issued. The replacement card will be couriered to the VISA Plan Administrator and will be forwarded to the DVC once verified.

The cardholder **must** email the DVC advising them of the lost or stolen card immediately after contacting US Bank Reporting Lost and Stolen Cards.

END OF PROCEDURE