



REQUEST TO CANCEL MERCHANT ACCOUNT/RETURN EQUIPMENT FORM

- Close Merchant Account
- Return POS Device/Equipment

Acquirer: Merchant Account#: _____

<input type="checkbox"/> TD Merchant Services	_____
<input type="checkbox"/> Moneris Solutions	_____
<input type="checkbox"/> Chase Paymentech	_____
<input type="checkbox"/> American Express	_____

Department: _____ Date: _____

Contact Name: _____ Tel. No.: _____

Address: _____

Number of POS devices to be returned: _____

(Please attach receipt/way bill/proof of return if already returned to the Acquirer)

Type of Connection:	Serial No.:	UBC Security Seal No.:
<input type="checkbox"/> Telephone dial-out	_____	_____
<input type="checkbox"/> Internet	_____	_____
<input type="checkbox"/> CDMA/HSPA wireless	_____	_____
<input type="checkbox"/> Integrated with an Application	_____	_____

Approved by: _____ Date: _____

Merchant

Note: Follow the instructions on Page 2 if returning POS device(s); otherwise, submit the form to Raul Ramos (raul.ramos@ubc.ca) if only closing a merchant account.



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

TD Visa

1. Fill out the UBC Merchant Service / Equipment Cancellation Request form (page 1) and forward to Revenue Accounting.
2. Return POS (Point of Sale) device:
 - a. Return the POS device to any TD Canada Trust branch
 - i. Prepare a document (sample on page 3) listing the # of POS devices (with serial #s) to be returned. Make 2 copies, one for TD Canada Trust to forward to TD Visa and one for merchant's record.
 - ii. Obtain a proof of return by requesting the branch to stamp the merchant's copy of the document
 - b. Prepaid Courier Box (this option takes longer)
 - i. Revenue Accounting calls TD Visa to request for the prepaid courier box to be sent to the location of POS device upon receipt of the UBC Merchant Service / Equipment Cancellation Request form.
 - ii. Merchant calls courier to pick up POS device after receipt of courier box.
 - iii. Merchant keeps a copy of the waybill as proof of return.

Moneris Solutions

1. Fill out the UBC Merchant Service / Equipment Cancellation Request form (page 1) and forward to Revenue Accounting.
2. If applicable, Revenue Accounting will contact Moneris Solutions to arrange for the POS device pick up.
3. Merchant keeps a copy of waybill as proof of return.

AMEX

Fill out the Merchant Service / Equipment Cancellation Request form (page 1) and forward to Revenue Accounting.



Financial Reporting
200 – 2386 East Mall
Vancouver, BC, V6T 1Z3
Tel.: (604) 822-2454
Fax: (604) 827-2668

Date:

TD Canada Trust

Re: *TD Visa Merchant Account Number* - _____

We would like to return [*Number of POS terminals returned:*] _____ POS terminals attached to the above-mentioned merchant account number with the following serial #s:

<i>Serial#</i>
<i>Serial#</i>
<i>Serial#</i>
<i>Serial#</i>
<i>Serial#</i>

As instructed by our TD Visa Account Manager, please request the TD agent to stamp or sign on this document to acknowledge the receipt of the POS terminal(s).

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

Thank you.

Name and Signature of UBC Merchant