



# INSTRUCTIONS FOR ACOL\* DIA ACCOUNT SET-UP AND COMPLETION OF THE ACOL DIA CLIENT APPLICATION AND ACOL FINANCIAL AGREEMENT

If you have any questions after reviewing the enclosed documents, please contact the Client Support Centre at **1-888-624-ACOL (2265)**.

The following are some guidelines on setting up an ACOL account and tips on completing the ACOL DIA Client Application and ACOL Financial Agreement.

## HOW TO ESTABLISH AN ACCOUNT

Opening an ACOL account is easy! Carefully review the Terms and Conditions and complete (in duplicate) and sign the **ACOL DIA Client Application** and the **ACOL Financial Agreement**. Mail your completed Client Application and Financial Agreement, and the initial deposit to the following address:

**Unisys Canada Inc.  
P.O. Box 204  
Halifax NS  
B3J 2M4**

Or, if you would like to activate your ACOL account more rapidly, you can fax the completed Client Application and Financial Agreement and include a credit card number, to the Business Financial Office at **1-902-422-1675**.

In order to gain access to the Driver Insurance Abstract (DIA) service, approval from the applicable provincial Registrar of Motor Vehicles is required. When returning your completed application package to the Business Financial Office, **please include a letter that contains the following information:**

- Contact information including company name, contact person, address (mailing and civic as appropriate), email address, and phone and fax numbers;
- Reason why you are requesting access to the DIA service;
- If you intend to extend your access of the DIA service to any third parties.

This letter will be forwarded to the applicable provincial Registrar of Motor Vehicles for approval to access the DIA service.

Once the Business Financial Office receives your completed Client Application and Financial Agreement and the initial deposit, and has received approval from the applicable Registrar of Motor Vehicles, user IDs will be created for the individuals you have identified and the signed and accepted copy of your Client Application and Financial Agreement will be returned to you. Each user will receive a letter confirming his/her user ID and password to access ACOL. All persons who receive a user ID are bound by the Terms and Conditions.

## HOW TO COMPLETE THE CLIENT APPLICATION

### Instructions for Page 1 of the Client Application

**Company Contact Information** - Print or type your name or company name, mailing address, phone number, e-mail address, and fax number where indicated.

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\* ACOL and Atlantic Canada On-Line are registered official marks of the Provinces of New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island.

**Business Activity Code** - Required for ACOL Client demographic information purposes only. Please use the Business Activity Code Listing to select the type of business or service code that best fits the activity your organization provides.

**Financial and Technical Contacts** - ACOL needs to know and be able to contact certain individuals within your organization in the event there is a question concerning signed Agreements, Financial matters, or Technical issues. Please identify the individual ACOL should contact about the Business or Financial issues for your organization and your Client Account. Please identify the individual ACOL should contact about Technical matters concerning connectivity issues relating to your organization and your Client Account.

**Client Default Password** - When a user logs onto ACOL, a unique user ID identifies him/her as authorized to access ACOL. Each user ID also has a secret password linked to it, which prevents unauthorized individuals from logging in. When a user ID is issued, a default password is assigned which is the same for all users associated with your company. The first time a user logs on they will enter this default password at the password prompt. The user is then immediately prompted to enter his or her unique password. The default password should include at least one numeric character. If the password you create is not acceptable to the system, the Business Financial Office staff will modify your password.

Create a new password for your account using the rules and tips below:

- ◆ Create a password of between 6 and 8 characters.
- ◆ The password must include at least one numeric character, or a combination of letters and numbers.
- ◆ Common dictionary words are not acceptable to the system.
- ◆ Avoid using names, nicknames, telephone numbers, birth dates, or passwords of all the same character.
- ◆ Special characters will not be accepted by the system.

**Client Verification Word** - As an additional security measure when calling ACOL in regards to your account information, the caller will be asked for the Verification Word by ACOL staff to identify that the caller has the authority to make a request about your account. No restrictions are placed on this word except that it must be twenty characters or less.

## Instructions for Page 2 of the Client Application

**Database Selection** - Please select the Driver Insurance Abstract Database(s) for which the application is being made.

**User IDs and Authority Level** - In order to access a Database(s), each user requires a user ID and password. To establish user IDs, ACOL needs to know the user's name and authority level for each person from your organization that you wish to have authorized access to ACOL and its product offerings through your Client account.

*Basic* users can change their password.

*Prime* users have access to all administrative functions which include change password, account status, update account, user information, update user information, and reporting.

**Client Signature** - Please sign two copies of this Client Application. Once set up has been approved and completed, the signed second copy will be returned to you for your files.

## HOW TO COMPLETE THE FINANCIAL AGREEMENT

### Instructions for Page 1 of the Financial Agreement

Please complete the Client Name and Client Address as it appears on the Client Application and read the terms of the Financial Agreement.

**Initial Deposit Amount** - The Initial Deposit (\$100.00 minimum) is required in order to establish an account with ACOL. Any larger sum, based on subsequent usage is acceptable. Please specify the amount you wish to submit as an Initial Deposit.

**Low Balance Alert** - The low balance alert is not applicable to the DIA service, therefore, no amount is necessary in this field. Once your ACOL account is set up, to determine the remaining balance in your account at any given time, please utilize the account status function under Client Administration.

### Instructions for Page 2 of the Financial Agreement

**Payment Preference and Options** - ACOL has several methods of accepting payment, both initially and for subsequent payments. The table on page 2 asks you to indicate which method you prefer. You will be able to change to another payment method at any time.

#### *The Electronic Funds Transfer Option (Recommended)*

This option can be used for the initial deposit and as a method for submitting subsequent payments.

The Electronic Funds Transfer (EFT) option ensures that your account will always have funds in it and therefore will ensure that access to the ACOL Service will not be denied due to lack of funds in your account. During the day as you are processing transactions the system will automatically top up your account to the maximum amount specified by you or by the maximum transfer amount whichever is the lesser, if your account balance falls below zero. Additionally at night the system checks to see if your balance at the end of the day is below the Minimum Balance specified by you and if so will trigger an EFT to top up your account. Please note that the minimum amount that can be transferred by an EFT is \$25.00.

The Maximum Transfer Amount is the upper limit of funds that can be transferred from your bank account by an EFT at any one time.

The Top up Account Amount is the maximum \$\$ amount to which your ACOL Client account will be reset.

The Minimum Balance Amount will tell the Business Financial Office at what level an automatic EFT will be triggered to restore your account balance to the maximum level during the nightly check.

Example:

Maximum transfer amount	\$ <u>500</u>	Top up Account to a maximum of \$ <u>600</u>
Minimum Balance amount	\$ <u>50</u>	

In this example, if the account balance drops below zero during the day, for example to -\$20 due to a transaction, an EFT will be triggered for a maximum of \$500 to top up the account. The most that can be in the account at any one time is \$600. In this case the account balance would be \$480 (\$500 EFT less -\$20 balance). If, during the nightly check, the balance in the account was below \$50 due to further transaction processing, another EFT would be triggered to top up the account.

Financial Institution Information. Please provide the financial institution name and address, institution number, branch number and bank account number from which the funds are to be transferred. A voided cheque to insure accurate reporting should be enclosed.

The Signature of the authorizing officer for EFT is also required.

**Please notify us of any changes to your Financial Institution Information.** Allow three weeks for changes to be implemented. ACOL will charge for cheques and EFT transfers that are returned due to NSF. The current rate is \$20.00 per returned item.

### *The Electronic Cheque Option (Recommended alternative to EFT)*

The Electronic Cheque option may not be used for the initial payment.

The ACOL system provides an on-line cheque, which can be filled out just like a paper cheque. You can require up to two approvals before the electronic cheque is sent and the funds are deducted from the specified bank account and added to your ACOL account. Any unsigned electronic cheques remaining in the system at the close of business for the day will be deleted and will not be applied to your account. You will need to initiate another electronic cheque.

The Maximum Cheque Amount is the top limit for which you want an electronic cheque to be written.

Financial Institution Information. Financial Institution Information: Per EFT option above

Designated Cheque Signers. You also identify which individuals in your organization are permitted to sign Electronic Cheques. If more than two individuals have signing authority please append a list of additional names. Within the group of authorized signers any one or two electronic signatures are required to execute an Electronic Cheque unless otherwise specified by you. Please indicate on the agreement if you require one or two signer execution rights.

**Please notify us of any changes to your Financial Institution Information.** Allow three weeks for changes to be implemented. ACOL will charge for cheques and EFT transfers that are returned due to NSF. The current rate is \$20.00 per returned item.

## **Instructions for Page 3 of the Financial Agreement**

### *Cheque or Money Order Option*

This option can be used for the initial deposit and as a method for submitting subsequent payments.

A personal or corporate cheque or money order made payable to **Unisys Canada Inc.** can be sent to **Unisys Canada Inc., P.O. Box 204, Halifax NS B3J 2M4.** This option cannot automatically make additional payments to your ACOL account - additional cheques will be required. Please include your ACOL account number on subsequent cheque payments.

### *Credit Card Option*

This option can be used for the initial deposit and as a method for submitting subsequent payments.

The amount indicated (minimum \$100.00) for an initial deposit will be charged to the specified credit card number. The credit card number is not stored; therefore, this option cannot automatically make additional payments to your ACOL account. Please contact the Client Support Centre to authorize additional charges to the credit card account.

Visa, MasterCard or American Express. Please specify whether this charge is to a VISA, MasterCard or American Express.

Credit Card Administration Fee(s). Please note that your account will be charged an administration fee of 2% for the use of a credit card for top up of ACOL client account balances.

Card Information. Please provide the name as it appears on the card, the card number, and the expiration date. The amount that will be charged to the card and deposited to your ACOL account for the initial deposit is the amount that you have specified on the Financial Agreement.

The signature of the card holder is required.

***Direct Deposit Option***

The Direct Deposit option may not be used for the initial payment.

If the Direct Deposit option has been selected for subsequent top up of your account, the Business Financial Office will contact you regarding the process required to send deposits directly to the ACOL financial institution.

**Please Note**

Both the Client Application and the Financial Agreement must be signed and forwarded to Unisys in duplicate. Please be sure to include the letter for the Registrar of Motor Vehicle approval or your client account set up may be delayed. An accepted copy of the Client Application and Financial Agreement will be returned with the necessary access information once your ACOL account has been established.

Thanks again for your interest in ACOL! We look forward to providing you with our ACOL service. *Remember*, if you have any questions, please call the Client Support Centre at-1-888-624-ACOL (2265), or visit [www.acol.ca](http://www.acol.ca).