

Johns Hopkins Accounts Payable Shared Services
J.P. MORGAN CHASE TRAVEL CARD FREQUENTLY ASKED QUESTIONS

1. How do I activate my new JP Morgan Chase Travel Card?
 - a. The cardholder should call the number provided on their new travel card to activate the card. When you call to activate you will need to provide JP Morgan Chase with the last 4 digits of your Employee ID number, which is your "Personnel Number" and is required in place of your social security number. As a second form of identification JP Morgan Chase can also request your JHED ID. (i.e. jbrown1)
2. What is my Employee ID# or Personnel Number that I need to activate my card?
 - a. Your employee ID number or "personnel number" can be found on your E210 form and also on your pay stub.
3. Will the cardholders receive a paper statement in the mail?
 - a. Yes. Paper statements will be mailed to the cardholder. The statements are mailed to your employment address or home address whichever was chosen by the cardholder.
4. Do I have to pay my bill directly to JP Morgan Chase and submit my expenses for reimbursement through SAP?
 - a. Yes. Payments must be sent directly to JP Morgan Chase and the cardholder is responsible for submitting their expenses for reimbursement using SAP Trip Manager.

Personal checks can be sent to the address listed below:

Commercial Card Solutions
P.O. Box 4471
Carol Stream, IL 60197-4471

Payments can also be submitted to JP Morgan Chase using the online travel card manager "Payment Net", by setting up your personal banking information and the payment is submitted electronically.

Cardholders can also setup payment through their own personal bank online bill payment banking system.

5. Does JP Morgan Chase have a Rewards Program?
 - a. JP Morgan Chase does have a Rewards Program. If you are interested please contact the Travel Card Administrator Dianne Hartley. Dianne.hartley@jhu.edu
6. When will the American Express Card Program expire?
 - a. **The American Express Card Program will expire on December 31, 2009.** All cardholders should make sure they have activated their new JP Morgan Chase card and contact Dianne Hartley the travel card administrator to cancel your American Express Card.
7. Who do I contact if my card is lost or stolen?

- a. If your card is lost or stolen please call the Customer Service Department at **1-800-270-7760** any time 24 hours a day 7 days a week. If you are traveling and your card needs to be delivered to an address other than your billing address, please contact the Travel Card Administrator Dianne Hartley at 443-997-8225.

If a cardholder is **overseas**, please contact customer service through a collect number: **801-281-5825**.

When calling Customer Service you will have to provide them with the last 4 digits of your Employee ID number (Personnel Number). As a second form of identification you will also need to provide your JHED ID.

8. Late fees and Billing Cycle
a. Late fees are generated as follows:

1 Cycle	2 Cycles	3 Cycles	4 Cycles
1.0%	2.5%	2.5%	2.5%

Billing Cycle

The statements are generated on the 25th of each month. If the 25th falls on a Saturday, the statement will generate on that Friday. If the 25th falls on a Sunday, the statement will generate on the Monday following. The statement is also available online to cardholders in Payment Net the day after it is generated.