

AGENT SERVICE CENTER USER REFERENCE GUIDE



Branded Cash Card

This user reference guide provides step-by-step instructions for using the JPMorgan Chase Agent Service Center for a Branded Cash Card program.

If you have any questions about your program, please contact the JPMorgan Chase Central Support Unit at 1-888-606-5560.

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Getting Started

Before using Agent Service Center, each user must first complete an Agent Service Center User ID / Access Request Form. Once the completed form has been processed and approved by JPMorgan Chase, the user will receive an individual User ID and temporary password via e-mail. Please note that users may not share User IDs.

JPMorganChase

Agent Service Center User ID / Access Request Form

Instructions:
This form is for **EXTERNAL CLIENT USERS ONLY**.
This form is to be completed by those wishing to gain/modify access to JPMorgan Chase's Agent Service Center application.
This form is composed of 4 sections, 3 of which must be completed by the applicant:

- 1) User Information
- 2) Functionality Riders
- 3) Signatures and Approvals

All forms must be signed by an authorized corporate representative.
Completed and signed forms should be faxed to (813) 432-4567.
New User ID and temporary password information will be sent via e-mail to the address indicated in Section 1 below.

Section 1: USER / ACCESS INFORMATION

Please select one option from the drop-down menu below.
If you already have access to another JPMorgan EFS application(s), please select **CHANGE EXISTING USER ID RIGHTS** and provide your User ID where requested. In the User Role section, select the appropriate User Role to have your profile modified.

PLEASE SELECT A REQUEST TYPE

PLEASE SELECT A REQUEST TYPE

Create New User ID
User ID Information Update
Change Existing User ID Rights
Disable Access to All Applications

Social Security Number: [] [] [] [] [] []

User Name: _____
Company: _____
Street Address: _____
City/Province: _____
Country: _____
E-mail Address: _____
Password/Secret Test: _____

State: _____ Zip Code: _____
Telephone Number (XXX): _____

Agent Service Center User Role

If you have a User ID, enter it below. If you are a new user, you may enter your preferred User ID.
User ID (10 digits max): _____

Please select one option from the drop-down menu below. Please check here if you are submitting a function rider

PLEASE SELECT A USER ROLE

Profile Access

Member Profile ID (required): _____ 12345 _____ 7890 _____

Section 2: SIGNATURES AND APPROVALS

FAX COMPLETED FORMS TO (813) 432 - 4567

Requester Signature: _____ Date: _____

Manager Signature: _____ Date: _____

Section 3: FOR JPMORGAN EFS USE ONLY

JPMorgan EFS Security Administrator Signature/Stamp: _____ Date: _____

ASO User ID Request Form - JPMORGAN EFS - 05-15-2008

Change Password

The first time you log on to the Agent Service Center (www.asc.jpmorgan.com), you will be prompted to change your password. Once you have chosen your password, you can change it again at any time by following the same steps.

1. On the Agent Service Center Log On page, click **Change Password**.

2. Enter your current password and your new password. You must also re-enter your new password to confirm it. Then click **Submit**.

3. You will be returned to the Login page, where you may then login with your User ID and new password.

Log On/Log Off

1. Log-on to the Agent Service Center at www.asc.jpmorgan.com
2. Enter your User Name and Password. Then click **Submit**.

JPMorganChase Privacy/Security

Agent Service Center

Instructions:
Please enter your user ID and Password, and click "Submit".
Please contact your JPMorgan Chase representative or security administrator if you do not have a user ID and password.

Authorized Use:
You are authorized to use this System for approved business purpose only. Use for any other purpose is prohibited. All Transactional records, reports, e-mail, software and other data generated by or residing upon this System are the property of JPMorgan Chase and its affiliates and may be used for any purpose. Authorized and unauthorized activities may be monitored.

Login

User Name:

Password:

[Change Password](#)

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3. When you are finished using the Agent Service Center, just click **Log-off** in the Menu bar on any page.

JPMorganChase Privacy/Security **Log-off** Print Help Home

Home > Personalization > Search > Adjustments > Reports > Transaction History

WELCOME

Welcome to the JPMorgan Chase Agent Service Center.
This system allows users to perform various actions, dependent upon their Security Access. You may not be able to perform all of the functions described below:

- To enroll a new cardholder, click on "Enrollment"
- To add cardholders to an existing account, click on "Search" to locate the existing account
- To find an existing cardholder within the system, click on "Search"
- To view, print or download enrollment reports, click on "Reports"

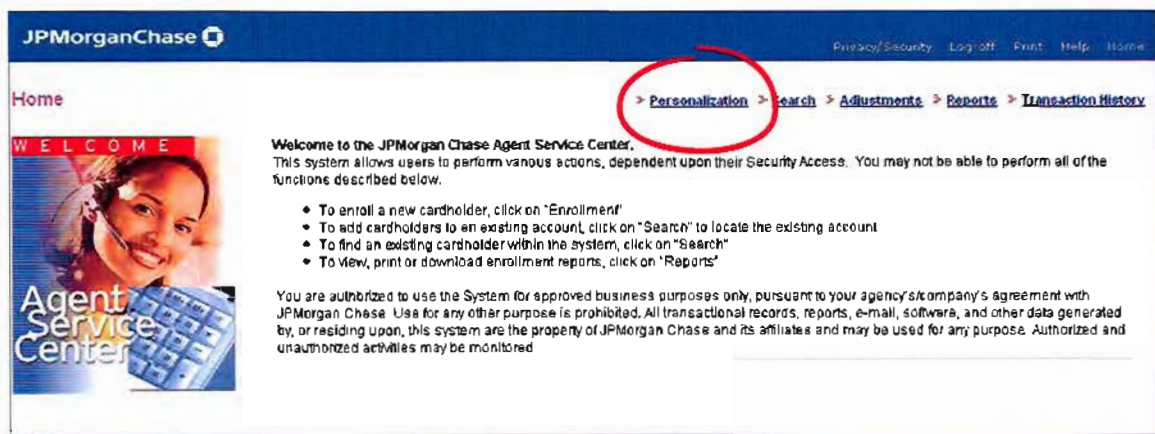
You are authorized to use the System for approved business purposes only, pursuant to your agency's/company's agreement with JPMorgan Chase. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by, or residing upon, this system are the property of JPMorgan Chase and its affiliates and may be used for any purpose. Authorized and unauthorized activities may be monitored.

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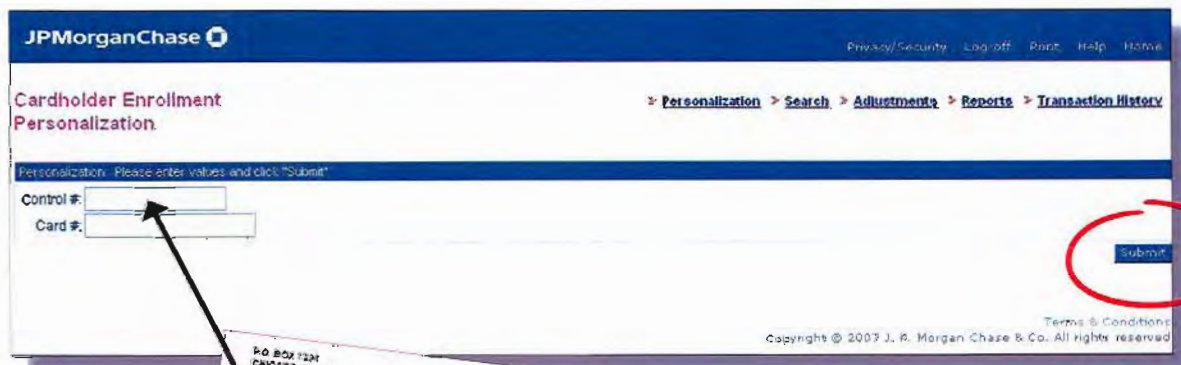
Branded Cash Card Issuance

The Personalization feature creates a new cardholder account on the JPMorgan Chase system in real-time, and links this account to a Branded Cash Card you provide to the cardholder over-the-counter.

1. Click **Personalization** in the menu bar to access the Instant-Issue Enrollment feature.



2. Enter the 10-digit Control # (displayed through the window of the Branded Cash Card envelope) for the card you are issuing to a new cardholder. If your Branded Cash Cards are not packaged in envelopes, enter the card number instead. Click **Submit**.



3. Enter the following information on the Cardholder Enrollment page and then click **Submit**. (Note: * next to a field indicates minimum required information; some profiles also require Sub ID, which is an optional, agency-designated field that enables users to run specific system reports at a more detailed level [i.e., by division, location, department, etc.])

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment > Personalization > Search > Adjustments > Reports > Transaction History

Company Profile
Profile #: 92981-0001 Control #: 35500016 Card #: 9409 2002 9012 3456 Sub ID: Cost Center ID:

Cardholder Account Information: Please enter the following fields to setup the enrollment

ID: Date of Birth: MM DD

First Name: Mother's Maiden Name/Password:

Middle Initial: Numeric Passcode:

Last Name: Are you a US citizen? Yes No

Address 1: SSN or Tax Payer ID #:

Address 2: *Following fields are mandatory, if you don't have SSN

City: Identification Type:

State: Identification Type, Other:

Province/Region: Country of Issue:

Postal Code: Identification #:

Country: Expiry Date: MM DD

Primary Phone: Photo Identification Yes No

Country Code-Phone #-Extension: *Following fields are mandatory, if you click "Yes"

Secondary Phone: Photo Identification Type:

Country Code-Phone #-Extension: Identification Type, Other:

Email ID: Country of Issue:

Country Code-Phone #-Extension: Identification #:

Expiry Date: MM DD

Optional Card Mailing Address (if different than Cardholder Account)

Address 1: Card Activation: Check here to activate the card.

Address 2: Paper Statement: Check here to Opt-out.

City:

State:

Province/Region:

Postal Code:

Country:

Submit

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4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment Confirmation > Personalization > Search > Adjustments > Reports > Transaction History

Company Profile

Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1 Control #: 35500018
Sub ID: 00000132 Cost Center ID: 6699885

Cardholder Account Information: Please review the information entered and press "Confirm" to continue.

ID: 0005979695	Date of Birth: 10/18/1980
First Name: JOHN	Mother's Maiden Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? YES
Address 1: 8430 W. BRYN MAWR AVE	BSN or Tax Payer ID #: 123-45-6789
Address 2: 8TH FLOOR	
City: CHICAGO	Identification Type:
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-1234	Identification #:
Country: UNITED STATES	Expiry Date:
Primary Phone: 7733805248-115	
Secondary Phone: 7733805600-	Photo Identification? NO
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM	

Optional Card Mailing Address	Photo Identification Type:
Address 1:	Identification Type, Other:
Address 2:	Country of Issue:
City:	Identification #:
State:	Expiry Date:
Province/Region:	
Postal Code:	Card Activation: Yes
Country:	Paper Statement: Opt-out

[Edit](#) [Confirm](#)

5. When the system has processed and accepted your enrollment request, an acceptance page will appear. You can obtain the account information needed for funding (ABA and account number) by clicking on **Direct Deposit Auth. Form**. To enroll another cardholder, just click **Personalization**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment Accepted [Personalization](#) > [Search](#) > [Adjustments](#) > [Reports](#) > [Transaction History](#)

Cardholder Enrollment Accepted.
Your enrollment request has been accepted and processed. Your card has been activated.
Click on "Direct Deposit Auth" below to print a Direct Deposit Authorization Form for your records, account details for establishing direct deposit may be found on this page. To print this confirmation page, use your browser's print function.
If you would like to add an Additional Cardholder, Cash Transfer Card, or edit Beneficiary Information for this cardholder, please click on the appropriate button below.

Company Profile: Please review the information entered and press "Confirm" to continue.
Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1 Control #: 35500016
Sub ID: 00000132 Cost Center ID: 6699665

Cardholder Account Information: Please review the information entered and press "Confirm" to continue.

ID: 0005879685	Date of Birth: 10/18/1980
First Name: JOHN	Mother's Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? YES
Address 1: 8430 W BRYN MAWR AVE	SSN or Tax Payer ID #: 123-45-6789
Address 2: 8TH FLOOR	
City: CHICAGO	Identification Type:
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-1234	Identification #:
Country: UNITED STATES	Expiry Date:
Primary Phone: 7733905248-115	
Secondary Phone: 7733905600-	Photo Identification? NO
Email ID: JS.MITHSONIAN@EMAILPROVIDER.COM	
Optional Card Mailing Address	Photo Identification Type:
Address 1:	Identification Type, Other:
Address 2:	Country of Issue:
City:	Identification #:
State:	Expiry Date:
Province/Region:	
Postal Code:	Paper Statement Opt-out
Country:	

[Direct Deposit Auth. Form](#) [Add Additional Cardholder](#) [Edit Beneficiary Info](#)

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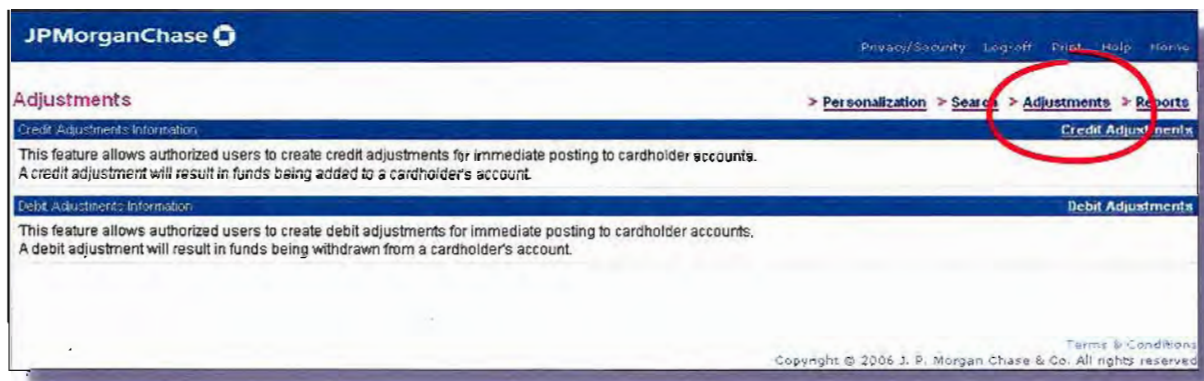
Funding

Funds can be added to the Branded Cash Card in two ways:

- **Using the ACH network** — this process is similar to standard direct deposit procedures; using the cardholder's account number and JPMorgan Chase's ABA routing number, you can submit the request for a transfer of funds from your funding account to the cardholder's account.
- **Using the Agent Service Center's Online Adjustments feature** – the Agent Service Center enables authorized users to add or remove funds to existing cardholder accounts; all online funding transactions are processed in real-time, and funds are immediately added to (credit adjustment), or removed from (debit adjustment), the cardholder's account.

There are two ways to add funds to or remove funds from a cardholder's account using the Agent Service Center's Online Adjustments feature:

1. If you know the account number for the cardholder account to which you want to perform a financial adjustment, access the funding feature directly by clicking **Adjustments** in the menu bar. Then, on the Adjustments page, choose either **Credit Adjustment** or **Debit Adjustment**.



If you do not know the account number, first locate the account using the Search feature (see next section). Once you have located the account, select **Credit Adjustment** or **Debit Adjustment** from the Account Detail page.

The screenshot shows the JPMorgan Chase Account Detail page. At the top, there is a navigation bar with 'JPMorganChase' logo and links for 'Privacy/Security', 'Log-off', 'Print', 'Help', and 'Home'. Below the navigation bar, the page title is 'Account Detail'. A secondary navigation bar contains links for 'Personalization', 'Enrollment', 'Search', 'Adjustments', 'Status', 'Reports', and 'Transaction History'. The main content area is divided into sections: 'JOHN B. SMITHSONIAN' (with a 'Demographics Update' link and account number '123456789012'), '8430 W. BRYN MAWR AVE. 8TH FLOOR CHICAGO IL 60631-1234', 'Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789', 'Secondary Phone: ID: 0005879685 Cost Center ID: 6699865', and 'Email ID: JSMITHSONIAN@EMAILPROVIDER.COM'. A secondary navigation bar includes 'Transaction History', 'Debit Adjustment', 'Credit Adjustment', 'Direct Deposit Auth. Form', and 'Account Status'. Below this is the 'Additional Cardholder Information' section for 'FRANK WRIGHT', 'Additional Card Holder', with 'Date of Birth: 07/13/1943' and 'Relationship: BROTHER'. At the bottom, it says 'Created by: BATCH Date: 6/21/2006' and 'Copyright © 2007 J. P. Morgan Chase & Co. All rights reserved'.

2. If you accessed the Adjustments page from the menu bar, you can perform up to 25 adjustments at one time.

The screenshot shows the JPMorgan Chase Adjustment-Credit page. At the top, there is a navigation bar with 'JPMorganChase' logo and links for 'Privacy/Security', 'Log-off', 'Print', 'Help', and 'Home'. Below the navigation bar, the page title is 'Adjustment-Credit'. A secondary navigation bar contains links for 'Personalization', 'Enrollment', 'Search', 'Adjustments', 'Status', 'Reports', and 'Transaction History'. A note states: 'A credit adjustment will result in funds being added to a cardholder's account.' Below this is the 'Adjustment Information-Credit: Please enter the following fields to process the adjustment.' section. It contains a table with the following columns: 'Account #', 'Adjustment Amount', and 'Adjustment Reason'. The first row is pre-filled with '123456789012', '125.00', and 'CR Pay Hours'. The 'Adjustment Reason' column has a dropdown menu with options: '-Select here-', 'CR Pay Hours', 'CR Pay Rate', 'CR Per Diem', 'CR Term Pay', 'CR New Hire', 'CR Other', '-Select here: -'. The table has 25 rows in total.

If you accessed the Adjustments page from the Account Detail page, you can only perform an adjustment on that particular account.

JPMorganChase Privacy/Security Log-off Print Help Home

Adjustments-Credit > Personalization > Enrollment > Search > Adjustments > Status > Reports > Transaction History

• A credit adjustment will result in funds being added to a cardholder's account

JOHN B SMITHSONIAN 8430 W. BRYN MAWR AVE., 8TH FLOOR CHICAGO, IL 60631-1234 Telephone: 773-380-5248	Demographics Update DOB: 10/18/1980 SSN: 123-45-6789	Account # 123456789012 Profile Name: JPMORGAN CHASE DEMO Card Status: ACTIVE(01) Account Status: OPEN(01) Last Deposit Amt: \$125.00 Last Deposit Date: 02/21/2006
---	---	--

Adjustment Information-Credit. Please enter the following fields to process the adjustment.

Adjustment Amount:

Adjustment Reason: **CR Pay Hours** (dropdown menu)
CR Pay Hours
CR Pay Rate
CR Per Diem
CR Term Pay
CR Other

Submit

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In either case, enter the Adjustment Amount, select an Adjustment Reason and click **Submit**. (Note: If you selected the Adjustment feature from the Account Detail page, the Account # is pre-completed for you.)

3. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**. (Note: Once you confirm, funds will be immediately added to/removed from the cardholder's account.)

JPMorganChase Privacy/Security Log-off Print Help Home

Adjustments-Credit Confirmation > Personalization > Search > Adjustments > Reports

• Following confirmation, this transaction will put money into the cardholder's account.

Profile Information:
Profile #: 92981-0001 Profile Name: JPMORGAN CHASE DEMO Sub ID: 00000123

Transaction Information: Please review the information entered and press "Confirm" to continue.

First Name: JOHN	Account #: 123 456 789 012
Middle Initial: B	Adjustment Type: Credit (give money to cardholder)
Last Name: SMITHSONIAN	Adjustment Amount: \$ 150.00
	Adjustment Reason: CR PAY HOURS

Edit Confirm

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4. When the system has processed and accepted your financial adjustment transaction, a Result page will appear. If the transaction was approved, funds have been successfully added to/removed from the cardholder's account.

To process a new financial adjustment, just click [Process New Credit Adjustment](#) or [Process New Debit Adjustment](#).

JPMorganChase Privacy/Security Log-off Print Help Home

Adjustments-Credit Transaction Result > Personalization > Search > Adjustments > Reports

Profile Information
Profile #: 92951-0001 Profile Name: JPMORGAN CHASE DEMO Sub ID: 00000123

Transaction Information: Please review the information entered and press "Confirm" to continue.
First Name: JOHN Account #: 123 456 789 012
Middle Initial: B Adjustment Type: Credit (give money to cardholder)
Last Name: SMITHSONIAN Adjustment Amount: \$ 150.00
Adjustment Reason: CR PAY HOURS

Transaction Result
Approved: YES
Reference #: 1234567

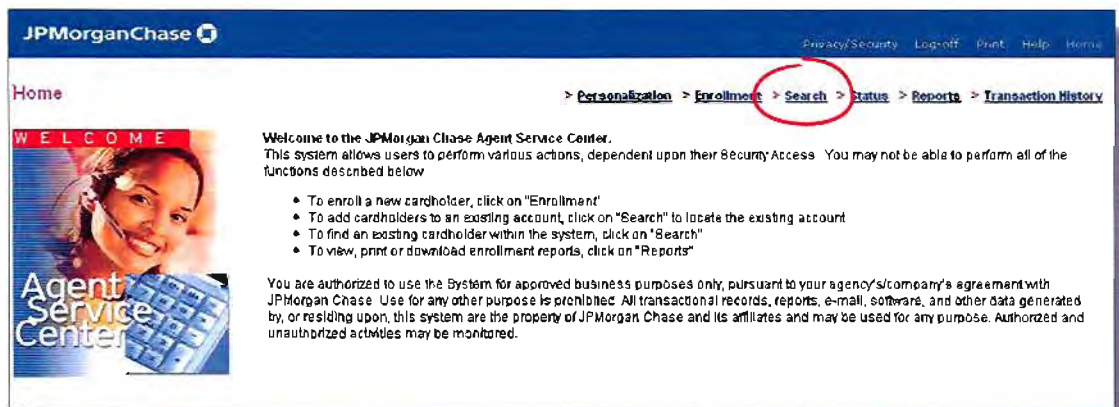
[Process New Credit Adjustment](#) [Process New Debit Adjustment](#)

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Search and Account Detail

The Agent Service Center enables you to search for existing cardholders within your profile.

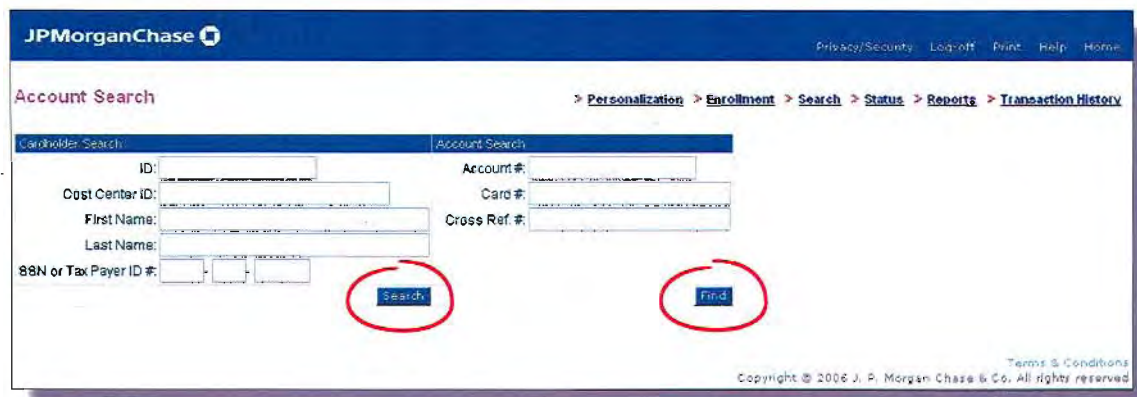
1. To access the Search feature, click **Search** in the menu bar.



2. If you know the cardholder's card number or account number, you may enter it and click **Find** to go directly to the Account Detail page.

OR

To search for a cardholder, you may enter information in any of the following fields: ID, Cost Center ID, First Name, Last Name and Social Security Number/Taxpayer ID# and click **Search**. You may enter partial values for each of these fields.



- The system will return records that meet your search criteria. If a large number of accounts meet your search criteria, click **Next** to view subsequent pages of account records. To reach the Account Detail page for a specific record, click on the corresponding **Account #**. To refine your search criteria, click **Search** to perform a new search.

JPMorganChase Privacy/Security Logoff Print Help Home

Search Result > Personalization > Enrollment > Search > Status > Reports > Transaction History

Search Result: Click on "Account #" to view account details.

Account #	Last Name	First Name	Status	Profile Name
123456789012	SMITHSONIAN	JOHN	ACTIVE	JPMORGAN CHASE DEMO
987654321012	SMITH-VASQUEZ	PATRICIA	ACTIVE	JPMORGAN CHASE DEMO
584987321852	SNOAK	JANE	ACTIVE	JPMORGAN CHASE DEMO
123456789012	SMYTHE	WILLIAM	ACTIVE	JPMORGAN CHASE DEMO
698497312850	SNEED	PAIGE	ACTIVE	JPMORGAN CHASE DEMO
123456789012	SNYDER	ROBERT	ACTIVE	JPMORGAN CHASE DEMO
134618975654	SOLDOMON	CHARLENE	ACTIVE	JPMORGAN CHASE DEMO
584045221638	SPEARS	LEVA	ACTIVE	JPMORGAN CHASE DEMO
584045320012	SPECTER	LUJELLA	ACTIVE	JPMORGAN CHASE DEMO
985352468998	SPRAT	MARCELLA	ACTIVE	JPMORGAN CHASE DEMO
485341846296	SPRINGER	AMY	ACTIVE	JPMORGAN CHASE DEMO
456468736188	SPROUT	ERIN	ACTIVE	JPMORGAN CHASE DEMO
826488846310	STABLER	ALICE	ACTIVE	JPMORGAN CHASE DEMO
123456789012	STANFORD	FRANK	ACTIVE	JPMORGAN CHASE DEMO

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- The Account Detail page provides information about the cardholder's account, including the account number, the amount and date of the last deposit, the account status [(1) Open, and (2) Closed], and the card status [(0) Not Activated; (1) Active Card and (2) Reported Lost; (3) Reported Damaged; (4) Reported Stolen; (11) Undeliverable; (54) Expired; (60) Negative Account — Monitoring; (61) Closed Card; (62) Inactive Card; (63) Negative Account — Closed]

JPMorganChase Privacy/Security Logoff Print Help Home

Account Detail > Personalization > Enrollment > Search > Adjustments > Status > Reports > Transaction History

JOHN B SMITHSONIAN Demographics Update Account # 123456789012

8430 W. BRYN MAWR AVE. 8TH FLOOR
CHICAGO IL 60631-1234 Profile Name: JPMORGAN CHASE DEMO 1
Card Status: ACTIVE(01)
Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789 Account Status: OPEN(01)
Last Deposit Amt: \$ 125.00
Secondary Phone: ID: 0005879685 Cost Center ID: 6699865 Last Deposit Date: 02/21/2008
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM

Transaction History Debit Adjustment Credit Adjustment Direct Deposit Auth. Term Account Status

Additional Cardholder Information

Cardholder Name	Cardholder Type	Date of Birth	Relationship
FRANK WRIGHT	Additional Card Holder	07/13/1943	BROTHER

Add Additional Cardholder Edit Beneficiary Info Cardholder Detail

Created by: BATCH Date: 8/21/2008

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View/Update Cardholder Information

You can use the Agent Service Center to easily view or update a cardholder's demographic information.

1. To access a cardholder's demographic information from the Account Detail page, click **Cardholder Detail**.

The screenshot shows the JPMorgan Chase Account Detail page for JOHN B SMITHSONIAN. The page includes a navigation menu with links for Personalization, Enrollment, Search, Adjustments, Status, Reports, and Transaction History. The account information is displayed, including the address (8430 W. BRYN MAWR AVE, 8TH FLOOR, CHICAGO IL 60631-1234), primary phone (773-380-5248), DOB (10/18/1980), SSN (123-45-6789), and email (JSMITHSONIAN@EMAILPROVIDER.COM). The account status is ACTIVE(01) and the last deposit date is 02/21/2006. Below the account information, there is a table of additional cardholders. The first cardholder listed is FRANK WRIGHT, an Additional Card Holder, born on 07/13/1943, with a relationship of BROTHER. The 'Cardholder Detail' link for FRANK WRIGHT is circled in red.

2. From the Cardholder Detail page, click **Demographics Update**. From this page, you can also update demographic information for other cardholders in this account by clicking **Demographics Update** in the appropriate section.

The screenshot shows the JPMorgan Chase Cardholder Account Detail page for JOHN B SMITHSONIAN. The page includes a navigation menu with links for Personalization, Enrollment, Search, Status, Reports, and Transaction History. The account information is displayed, including the address (8430 W. BRYN MAWR AVE, 8TH FLOOR, CHICAGO IL 60631-1234), primary phone (773-380-5248), DOB (10/18/1980), SSN (123-45-6789), and email (JSMITHSONIAN@EMAILPROVIDER.COM). The account status is ACTIVE(01) and the last deposit date is 02/21/2006. Below the account information, there is a table of additional cardholders. The first cardholder listed is FRANK L WRIGHT, an Additional Card Holder, born on 07/13/1943, with a relationship of BROTHER. The 'Demographics Update' link for FRANK L WRIGHT is circled in red.

3. Replace the current demographic information with the new demographic information and click **Update**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Update > Personalization > Enrollment > Search > Status > Reports > Transaction History

Company Profile

Profile #: 92961-0001 Control #: 35500018 Card #: 9409 2002 9012 3456 Sub ID: 00000132

Cardholder Account Information: Please enter the following fields to update the cardholder:

ID: 0005879685	Date of Birth: 10 - 18 - 1980
First Name: JOHN	Mother's Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? <input checked="" type="radio"/> Yes <input type="radio"/> No
Address 1: 8430 W. BRYN MAWR AVE	SSN or Tax Payer ID #: 123 - 45 - 6789
Address 2: 8TH FLOOR	*Following fields are mandatory, if you don't have SSN
City: CHICAGO	Identification Type: Select Identification Type
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-123	Identification #:
Country: United States	Expiry Date: MM - DD -
Primary Phone: 7733805248 - 115	Photo Identification <input type="radio"/> Yes <input checked="" type="radio"/> No
Country Code-Phone #: Extension	*Following fields are mandatory, if you click "Yes"
Secondary Phone: 7733805600	Photo Identification Type: Select Identification Type
Country Code-Phone #: Extension	Identification Type, Other:
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM	Country of Issue:
	Identification #:
	Expiry Date: MM - DD -
	Paper Statement: <input checked="" type="checkbox"/> Check here to Opt-out.

*** Optional Card Mailing Address (if different than Cardholder Account)**

Address 1: 300 S. RIVERSIDE PLAZA

Address 2: 16TH FLOOR

City: CHICAGO

State: IL

Province/Region:

Postal Code: 60606

Country: United States

Update Cancel

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4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make additional changes, click **Edit**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Update Confirmation > Personalization > Enrollment > Search > Status > Reports > Transaction History

Company Profile: Please review the information entered and press "Confirm" to continue.

Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1
Sub ID: 00000132 Cost Center ID: 6699865

Cardholder Account Information: Please review the information entered and press "Confirm" to continue.

ID: 0005879685 Date of Birth: 10/18/1980
First Name: JOHN Mother's Maiden Name/Password: FRANKLIN
Middle Initial: B Numeric Passcode: 321654987012
Last Name: SMITHSONIAN Are you a US citizen? YES
Address 1: 8430 W. BRYN MAWR AVE. SSN or Tax Payer ID #: 123-45-8789
Address 2: 8TH FLOOR
City: CHICAGO
State: IL Identification Type:
Province/Region: Identification Type, Other:
Postal Code: 60631-1234 Country of Issue:
Country: UNITED STATES Identification #:
Primary Phone: 7733805248-115 Expiry Date:
Secondary Phone: 7733805600- Photo Identification? NO
Email ID: JSMTHTSONIAN@EMAILPROMDER.COM

Photo Identification Type:
Identification Type, Other:
Country of Issue:
Identification #:
Expiry Date:

Optional Card Mailing Address
Address 1: 300 S. RIVERSIDE PLAZA
Address 2: 16TH FLOOR
City: CHICAGO
State: IL
Province/Region:
Postal Code: 60608
Country: UNITED STATES

Paper Statement Opt-out

[Edit](#) [Confirm](#)

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When the system has processed and accepted your cardholder demographic information update, you will be returned to the Cardholder Account Detail page.

View Transaction History

You can use the Agent Service Center to easily view transactions posted to a cardholder's account.

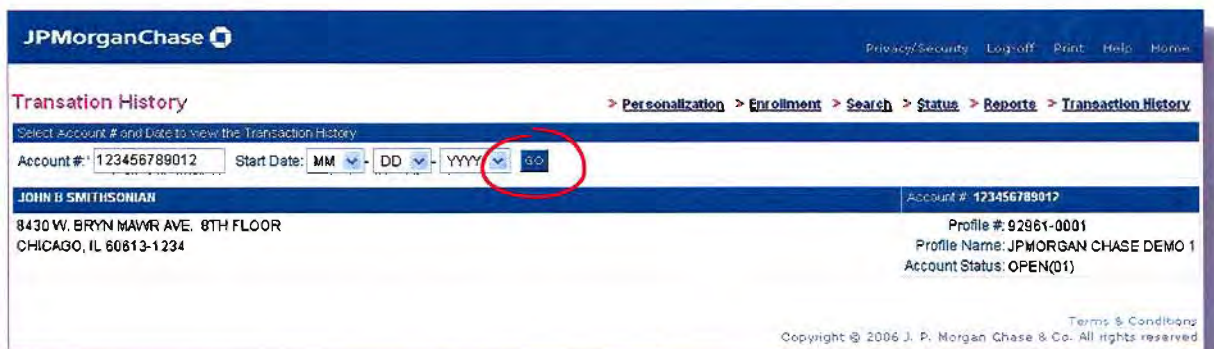
1. To access real-time transaction history from the Account Detail page, click **Transaction History**.



The screenshot shows the JPMorgan Chase Account Detail page. The navigation menu includes: Personalization > Enrollment > Search > Adjustments > Status > Reports > **Transaction History** (circled in red). The account information for JOHN B SMITHSONIAN is displayed, including address, phone numbers, and SSN. A table of additional cardholders is shown below, with FRANK WRIGHT listed as an Additional Card Holder.

Cardholder Name	Cardholder Type	Date of Birth	Relationship
FRANK WRIGHT	Additional Card Holder	07/13/1943	BROTHER

2. Select the starting date from which you would like to obtain transaction history and click **Go**.



The screenshot shows the JPMorgan Chase Transaction History page. The navigation menu includes: Personalization > Enrollment > Search > Status > Reports > Transaction History. The form fields are: Account #: 123456789012, Start Date: MM (dropdown), DD (dropdown), YYYY (dropdown), and a **Go** button (circled in red). The account information for JOHN B SMITHSONIAN is displayed below the form.

3. To view additional transactions, click **Next**. You can view additional detail on a specific transaction by clicking on the transaction date and time. (Field descriptions: **Appr** [transaction approved, Y or N], **Fee** [transaction fee charged by Chase, Y or N], **Sur** [surcharge fee charged by ATM owner, Y or N], **Mth** [card number entry method on POS terminal, S (swiped), K (keyed) or M (manual)])

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Transaction History > Personalization > Enrollment > Search > Status > Reports > Transaction History

Select Account # and Date to view the Transaction History

Account #: 123456789012 Start Date: 11-01-2006

JOHN B SMITHSONIAN Account #: 123456789012
 8430 W. BRYN MAWR AVE. 8TH FLOOR Profile #: 92961-0001
 CHICAGO, IL 60613-1234 Profile Name: JPMORGAN CHASE DEMO 1
 Account Status: OPEN(01)

Transaction Date/Time	Type	Tran Amt	Comp Amt	Card #	Loc/Reason	Appr	Fee	Sur	Mth	Avail Bal
11/01/06 00:03	Deposit	\$ 125.00	\$ 125.00	9409 2002 9012 3456	Deposit	Y	N	N		\$ 124.75
11/15/06 08:01	Deposit	\$ 125.00	\$ 125.00	8409 2002 9012 3456		Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		
00:00		\$ 0.00	\$ 0.00			Y	N	N		

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4. After clicking on a specific transaction, the Transaction Detail page will display.

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Transaction Detail > Personalization > Enrollment > Search > Status > Reports > Transaction History

JOHN B SMITHSONIAN Account #: 123 456 789 012
 8430 W. BRYN MAWR AVE. 8TH FLOOR Profile #: 92961-0001X
 CHICAGO, IL 60631-1234 Profile Name: JPMORGAN CHASE DEMO 1
 Account Status: OPEN(01)

Transaction detail for Acct #: 123 456 789 012 Available Balance: \$ 124.75

Tran Type: 1,3 Cash Purchase	Acct Sts: Open(01)	
JPM Date/Time: 11/13/06 22:25:45	Trace ID: 172365	Requested Tran Amt: \$ 42.50
POS Date/Time: 11/13/06 21:25:45	Trace #: 6384069	Completed Tran Amt: \$ 42.53
Settlement Date: 11/14/06	Ref #: 232000485893	Requested Fee: \$ 0.00
Approval Code: 00 Approved	Voucher #:	Completed Fee: \$ 0.00
Approval #: 211441	Network: EDSVISAAR	Requested Surcharge: \$ 0.00
Orig/Man Auth #:	Creator: CS8CAUTH	Completed Surcharge: \$ 0.00
Reversed:	ISO Code: 010000	
Svc Site:	Msg Type: 0200	As of Balance: \$ 146.02
Merchant: EXXONMOBILE #1433		
1234 MAIN STREET		
ANYTOWN, USA		
Terminal ID #: KCM40804		

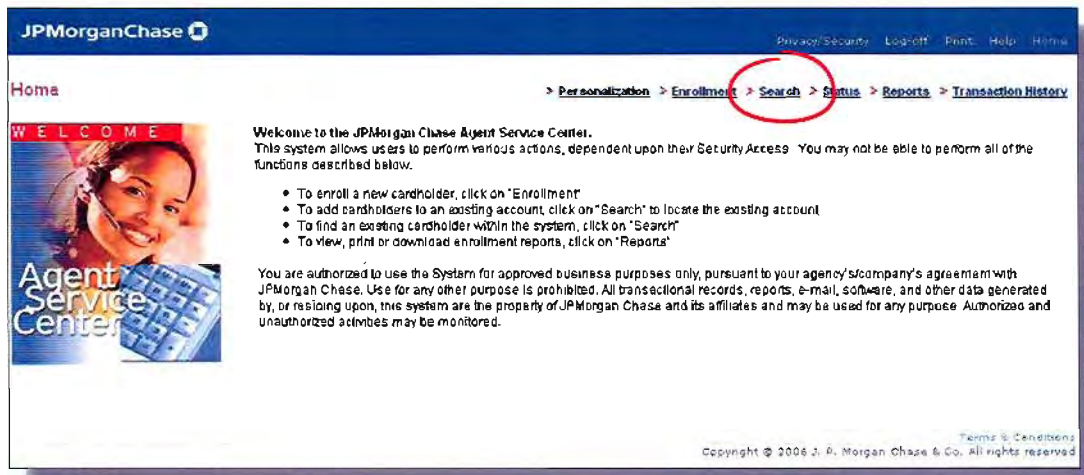
Back

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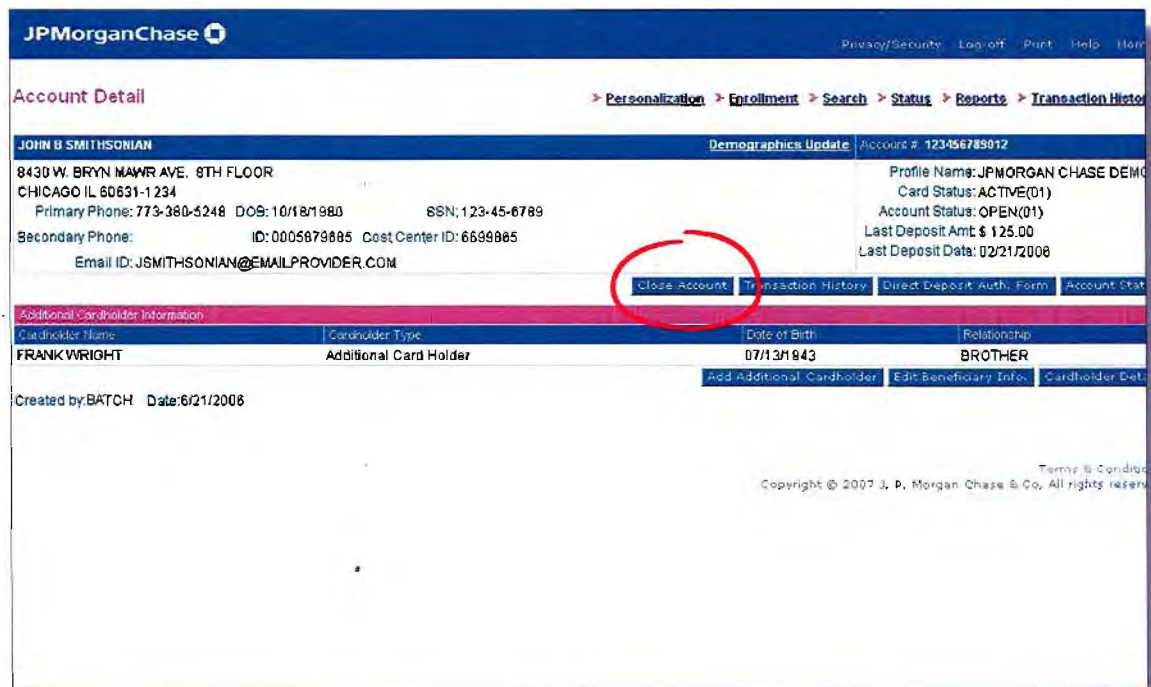
Close Accounts

The Close Account feature enables you to instantly close a cardholder account. Once an account has been closed, any remaining balance in the account will be returned to your funding account.

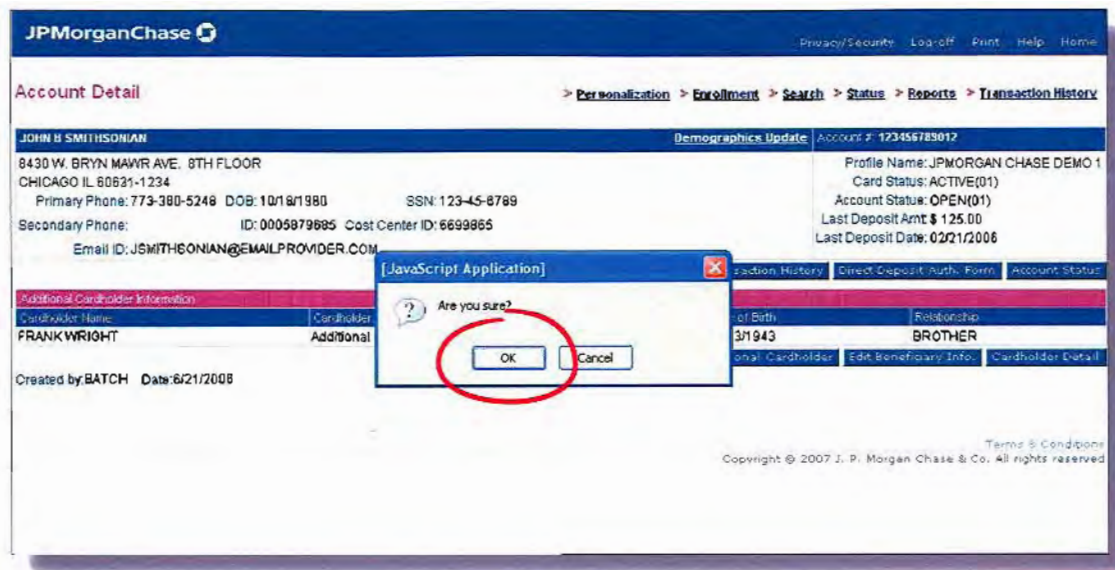
1. Locate the account you wish to close (See *Search and Account Detail* section).



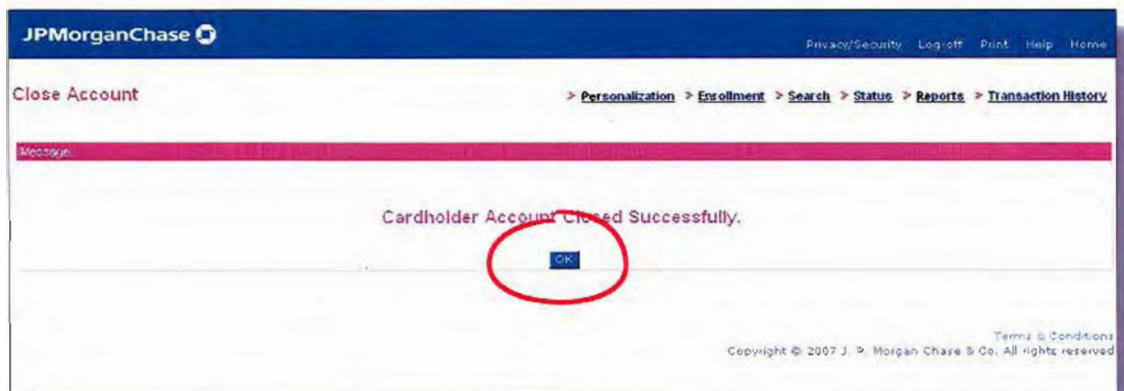
2. On the Account Detail page, click **Close Account**.



3. The system will ask you to confirm your request. Click **OK**.



4. A confirmation message will display. Click **OK**.



Reporting

The Agent Service Center provides clients with a number of reports that allow authorized users to monitor participation and actively manage their card program. Two different categories of reports are provided:

- **On-demand reports** — created dynamically, based upon user-selected parameters (i.e., date range, record type)
- **Scheduled Reports** — automatically created by the Agent Service Center on a set schedule (i.e., daily, weekly or monthly); cannot be customized by the user

The following are **standard** reports available through the Agent Service Center:

- **Customer Profile Report** — identifies the number of cards per profile and lists the cardholder names for each card
- **Adjustment Summary Report** — displays summary information for all adjustment transactions (credit & debit) within a selected date range
- **Adjustment Detail Report** — shows the detail of each online financial adjustment transaction (credit & debit) to a cardholder account within a selected date range
- **Cardholder Status Activity Report** — shows details of end-of-day card status updates over a selected date range
- **Inactivity Report** — provides details of cardholder accounts listed as “inactive” over a selected date range
- **Funding Summary Report** — shows summary information for all deposits processed during reporting period
- **Funding Detail Report** — lists cardholder account and amount that was funded to accounts during reporting period
- **Card Activation Summary Report** — provides an overall program participation snapshot, along with the total number of accounts currently open
- **Card Activation Detail Report** — provides detailed information about card activation status changes within the reporting period
- **Client Transaction Summary Report** — shows summary-level cardholder account usage
- **Cardholder Transaction Detail Report** — shows detail-level cardholder card usage for a client account
- **Card Replacement Report** — identifies all cardholders that received a replacement card
- **Account Closure Report** — lists accounts that have been closed

The following are **optional** reports available through the Agent Service Center:

- **Enrollment Status Report** — provides current enrollment status information for enrollments processed within a specific date range
- **Batch File Processing Report** — provides status and details about processed batch reports including number of records processed and rejected
- **Daily Transaction Report** — shows details of demographic updates performed within a specific date range
- **Direct Deposit Information Report** — displays direct deposit information for newly created accounts within a selected date range
- **Balance Reversal Report** — shows cards that have been affected by the Balance Reversal process

The following reports are **not** available through the Agent Service Center:

- **Pending Enrollment Confirmation Report** — shows enrollments where required documentation has not been received within a specified time period
- **Instant Card Online Activity Report** — shows the activated card activity
- **Negative Accounts Aging Report** — displays cardholder accounts that have a negative balance

Reports are available in one or more of the following formats, depending upon the particular report:

- **HTML format** — for on-screen viewing
- **PDF format** — for on-screen viewing, printing or saving
- **CSV format** — to import details into other applications (i.e. MS Excel, Access)

NOTE: Depending on the amount of data requested, some reports may require some additional time to run. You may provide your e-mail address to receive an e-mail notification when your report is ready for viewing.

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Customer Profile Report > Enrollment > Search > Adjustments > Status > Reports > Instant Card

Customer Profile Report

Profile #: 99001-0000

Email ID:

(Enter your email id, if you wish to be notified by mail once the report is ready)

CSV HTML

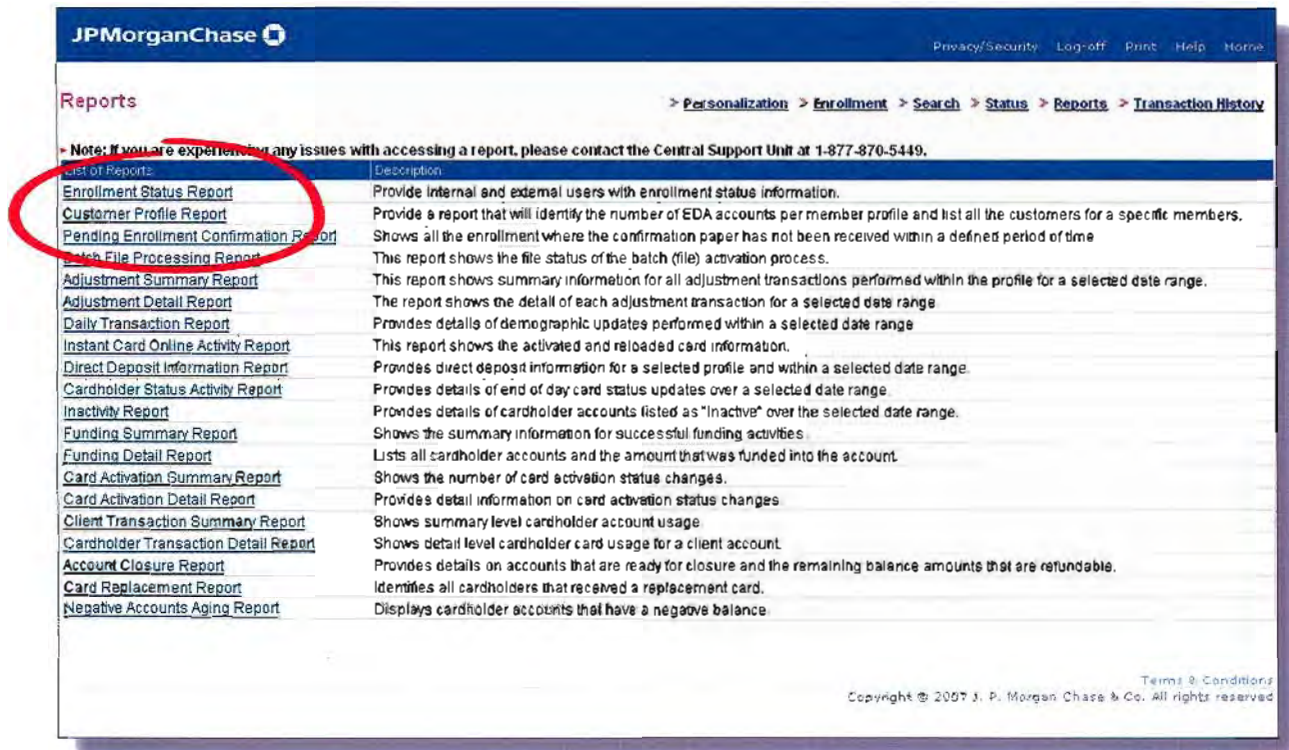
Previous Reports: [Requested reports are kept for 5 days for download.]

Previous reports not available.

1. Click **Reports** in the Agent Service Center user menu.

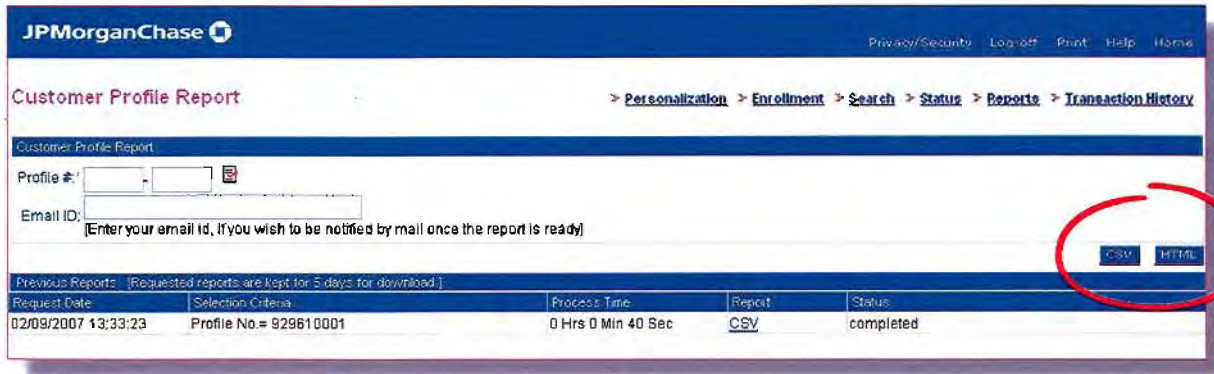


2. Click on the name of the report you would like to view.

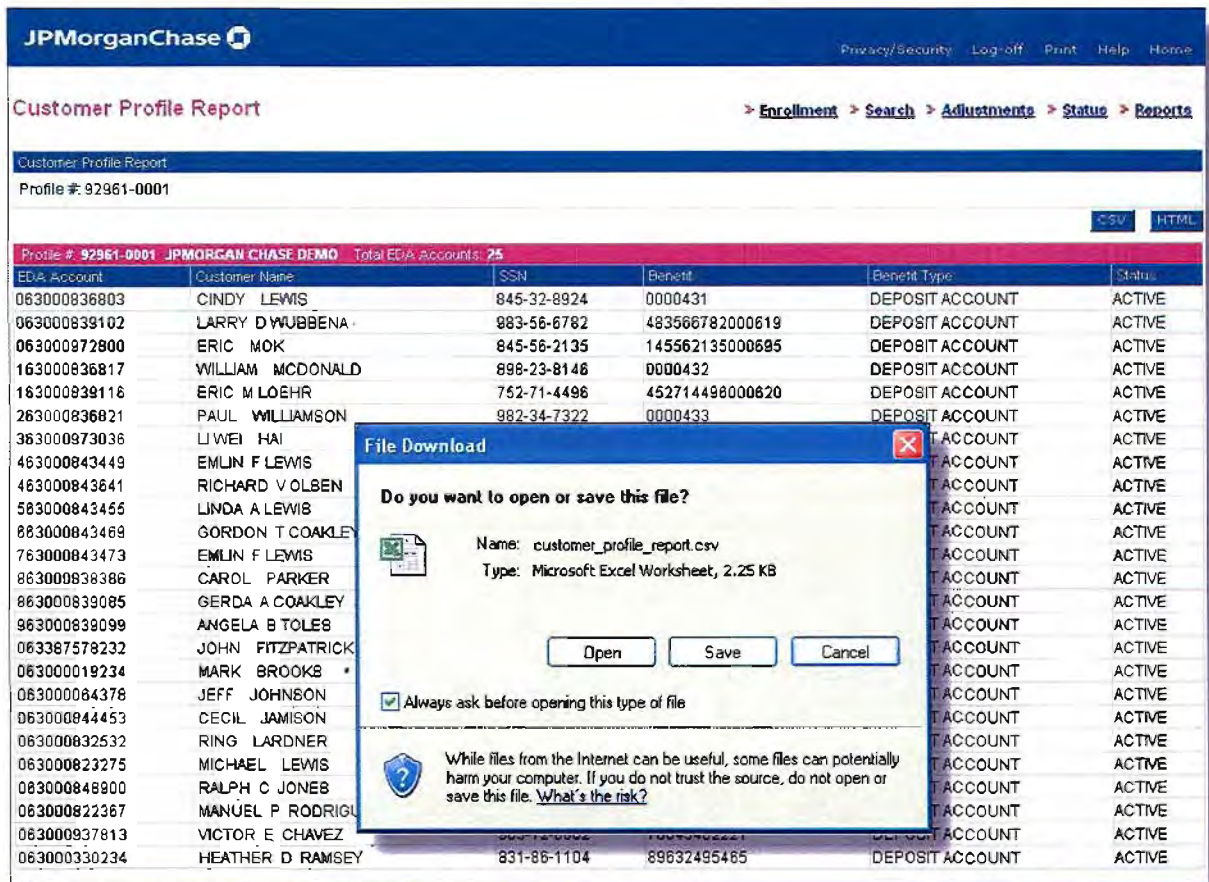


CUSTOMER PROFILE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered). Click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.



2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).



ADJUSTMENT SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

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Adjustment Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Summary Report: Please enter the following fields to get the Adjustment Summary Report.

Profile #:

Report Period From: MM DD YYYY

Report Period To: MM DD YYYY

Email ID: [Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

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Adjustment Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Summary Report: Please enter the following fields to get the Adjustment Summary Report.

Profile #: 929610001

Report Period From: 07 23 2006

Report Period To: 08 04 2006

Date	Sub ID	Type	# of Trns
07/23/2006	101	Credit	
07/25/2006	101	Credit	
07/28/2006	101	Credit	
07/30/2006	101	Credit	
Sub Total			
07/22/2006	101	Debit	
Sub Total			
Location Total			
07/31/2006	102	Credit	
07/25/2006	102	Credit	
08/04/2006	102	Credit	
Sub Total			
07/28/2006	102	Debit	
08/04/2006	102	Debit	
Sub Total			
Location Total			
07/23/2006	103	Credit	
07/28/2006	103	Credit	
Sub Total			
07/04/2006	103	Debit	
Sub Total			
Location Total			
07/28/2006	104	Credit	
Sub Total			
07/24/2006	104	Debit	

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Name: customer_profile_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

Open Save Cancel

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While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

ADJUSTMENT DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

Adjustment Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Detail Report. Please enter the following fields to get the Adjustment Detail Report.

Profile #:

Report Period From: MM DD YYYY

Report Period To: MM DD YYYY

Email ID: [Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

Adjustment Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Detail Report. Please enter the following fields to get the Adjustment Detail Report.

Profile #: 92961 0001

Report Period From: 07 24 2005

Report Period To: 08 04 2005

Date	Sub ID	Account #	Adjustment Type	Adjustment Amount
07/25/2006	101	463000987646	Credit	\$ 45
07/29/2005	101	463000987646	Credit	\$ 39
07/29/2006	101	463000987646	Credit	\$ 125
07/29/2006	101	463000987646	Credit	\$ 70
07/29/2006	101	463000987646	Credit	\$ 75
07/29/2006	101	463000987646	Credit	\$ 78
07/29/2006	101	463000987646	Credit	\$ 20
07/29/2006	101	463000987646	Credit	\$ 10
07/30/2006	101	463000987646	Credit	\$ 1
Amount Sub-Total Credit				\$469
07/29/2006	101	463000987646	Debit	\$ 1
Amount Sub-Total Debit				\$ 1
Sub ID Amount Total Net				\$ 468
07/25/2005	102	063000987701	Credit	\$ 245
08/04/2005	102	063000987701	Credit	\$ 41
08/04/2005	102	063000987701	Credit	\$ 1
08/04/2006	102	063000987701	Credit	\$ 1
Amount Sub-Total Credit				\$288
07/28/2006	102	063000987701	Debit	\$ 45
07/28/2006	102	063000987701	Debit	\$ 71.98 DB Other AUSER
07/28/2006	102	063000987701	Debit	\$ 20.02 DB Pay Hours AUSER
07/28/2006	102	063000987701	Debit	\$ 19.51 DB Pay Rate AUSER
08/04/2006	102	063000987701	Debit	\$ 12.34 DB Pay Rate AUSER
Amount Sub-Total Debit				\$ 169.11
Sub ID Amount Total Net				\$ 119.20
07/26/2006	103	183000987716	Credit	\$ 45.01 CR Pay Hours AUSER
07/28/2006	103	183000987716	Credit	\$ 245.01 CR Pay Rate AUSER
Amount Sub-Total Credit				\$290.02

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CARDHOLDER STATUS ACTIVITY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered), select your desired date range, and select the desired card status from the drop-down menu. Click **CSV**. You will then be returned to the Reports Home page.

Cardholder Status Activity Report

Profile #: [] [] [] []

Report Period From: MM DD [] []

Report Period To: MM DD [] []

Card Status: --Select--
--ALL--
NOT ACTIVATED
ACTIVATED
LOST WITH RE-ISSUE
DAMAGED WITH RE-ISSUE
STOLEN WITH RE-ISSUE

Email ID: []
[Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV in the Reports column. You will be prompted to choose a location to save your file (CSV format).

File Download

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Name: cardholder_status_activity_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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Profile Number	Event Date (yyyymmdd)	EDA Number	Cardholder Last Name	Cardholder First Name	Card Number	Card Status
00041-000	20070107	163000127217	MANDEWALKAR	SHASHI	'0005145710000133719'	RE-ISSUE
00041-000	20070107	283000123727	JOSEPH	NAVEEN	'0005145710000133727'	RE-ISSUE
00041-000	20070107	183000123713	AHMED	WAHEED	'0005081980000133730'	ACTIVATED

INACTIVITY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Click **CSV**. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV in the Reports column. You will be prompted to choose a location to save your file (CSV format).

Profile Number	Event Date (yyyyymmdd)	EDA Number	Cardholder Last Name	Cardholder First Name	Card Number	Card Status Code
55000-0002	1/12/2007	863000123885	COOL	BABY	5145710000125236	ACTIVATED
55000-0002	1/12/2007	863000185442	SMITH	CINDY	5145710000125879	ACTIVATED
55000-0002	1/12/2007	863000123445	RAMSEY	HECTOR	5145710000655002	ACTIVATED
55000-0002	1/12/2007	863000175241	LARDNER	RING	5145710000125800	ACTIVATED
55000-0002	1/12/2007	863000335745	BROOKS	MARK	5145710000126086	ACTIVATED

FUNDING SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Funding Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Summary Report: Please enter the profile number to get the Funding Summary Report.

Profile #: -

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Funding Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Summary Report: Please enter the profile number to get the Funding Summary Report.

Profile #: -

Frequency: Daily Weekly Monthly

Submit

Date	Format
12/31/2006 - 1/6/2007	CSV PDF
1/7/2007 - 1/13/2007	CSV PDF
1/14/2007 - 1/20/2007	CSV PDF
1/21/2007 - 1/27/2007	CSV PDF
1/28/2007 - 2/3/2007	CSV PDF
2/4/2007 - 2/10/2007	CSV PDF
2/11/2007 - 2/17/2007	CSV PDF


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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE 02/01/2007	FUNDING SUMMARY REPORT			
	PROFILE NUMBER: 92951-0001			
	PROFILE NAME: JPMORGAN CHASE DEMO			
	REPORTING PERIOD 12/31/2006 TO 01/06/2007			
SUB PROFILE 12345678				
ACCOUNT TYPE	FUNDING DATE	TRANS TYPE	NUMBER OF ACCOUNTS FUNDED	TOTAL AMOUNT FUNDED
UNEMPLOYMENT DEMO	01/01/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/02/2007	DEPOSIT	39563	8901675.00
UNEMPLOYMENT DEMO	01/03/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/04/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/05/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/06/2007	DEPOSIT	0	0.00
SUB TOTAL (Number of Transactions):		39563		
SUB TOTAL (Total Dollar Amount)		8901675.00		
TOTAL (Number of Transactions)		39563		
TOTAL (Total Dollar Amount)		8901675.00		


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FUNDING DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Funding Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Detail Report. Please enter the profile number to get the Funding Detail Report.

Profile #:

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Funding Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Detail Report. Please enter the profile number to get the Funding Detail Report.

Profile #: 92961 0001

Frequency: Daily Weekly Monthly

Submit

Profile #: 92961-0001 JPMORGAN CHASE DEMO

Date	Format
01/01/2007	CSV PDF
01/02/2007	CSV PDF
01/03/2007	CSV PDF
01/04/2007	CSV PDF
01/05/2007	CSV PDF
01/06/2007	CSV PDF
01/07/2007	CSV PDF
01/08/2007	CSV PDF

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- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

FUNDING DETAIL REPORT
 PROFILE NUMBER: 02901-0001
 PROFILE NAME: JPMORGAN CHASE DEMO
 REPORTING PERIOD: 01/31/2007 TO 01/31/2007

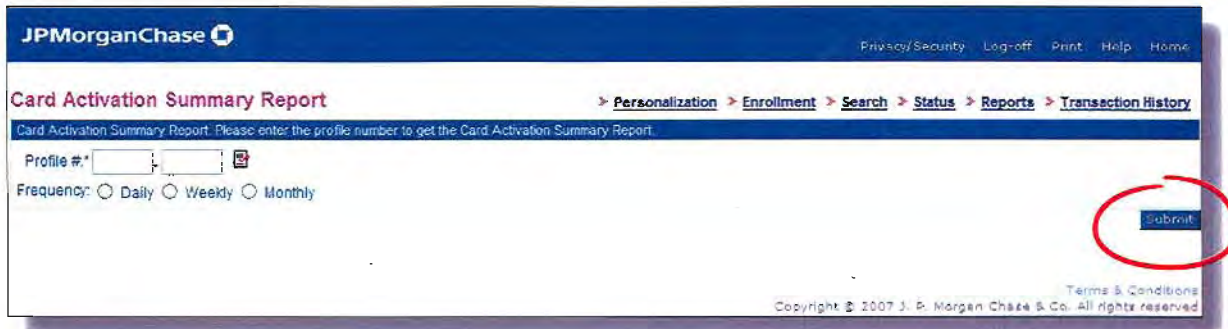
SUB PROFILE: 12345675

CARDHOLDER NAME	D	CARD NUMBER	ACCOUNT OPEN DATE	COST CENTER	FUNDING TRANS TYPE	TRANSACTION DESCRIPTION	TRANS AMOUNT	FUNDING DATE	FUNDING PC
JOHN SMITHSONIAN		202542208	0409200265963546	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	225.00		
PATR CIA SMITH-VASQUEZ		458221955	0409200269283025	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	208.00		
JANE SMOAK		599753138	0409200245870425	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	225.00		
WILLIAM SMYTHE		545155153	0409200267451055	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	295.00		
ROBERT SYNDEP		555218254	0409200254857805	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	150.00		
LEVA SPEARS		23163430	0409200254667805	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	600.00		
LUJELLA SPECTER		532221854	0409200254680546	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	840.00		
MARCELLA SPRAAT		255643540	0409200201241574	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	275.00		
AMY SPRINGER		002125748	0409200254805489	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	290.00		
ERIN SPROUT		572510534	0409200284289054	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	250.00		
ALICE STASLER		549840521	0409200250694564	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	450.00		
FRANK STANFORD		054542657	0409200217474465	01/01/2007	00000000 DEPOSIT	UNEMPLOYMENT	355.00		
UNEMPLOYMENT DEMO				01/13/2007	DEPOSIT		0.00		
UNEMPLOYMENT DEMO				01/14/2007	DEPOSIT		0.00		
UNEMPLOYMENT DEMO				01/15/2007	DEPOSIT		0.00		
SUB TOTAL (Number of Transactions)		810462							
SUB TOTAL (Total Dollar Amount)		25079921.19							
TOTAL (Number of Transactions)		810462							
TOTAL (Total Dollar Amount)		25079921.19							



CARD ACTIVATION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



Profile # 92961-0001 JPMORGAN CHASE DE	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2008	CSV PDF

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007


Card Activation Summary Report
PROFILE NUMBER: 92961-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

PAGE: 1

SUB PROFILE 12345678	ACTIVE	NOT ACTIVATED	UNDELIVERED
COMPANY NAME UNEMPLOYMENT DEMO	5632	112	2
SUB TOTAL:	562	112	3
TOTAL CARDS ACTIVATED:	39568		
TOTAL CARDS NOT ACTIVATED:	199		
TOTAL CARDS UNDELIVERED:	56		
TOTAL OF ALL CARDS:	39813		


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 Name: card_activation_summary_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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CARD ACTIVATION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Card Activation Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Detail Report: Please enter the profile number to get the Card Activation Detail Report.

Profile #:

Frequency: Daily Weekly Monthly

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Card Activation Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Detail Report: Please enter the profile number to get the Card Activation Detail Report.

Profile #:

Frequency: Daily Weekly Monthly

Date	Format
01/2007	<input type="button" value="CSV"/> <input type="button" value="PDF"/>
12/2006	<input type="button" value="CSV"/> <input type="button" value="PDF"/>
11/2006	<input type="button" value="CSV"/> <input type="button" value="PDF"/>

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- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007 PAGE: 1

CARD ACTIVATION DETAIL REPORT
 PROFILE NUMBER: 02001-0001
 PROFILE NAME: JPMORGAN CHASE DEMO
 REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUB PROFILE: 12345678

CARD STATUS

ACTIVE

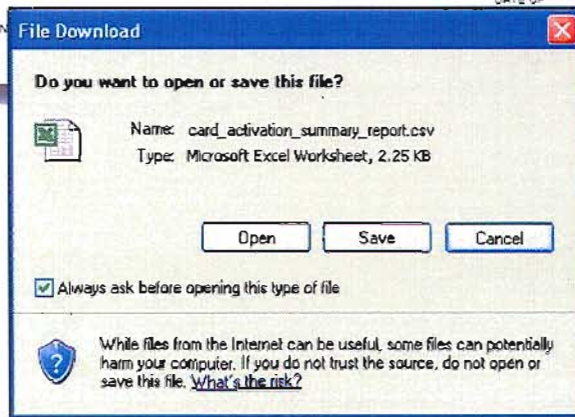
CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS
6406123456789012	06/01/2006	05/12/2006	05/13/2006		SMITHSONIAN	JOHN	8430 W. BRYN MAWR AVE	123-45-6789	772-882-4231	06/01/2006

NOT ACTIVATED

CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS

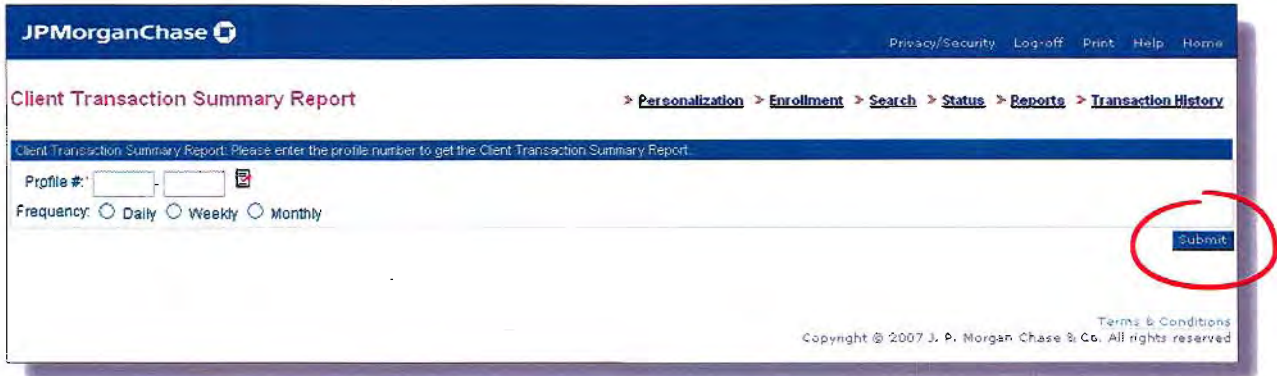
UNDELIVERED

CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS

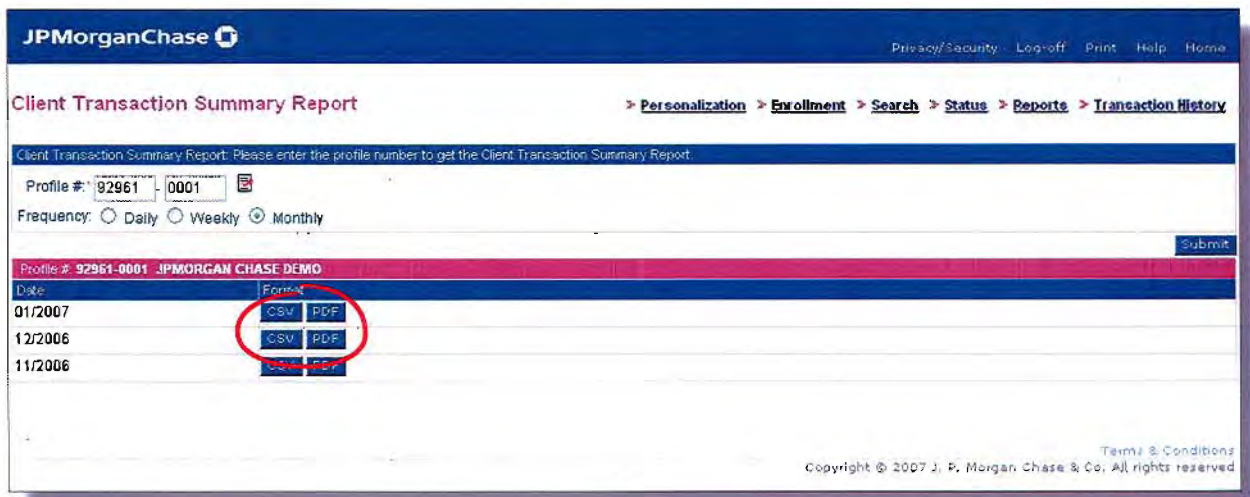


CLIENT TRANSACTION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).


DATE: 02/01/2007

Client Transaction Summary Report Page 1
PROFILE NUMBER: 92961-0001
PROFILE NAME: JFMORGAN CHASE DEMO
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SLB PROFILE 12345678	TRANS TYPE	TRANS TYPE DESCRIPTION	NUMBER OF TRANSACTIONS	TOTAL DOLLAR AMOUNT
COMPANY NAME				
UNEMPLOYMENT DEMO	01	ATM WITHDRAWAL COM	47481	1934850.75
UNEMPLOYMENT DEMO	01	ATM WITHDRAWAL INT	88	5260.00
UNEMPLOYMENT DEMO	02	POS SIGNATURE	324457	11849169.64
UNEMPLOYMENT DEMO	03	POS PIN	138488	11300620.80
SUB TOTAL (Number of Transactions):		810492		
SUB TOTAL (Total Dollar Amount):		25079921.19		
TOTAL (Number of Transactions):		810492		
TOTAL (Total Dollar Amount):		25079921.19		


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Type: Microsoft Excel Worksheet, 686 bytes
From: questgrouptesting.com

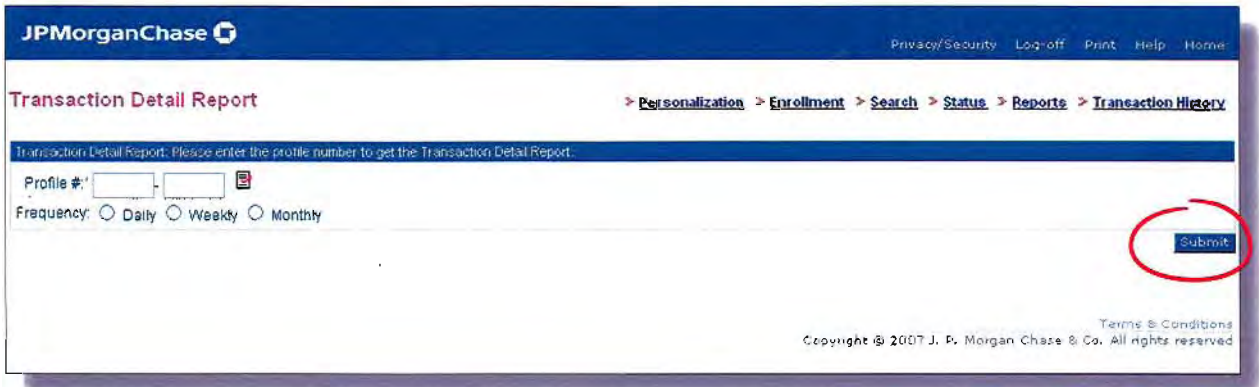
Open Save Cancel

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CARDHOLDER TRANSACTION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



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Transaction Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Transaction Detail Report: Please enter the profile number to get the Transaction Detail Report.

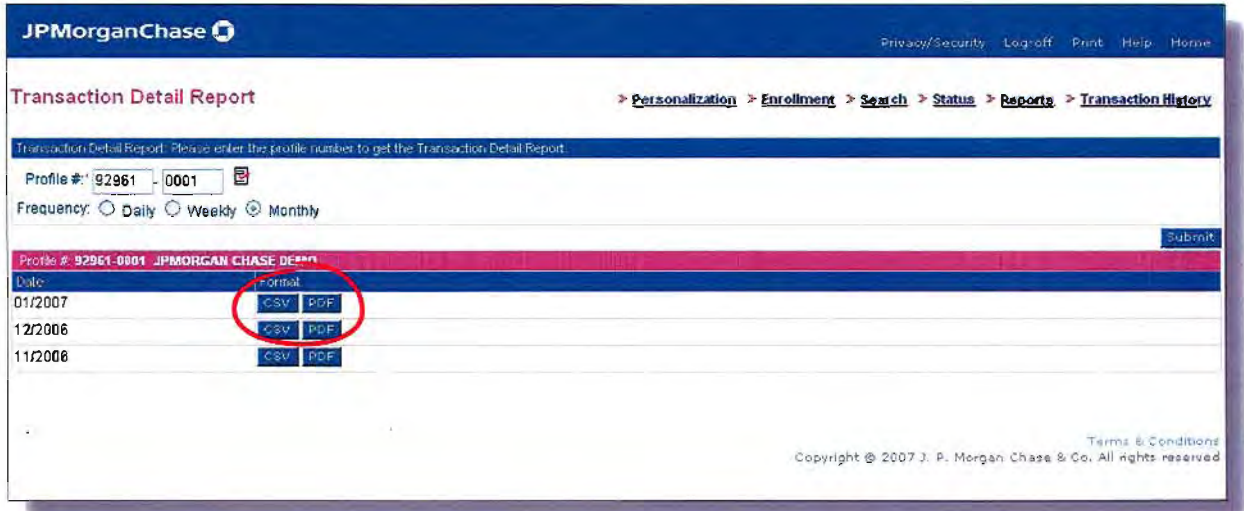
Profile #: -

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



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Transaction Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Transaction Detail Report: Please enter the profile number to get the Transaction Detail Report.

Profile #: 92961 - 0001

Frequency: Daily Weekly Monthly

Submit

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007 CARDHOLDER TRANSACTION DETAIL REPORT PAGE NUMBER: 01
 TIME: 12:34:58 MASTER PROFILE NAME: ABC PAYROLL REPORT ID: 006
 MASTER PROFILE NUMBER: 12345-0000
 REPORTING PERIOD: 01/01/2007 TO 01/31/2007
 SUB PROFILE NUMBER: 12345-0001 SUB PROFILE NAME: ABC PAYROLL XYZ

ACCOUNT STATUS	EDA	LAST NAME FIRST NAME	ID	COST CENTER	LAST 10 DIGITS OF CARD NUMBER	TRANS DATE	MCC	TRANS TYPE	TRANS DESC	TRANS AMOUNT	BEGINNING BALANCE	ENDING BALANCE
Open	123456789012	Ryan John	12345678901234	123456	1234567890	01/01/2007		123 Test Line, Miami, FL	Credit Adjustment	123.00	500.00	376.00
	345678901234	Ford Jack	05478901234567	076002	2345678901	01/01/2007		123 Main St, Tampa, FL	Cash Purchase	73.00	250.00	176.00
ACCOUNT STATUS TOTAL: 02												

ACCOUNT STATUS	EDA	LAST NAME FIRST NAME	ID	COST CENTER	LAST 10 DIGITS OF CARD NUMBER	TRANS DATE	MCC	TRANS TYPE	TRANS DESC	TRANS AMOUNT	BEGINNING BALANCE	ENDING BALANCE
Closed	80541339875	Lloyd Greg	7412810322587410	458750	1234567890			123 Test Bn	Credit			
	72963214120	Keron Jessica	603258741234567890	219470	1234567890							
ACCOUNT STATUS TOTAL: 02												

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CARD REPLACEMENT REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007
TIME: 12:34:58

CARD REPLACEMENT REPORT
MASTER PROFILE NAME: ABC PAYROLL
MASTER PROFILE NUMBER: 12345-0000
REPORTING PERIOD: 01/01/2007 TO 01/01/2007

PAGE NUMBER: 1
REPORT NAME: 003

SUBPROFILE NUMBER: 12345-0201 SUB PROFILE NAME: ABC PAYROLL XYZ

CARDHOLDER NAME

FIRST NAME	CARD NUMBER	ID	EDA	FEF	CARD STATUS	ACCOUNT STATUS	DATE MODIFIED
Abraham, Lincoln	XXXXX3285887456	5678880124566	2348999999999	10.00	Reported Lost	Open	01/01/2007
George, Washington	XXXXX7532158875	2321453615882	4568999999999	10.00	Reported Lost	Open	01/01/2007
John Adams	XXXXX1258874566	1367634225645	5678999999999	15.00	Reported Stolen	Open	01/01/2007
John, Smith	XXXXX2879887455	8456345223652	6789999999999	15.00	Reported Stolen	Closed	01/01/2007
Thomas, Jefferson	XXXXX3368623423	6598745232698	5989999999999	10.00	Reported Damaged	Open	01/01/2007

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ACCOUNT CLOSURE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Account Closure Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Account Closure Report. Please enter the profile number to get the Account Closure Report.

Profile #:

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Account Closure Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Account Closure Report. Please enter the profile number to get the Account Closure Report.

Profile #:

Frequency: Daily Weekly Monthly

Submit

Profile # 92961-0001 JPMORGAN CHASE DEMO

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

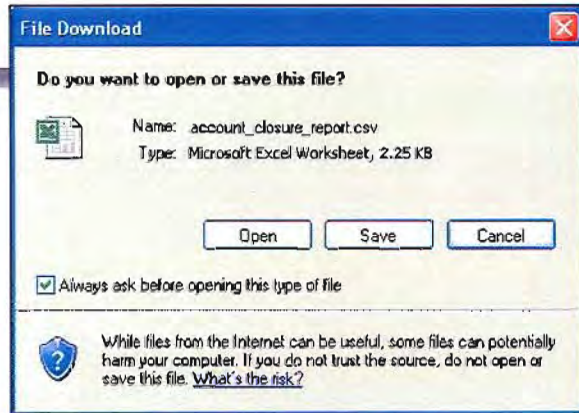
DATE: 02/01/2007 ACCOUNT CLOSURE REPORT PAGE: 1
 PROFILE NUMBER: 02061-0001
 PROFILE NAME: JPMORGAN CHASE DEMO
 REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUB PROFILE 12542578

EDA	LAST NAME	FIRST NAME	D	COST CENTER	ADDRESS	CITY	ST	ZIP	LAST TRANS DATE	TRANS TYPE	TRANSACTION DESCRIPTION	CLOSE DATE	BALANCE AMOUNT	CLOSE AMOUNT	POST DATE
125425785512	SMITHSONIAN	JOHN	3	132462756212	1345-0123	2430 W BRYN MAWR	CH	080912006	01	WAL-MART	06/06/2006	125.63	125.63	06/07/2006	

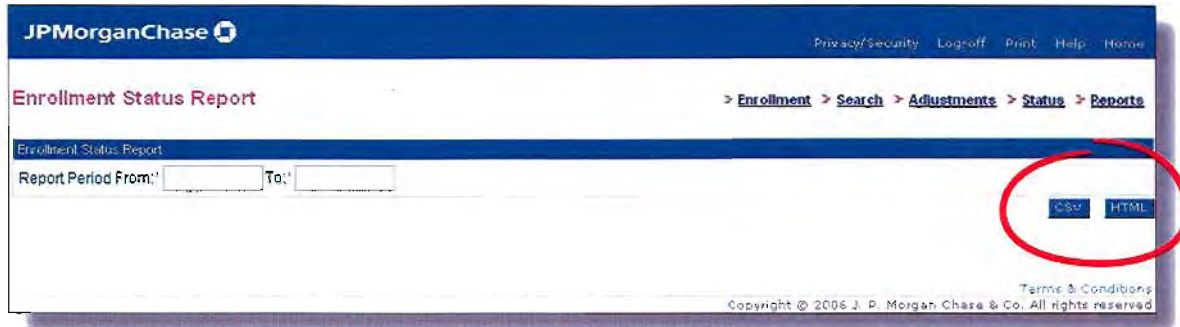
TOTAL NUMBER OF CREDITS: 1
 TOTAL NUMBER OF CHECKS: 3
 TOTAL NUMBER OF REVERZALS: 3

TOTAL ACCOUNTS: 1
 TOTAL BALANCE AMOUNT: 125.63

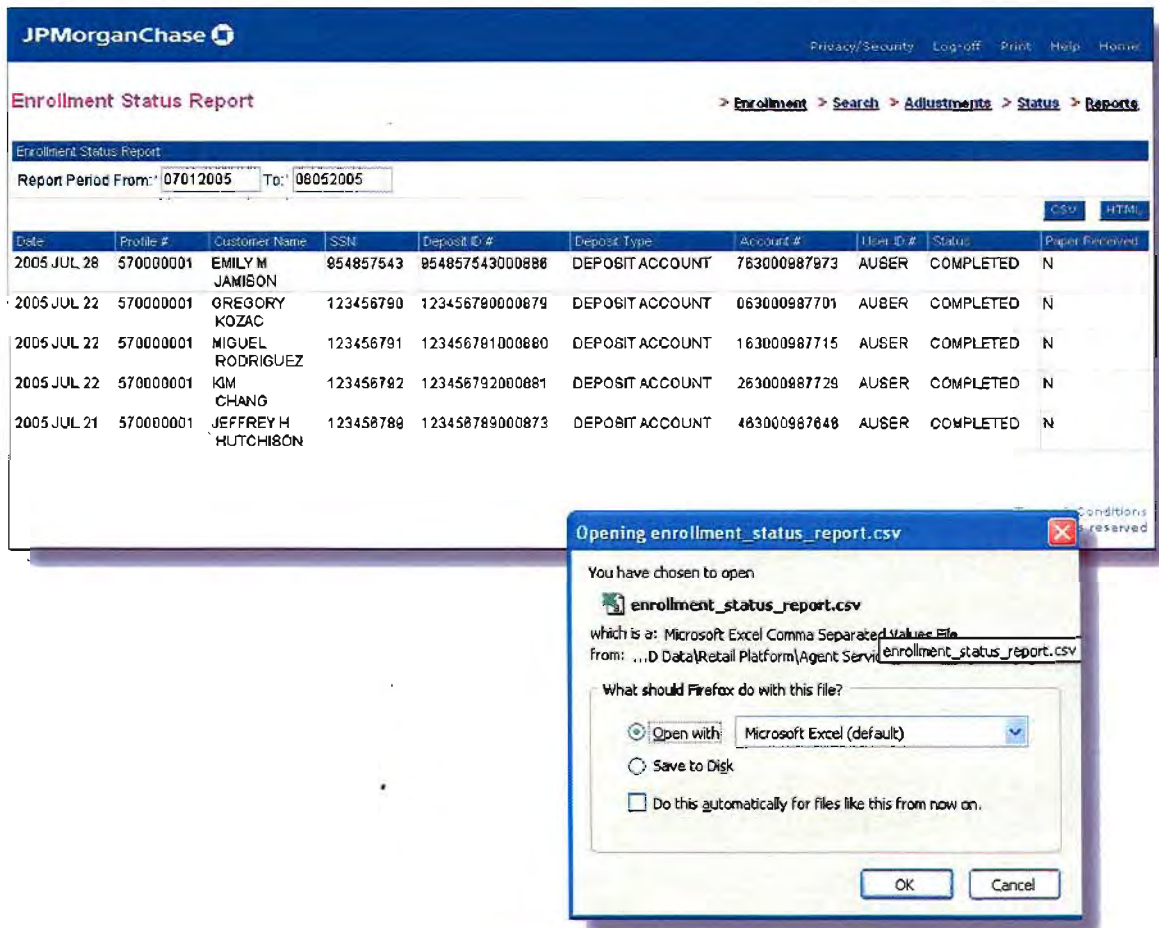


ENROLLMENT STATUS REPORT (OPTIONAL)

1. After selecting this report from the Reports page, select the date range for which you would like to view a report. Click **CSV** or **HTML**, depending on the format desired.



2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).



BATCH FILE PROCESSING REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **HTML**, depending on the format desired.

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Batch File Processing Report

> Enrollment > Search > Adjustments > Status > Reports

Batch File Processing Report

Profile #: 92981-0001

Report Period From: To:

CSV HTML

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2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

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Batch File Processing Report

> Enrollment > Search > Adjustments > Status > Reports

Batch File Processing Report

Profile #: 92981-0001

Report Period From: 07292003 To: 08052005

CSV HTML

File Date	File #	File Name	File Status	File Record Number	Record Processed	Record Rejected	Error Message
01-JUL-2006	18	cefs_lm_929810001.bd	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
02-JUL-2006	18	cefs_lm_929810001.bd	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
03-JUL-2006	20	cefs_lm_929810001.bd	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
04-JUL-2006	21	cefs_lm_929810001.bd	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
05-JUL-2006	22	cefs_lm_929810001.bd	COMPLETED	2	2	0	FILE PROCESSED COMPLETE
06-JUL-2006	23	cefs_lm_929810001.bd	COMPLETED	13	13	0	FILE PROCESSED COMPLETE
07-JUL-2006	24	cefs_lm_929810001.bd	WARNING	4	0	4	FILE PROCESSED WITH ERROR

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DAILY TRANSACTION REPORT (OPTIONAL)

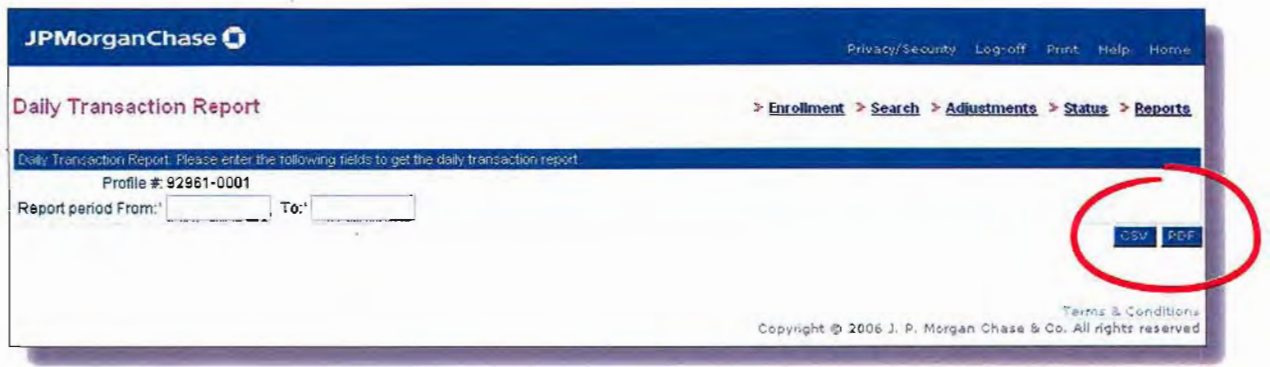
1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Modify Date	Account Number	Name	Date of Birth	Address1	City	State	Phone
User Id/ Batch Id	Sub ID Card Number			Address2	Zip	Country	SSN
06-19-2005	763001551374 107560	RAHEEM	11-17-1958	29326 WILLOWWOOD	TOMBALL	TX	2819200780
	0005145710001 059541	KELLAM			77375	USA	092-50-6677
06-19-2005	763001550079 107353	NELLY VARGAS	11-17-1958	12831 FINE BUSH	HOUSTON	TX	2819701779
	0005145710001 056245	SALAZAR					092-50-9621

DAILY TRANSACTION REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.



2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Daily Transaction Report

Profile Number : 55000-0001 Date From : 06/10/2005 Date To : 08/10/2005

Modify Date	Account Number	Name	Date of Birth	Address1	City	State	Phone
User Id/ Batch Id	Sub ID Card Number			Address2	Zip	Country	SSN
06-19-2005	763001551374	RAHEEM	11-17-1958	23325 WILLOWOOD	TOMBALL	TX	2813200780
HOST	107560	KELLAM			77375	USA	953-60-8577
06-19-2005	763001550079	NELLY VARGAS	11-17-1968	12631 FINE BUSH	HOUSTON	TX	2819701773
HOST	107353	SALAZAR					092-38-9631
	0095145710001 059541						
	0095145710001 056246						

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DIRECT DEPOSIT INFORMATION REPORT (OPTIONAL)

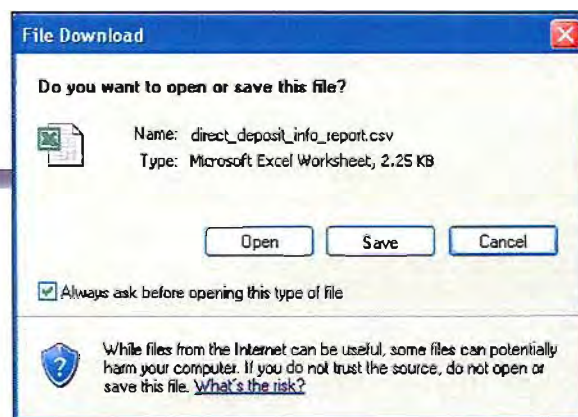
1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Direct Deposit Information Report

Profile Number : 55200-0001 Date From : 01/01/2007 Date To : 01/10/2007

Sub ID	Date Enrolled	Name	Date of Birth	SSN	ABA/Routing Number	Account Number	Enrollment Type
00000000000000000000000000000000	01-01-2007	BROWN, CHARLE	05-10-1955	123-56-4321	07-600648	063201111301	ASC
00000000000000000000000000000000	01-01-2007	BROWN, CHARLE	01-01-1955	222-55-3333	071866645	263201111127	ASC



BALANCE REVERSAL REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired report frequency. Click **Submit**.

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Balance Reversal Report > Enrollment > Search > Reports > Transaction History

Card Activation Summary Report. Please enter the profile number to get the Card Activation Summary Report.

Profile #:

Frequency: Monthly

Submit

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired.

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Balance Reversal Report > Enrollment > Search > Reports > Transaction History

Card Activation Summary Report. Please enter the profile number to get the Card Activation Summary Report.

Profile #:

Frequency: Monthly

Submit

Profile #: 92961-0001 JPMORGAN CHASE DEMO

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).


EDA	CONTROL NUMBER	CARD NUMBER	CARDHOLDER NAME	CARDHOLDER ADDRESS	SUB ID	SSN	DOB	AMOUNT
123456789123	123456789123456	XXXXXXXXXXXX3309	Smith, John	123 Test Ln, Tampa, FL 33647	1234567890123456789012345	12345	01/01/2000	11.25
134567891234	1234567890123454	XXXXXXXXXXXX54788	Dennis, William	456 Main ST, Miami, FL 33032	1234567890123456789012345	23456	01/01/1963	30.6
543210987654	1234567890123453	XXXXXXXXXXXX28971	Kayye, Mary	456 Front ST, Miami, FL 33132	1234567890123456789012345	90876	02/04/1984	25.68
Total:								67.46

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Online Help

You can access the online Help Guide from any page in the Agent Service Center by clicking **Help** in the header bar. Click on a topic from the list on the left side of the Help Guide and you will see step-by-step instructions, along with screen shots to assist you with any Agent Service Center function. (NOTE: The contents of the Help menu may display pages that are not accessible to you based on your user role.)

Account Search

1. Enter the account number and click on **Find**. If the system locates your record, you will be taken directly to the **ACCOUNT DETAIL** screen.

2. Enter any information about the cardholder including first name, last name or Social Security number, and click on **Search**.

Agent Service Center

- Welcome
- Step-by-Step, Page-by-Page
 - Account Detail
 - Account Status
 - Additional Cardholder
 - Adjustments
 - Beneficiary Information
 - Cardholder Enrollment
 - Cardholder Information
 - Cardholder Update
 - Cash Transfer Card
 - Close Account
 - Demographic Update
 - Direct Deposit Authorization
- Notice
- Home
- Instant Card
- Search
- Status
- User Log-In
- User Logout

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Search Result

Account #	Last Name	First Name	SSN	Account Status
123456789012	SMITH-SCHAH	JOHN		SE DEMO
9876543210	DE-VASQUEZ	PATRICIA		SE DEMO
5649873210	BAK	JANE		SE DEMO
1478523690	THE	WILLIAM	ACTIVE	JPMORGAN CHASE DEMO

Click on link to go to Account

Click on Search to change the criteria and perform a new search

