

Transaction Dispute Office



Help Guide

SmartPay® 2

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Roles and Responsibilities

JPMorgan is committed to employing the tools, technology and processes necessary to safeguard against unauthorized usage, fraud or identity theft. To facilitate these efforts we assemble a group of highly trained representatives, many of which operate in a “behind-the-scenes” capacity to support your program.

Outlined in the section below is a description of the following:

- Your JPMorgan team
- The roles and responsibilities of the JPMorgan team
- The roles and responsibilities of the Transaction Dispute Office

JPMorgan Team

Relationship Manager

The Relationship Manager serves as the primary contact for A/OPCs. The Relationship Manager will support the agency throughout the life of the program – beginning by participating on all initial calls, on-site visits, project planning sessions and training initiatives associated with task orders. They will be an advocate for agencies/organizations and will be the main communication channel between the agency/organization and the JPMorgan Program and Project Manager.

Additional Relationship Manager responsibilities include:

- Answering your A/OPCs’ day-to-day questions
- Monitoring program performance
- Identifying opportunities to refine your program and enhance its value
- Working with your program management team to ensure the program is meeting long-term goals

Program Coordinators

Program Coordinators work in conjunction with the Relationship Manager, providing daily help desk support to your A/OPCs at all levels of the Government Card program.

Program Coordinators support the daily operational needs of the agency and have expertise in supporting government accounts. Program Coordinators provide assistance with the following:

- Transaction authorizations
- Specific charge inquiries
- Lost/Stolen card reports
- Electronic access system related questions
- Payment information
- Account closures
- Statement questions
- Cardholder issues
- Emergency services
- Changes to card controls
- Balance inquires

Since the Program Coordinators team consists of individuals that are dedicated to working with program management they do not take inbound cardholder calls.

Additional Support Services

Dispute Department

The Dispute Department supports the process of disputing transactions that have been identified as questionable, either as a result of a merchant billing discrepancy or fraudulent charge. Responsibilities typically include:

- Working with merchants to research disputes
- Working with agency/organization stakeholders to resolve disputes
- Assisting cardholders with questions related to disputed transactions

Fraud Department

The Fraud Department actively monitors worldwide fraud patterns and maintains a system and staff that compares activity on individual accounts against known fraud patterns. If an account is suspected of being compromised, a member of our fraud department will contact the cardholder to verify the account activity. Additional responsibilities may include:

- Initiating investigations and recovery efforts
- Processing of required forms (i.e., affidavit, dispute form)
- Assisting cardholders with questions related to fraudulent transactions

Cardholder Customer Service

Domestic and international cardholders may seek live help from our Customer Service at two U.S.-based dedicated card call centers. Customer Service is available 24 hours a day, seven days a week, 365 days a year.

Customer Service provides support for a wide range of services including:

- Lost/Stolen card reports
- Transaction authorizations
- Specific charge inquiries
- Card activation
- Replacement cards
- Account closures
- Statement questions
- Balance inquires
- Emergency services
- Password reset assistance

Please refer to the [Contacts](#) section for telephone and address information.

Transaction Dispute Office

The Transaction Dispute Office generally serves as the point of contact for disputing transactions on central bill invoices. Responsibilities typically include:

- Overseeing program/cardholder adherence to dispute process policies and procedures
- Reporting disputed transactions to JPMorgan in a timely fashion
- Working with JPMorgan to resolve disputed transactions
- Tracking disputed transactions
- Ensuring that any personnel/responsibility changes in the Transaction Dispute Office are provided to the Agency/Organization Program Coordinator (A/OPC) in a timely fashion
- Analyzing and monitoring JPMorgan reports on disputed transactions
- Providing feedback to the A/OPC on JPMorgan performance
- Participating in annual training conferences and disseminating to the agency/organization information learned

Transaction Dispute Procedures

It is critical for cardholders to review their activity for erroneous charges. If a cardholder identifies a questionable charge, they will need to determine if it is the result of a billing discrepancy or a fraudulent charge.

The following section outlines the process for handling both types of erroneous charges.

How to Determine if a Charge is a Billing Discrepancy or a Fraudulent Charge

Billing Discrepancy

The following criteria are typically used to define an erroneous charge as a billing discrepancy:

- A transaction that the cardholder cancelled, but which was processed by the merchant anyway
- A transaction that is not recognized, but is from a merchant with whom the cardholder or the agency/organization regularly conducts business
- A transaction for which the cardholder has a receipt, but the amount on the receipt and the amount posted to the card account do not match
- Duplicate transactions (i.e., same merchant, amount and date)
- Returned merchandise

Fraud

The following criteria are typically used to define an erroneous charge as fraudulent:

- A transaction that is not recognized, and is from a merchant whom the cardholder or the agency/organization does not conduct business
- A transaction on a lost or stolen card
- Suspicious activity

How to Handle Billing Discrepancies

The following outlines the process the cardholder should follow to address a billing discrepancy on an account.

1. Cardholder contacts the merchant directly and attempts to resolve the matter by determining if the questionable charge is a result of a billing error.
2. If the cardholder is not able to resolve the issue with the merchant, the cardholder should immediately complete a dispute form and submit it to JPMorgan electronically through our electronic access system or by hardcopy (mail or fax). Dispute form address and fax information is provided in the [Contacts](#) section of this guide.
3. In many cases, the dispute inquiry can be resolved during the initial contact with a dispute representative. Common first contact resolutions include:
 - A merchant credit may have posted to the account.
 - The dispute representative may have additional information that resolves the dispute for the customer.
 - The dispute representative may contact the merchant initiating a three-way consultation in an attempt to resolve the issue.
4. If the dispute is not resolved on initial contact, the dispute representative will begin the formal dispute process by engaging the acquiring center and may ask the individual initiating the dispute to provide follow-up information.

Contacting the Merchant

Most billing discrepancies can be easily and quickly resolved by the cardholder contacting the merchant directly.

Average Resolution Time

Most disputes are resolved within 60 days of the date the request is received.

How to Initiate a Dispute

The following outlines the process for submitting a dispute through the JPMorgan electronic access system:

1. Complete the on-line dispute form available through the JPMorgan electronic access system.
2. The cardholder will receive a confirmation email immediately upon submission.
3. The dispute is automatically routed to the JPMorgan Dispute Department for processing. The cardholder will be notified if additional documentation is needed.
4. Once the dispute is resolved, an additional notification email is sent to the cardholder.

An Approving Official or other authorized third-party can initiate the dispute in cases where:

- They have knowledge of the dispute
- They can provide the necessary supporting documentation
- The transaction is not being claimed as fraudulent or unauthorized

Online Dispute Form

Using the dispute form available through the JPMorgan electronic access system will help expedite the dispute process.

Cardholders can also opt to complete a hard copy dispute form and submit it to JPMorgan. Dispute form address and fax information is provided in the [Contacts](#) section of this guide.

Form

Sample Dispute Form



SmartPay 2 Dispute Form

Please be advised that Visa & MasterCard require that attempts be made to resolve your dispute with the merchant before notifying us. We must be notified within 90 days of the processing date of the transaction you are questioning.

Cardholder Name: _____
 Account #: _____
 Merchant Name: _____
 Transaction Date: _____ Transaction Amount: \$ _____
 Posting Date: _____
 Reference #: _____

Please Circle one of the following choices applicable to your dispute. Include all necessary information/documentation.

1. I do not recognize the above-mentioned charge. I have attempted to contact the merchant to obtain further information.
2. I have been billed more than once by the same merchant. I authorized one charge with this merchant only. My card was in my possession at the time of the transaction.
 Valid Charge \$ _____ Reference # _____ Transaction Date: _____
 Invalid Charge \$ _____ Reference # _____ Transaction Date: _____
3. I canceled: Service / Airline Ticket / Hotel Reservation on _____ (date). Cancellation# _____
4. I have not received the merchandise that was to be shipped to me on _____ (date). I have requested credit.
5. Merchandise that was shipped to me arrived damaged or not as described. I returned it on _____ (date) and asked the merchant to credit my account. I am providing a copy of my returned mail receipt.
6. Merchant was to issue credit for merchandise I returned to the store. I have enclosed a copy of my credit receipt.
7. I have been charged for a purchase that was paid for by other means. I am providing a copy of the documentation showing the other method of payment.
8. I have been billed for an incorrect amount. My receipt shows \$ _____, however, I was billed \$ _____ I am providing a copy of my receipt showing the correct amount.
9. I did not authorize the above-mentioned charge. I have attempted to contact the merchant to resolve dispute.
 (If this is a VISA account, Visa regulations require that your account be closed prior to pursuing this dispute reason.
 Please call Customer Service to assist you in closing your account.)
10. Other: I am attaching detailed information that describes the dispute.

Work Phone () _____ **Email:** _____

Fax _____

Signature _____ Date _____

Please complete and mail or fax this form to
 USPS JPMorgan Chase, ATTN: Dispute Dept. IL1-6225, P.O. Box 2015, Elgin, Illinois, 60121-2015
 Email CCS-Disputes@jpmchase.com
 Fax **(847) 931-8861.**

Documentation

Outlined in the chart below are the common types of documentation that a cardholder may be asked to provide as part of the dispute process.

Dispute Reason	Documentation
Cardholder billed for an incorrect amount.	Copy of receipt that shows correct amount.
Cardholder returned merchandise, but merchant did not credit account.	Copy of receipt from merchant that shows merchandise credit was issued.
Cardholder charged for a purchase that was paid for by other means.	Copy of documentation showing the other method of payment: cash receipt, copy of check, copy of other credit card statement, etc.

Time Frames

The following are key time frames and aspects of the dispute process:

1. Cardholders have 90 days from the date the transaction was processed to notify JPMorgan of a disputed transaction.
2. JPMorgan will post a temporary credit to the cardholder's account while the dispute is processed.
3. If the dispute is resolved in the merchant's favor, a debit transaction which reverses the temporary credit will be posted to the account. The amount of the dispute will be added back into the balance due on subsequent statements.
4. If the dispute is settled in the cardholder's favor, the temporary credit will remain on the account.
5. Cardholders will receive a written communication stating the resolution of the dispute (i.e., resolved in favor of the merchant or cardholder).
6. A cardholder can look at their JPMorgan billing statement to identify the total dollar amount of the transactions that have been put in dispute status.

Fraud

1. Cardholders who identify potential fraudulent transactions on their statement should immediately notify JPMorgan Customer Service by phone to report the card as lost or stolen, as well as follow any additional policies and procedures outlined by their internal agency/ organization.
2. JPMorgan will work with the cardholder to verify account activity and may either block or cancel the compromised account and issue a new card if necessary.
3. The account will then be referred to the JPMorgan Fraud Department who will work with the cardholder to review the transactions and complete an investigation of the suspect activity. Cardholders may be asked to complete an affidavit detailing any fraudulent transactions.

Time Frames

The following are key aspects and time frames for handling fraudulent transactions:

- JPMorgan must be immediately notified **via phone** in cases where:
 - A cardholder has identified an unrecognized transaction
 - A card is lost, stolen or missing

Notifying JPMorgan

Immediate action on the part of the cardholder may help to expedite the fraud investigation and limit unauthorized activity.

JPMorgan Fraud Monitoring System

JPMorgan uses sophisticated security technology to monitor transaction activity.

If an account is suspected of being compromised, a member of our Fraud Department will contact the cardholder to verify the account activity.

In some cases, we may place a “referral” status on a card that is suspected of being used fraudulently. This will prompt any merchant who may be given the card to contact JPMorgan. The cardholder’s identity will be verified, the referral status will be removed and the transaction will be approved.

If contact with the cardholder cannot be made, we may also try to contact the A/OPC.

Keep the Card Secure

A cardholder does not need to lose the actual plastic associated with an account in order for the account number to be compromised. Keeping cards and documents in a secure location should be a standard practice for all cardholders.

Minimizing Risk

The following guidelines will help your agency’s/organization’s cardholders minimize the risk of fraud:

1. Protect your Government Card

- Know where your card is at all times.
- Note the expiration date on your card and be aware if you do not receive a new card relative to that date.
- Be aware of when your statements should arrive, if late contact JPMorgan Customer Service.
- Sign the back of your card immediately upon arrival. This can and should be done prior to activating the card.
- Keep record of your card account number in a secure place, separate from your card. Include in that record the toll-free number for JPMorgan Customer Service.
- Always have your card returned promptly from a sales clerk, restaurant server, etc.
- Review your statements closely.

2. Guard your Government Card account number

- Do not give your card account number over the phone unless you know you are dealing with a reputable vendor.
- If you have ATM cash access, memorize your PIN and do not keep it with your card.
- Be aware of phishing by phone, email and mail. Your card provider will not ask you to provide personal information such as your password, Social Security Number, bank and Government Card account number.

3. Safety tips when using your Government Card

- Destroy carbons and voided receipts immediately when no longer needed.
- Check your statement promptly against receipts that have been kept in a secure place.
- If you no longer need your Government Card, destroy it immediately and notify your A/OPC so the account can be properly closed.
- Safeguard the card as if it were your own, report a lost or stolen card immediately.

Chargeback Process

In accordance with Card Association rules, JPMorgan will review both cardholder and merchant supporting documentation to determine when a chargeback or reversal of the transaction is deemed appropriate.

The Electronic Access System Transaction Dispute Process

Key Sequences and Screens

1. Logon to PaymentNet™.
2. From the Transactions menu, select Manage. The Transaction List screen will be displayed.
3. Click the transaction to be disputed. The Transaction Detail screen will be displayed.
4. Click the Dispute button. The Transaction Dispute screen will be displayed.
5. Enter your email address and select the Dispute Reason from the drop-down menu.
6. After the page refreshes, enter all required information. An asterisk (*) marks required fields.
7. Click Submit.

Transaction Dispute Screen

Transaction Dispute Screen

Transactions Reports Accounts Employees Administration Help

Transaction Dispute [Return To Transaction List](#)

*** Required Fields**

Name: Williams, Julie Dispute Entry Date: 3/11/2008

Transaction Date: 3/29/2008 Micro Reference:

Transaction Amount: \$954.17

Merchant Name: SUBWAY

*E-Mail Address:

*Dispute Reason:

Select

Incorrect amount charged (charge is not recognized).

Billed for an incorrect amount.

Billed more than once by the same merchant.

Cancelled: Merchant/Service/Airline Ticket/Hotel Reservation.

Changed for purchase that was paid by other means.

I did not authorize this charge.

Merchandise not received that was to be shipped.

Merchandise/Service was received damaged or not as described.

No credit issued for merchandise returned to store.

Other: Detailed information attached describing dispute.

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8. A yellow square indicator will appear in the Transaction ID column for the disputed transaction, representing the transaction is queued for processing. The indicator icon appears green when the dispute is resolved.
9. To undo a dispute while the indicator square is yellow, click directly on the yellow square. On the Transaction Detail page, click the Cancel/Undo Dispute button.
10. To cancel a dispute while the indicator square is red, click directly on the red square. On the Transaction Detail page, click the Mark Dispute as Resolved button.

If a chargeback has already been sent to the merchant, it cannot be reversed and the chargeback credit may post to the account even if the charge is valid. In which case, the cardholder must notify the merchant to re-bill their account.

When Do I Know My Dispute is Being Processed?

When our Dispute Department receives your dispute notice via PaymentNet and begins the dispute process, the yellow square will be replaced with a red square.

Once the dispute has been resolved, the red square will change to green. The cardholder will then receive a system-generated email advising that the dispute is resolved.

Reports

Transaction Disputes by Hierarchy

Transaction Disputes by Hierarchy

Date/Time Printed:		Orientation: Portrait					
Selection Criteria:							
Hierarchy							
Account Name	Account #	Trans ID	Merchant Name	Tran Date	Amount	Date Disputed	Date Resolved
Rural Development 09235							
Johnson, Cheryl	*****5890	2498043	DELTA	07/27/2007	\$230.26	03/08/2007	04/04/2007
Harrison, Julie	*****5906	2499619	NORTHWEST	07/25/2007	\$472.14	03/05/2007	03/08/2007
Rural Development 09235				Accounts: 2			
Travel 02351							
Johnson, Amy	*****5886	2497666	CVS PHARMACY #0022 Q03	07/09/2007	\$634.78	03/08/2007	01/18/2008
Johnson, Amy	*****5886	2497682	CVS PHARMACY #0022 Q03	07/28/2007	\$987.38	03/05/2007	03/08/2007
Johnson, Amy	*****5886	2497686	BEST BUY 00000083	08/03/2007	\$203.70	03/05/2007	03/08/2007
Travel 02351				Accounts: 1			
Fleet 02355							
Smith, Amy	*****5897	2498706	APPLEBEES 19818588	07/23/2007	\$342.51	03/08/2007	
Williams, Sara	*****5896	2498583	NORTHWEST	07/19/2007	\$756.59	03/08/2007	
Harrison, Sara	*****5885	2497545	AVIS RENT-A-CAR	07/17/2007	\$681.38	03/08/2007	04/19/2007
Smith, Cheryl	*****5909	2499921	AVIS RENT-A-CAR	07/09/2007	\$951.10	03/05/2007	03/08/2007
Smith, Jennifer	*****5892	2498248	WAL MART	07/18/2007	\$724.86	03/05/2007	03/08/2007
Smith, Jennifer	*****5892	2498220	BEST BUY 00000083	07/21/2007	\$238.69	03/05/2007	03/08/2007
Fleet 02355				Accounts: 5			
Fleet - FNCS 09622							
Harrison, Julie	*****5891	2498165	ALAMO RENT-A-CAR	07/26/2007	\$719.33	03/05/2007	03/08/2007
Fleet - FNCS 09622				Accounts: 1			
Purchasing 01235							
Williams, Sara	*****5887	2497749	STAPLES #01	07/08/2007	\$699.07	03/05/2007	03/08/2007
Purchasing 01235				Accounts: 1			
Natural Resources and Environment 02356							
Williams, Amy	*****5903	2499312	SUBWAY	07/20/2007	\$251.58	03/08/2007	
Harrison, Cheryl	*****5899	2498966	BEST BUY 00000083	08/01/2007	\$375.22	03/08/2007	04/27/2007
Williams, Cheryl	*****5900	2499029	AVIS RENT-A-CAR	07/13/2007	\$155.51	03/05/2007	03/08/2007
Natural Resources and Environment 02356				Accounts: 3			
USDA 04095							
Williams, Amy	*****5882	2497230	HILTON HOTELS	07/29/2007	\$736.20	03/05/2007	03/08/2007
USDA 04095				Accounts: 1			

The Transaction Summary by Hierarchy report summarizes the number of transactions and total dollar amount for each account by Hierarchy. The reports lists: Account Name, Account Number, Number of Debit Transactions and Dollar Amount, Number of Credit Transactions and Dollar Amount, Total Number of Transactions and Dollar Amount. Contents of the report are best viewed in Excel and PDF format.

Transaction Disputes by Status

Transaction Disputes by Status Report

Date/Time Printed:

Orientation: Portrait

Selection Criteria:

Account Name	Tran ID	Account Number	Merchant Name	Tran Date	Amount	Date Disputed	Resolved Date	Dispute Status
Disputed								
Adams, Julie	2498440	*****5894	COMFORT SUITES	7/16/2007	\$511.42	3/8/2007		Disputed
Adams, Julie	2498372	*****5894	HILTON HOTELS	8/3/2007	\$144.30	3/8/2007		Disputed
Smith, Amy	2498706	*****5897	APPLEBEES 19810308	7/22/2007	\$342.51	3/8/2007		Disputed
Williams, Amy	2499312	*****5903	SUBWAY	7/20/2007	\$251.58	3/8/2007		Disputed
Williams, Sara	2498583	*****5896	NORTHWEST	7/19/2007	\$756.59	3/8/2007		Disputed
Disputed Total				Total Transactions 5				
Resolved								
Harrison, Cheryl	2498966	*****5899	BEST BUY 00000083	8/1/2007	\$375.22	3/8/2007	4/27/2007	Resolved
Harrison, Julie	2498165	*****5891	ALAMO RENT-A-CAR	7/26/2007	\$719.35	3/5/2007	3/8/2007	Resolved
Harrison, Julie	2499619	*****5906	NORTHWEST	7/25/2007	\$472.14	3/5/2007	3/8/2007	Resolved
Harrison, Sara	2497545	*****5885	AVIS RENT-A-CAR	7/17/2007	\$681.38	3/8/2007	4/18/2007	Resolved
Johnson, Amy	2497666	*****5886	CVS PHARMACY #0022 Q03	7/9/2007	\$634.78	3/8/2007	1/18/2008	Resolved
Johnson, Amy	2497602	*****5886	CVS PHARMACY #0022 Q03	7/28/2007	\$987.36	3/5/2007	3/8/2007	Resolved
Johnson, Amy	2497606	*****5886	BEST BUY 00000083	8/3/2007	\$203.79	3/5/2007	3/8/2007	Resolved
Johnson, Cheryl	2498043	*****5890	DELTA	7/27/2007	\$230.26	3/8/2007	4/4/2007	Resolved
Smith, Cheryl	2499921	*****5900	AVIS RENT-A-CAR	7/9/2007	\$951.19	3/5/2007	3/8/2007	Resolved
Smith, Jennifer	2498248	*****5892	WAL MART	7/18/2007	\$724.86	3/5/2007	3/8/2007	Resolved
Smith, Jennifer	2498220	*****5892	BEST BUY 00000083	7/23/2007	\$258.69	3/5/2007	3/8/2007	Resolved
Williams, Amy	2497230	*****5882	HILTON HOTELS	7/29/2007	\$736.29	3/5/2007	3/8/2007	Resolved
Williams, Cheryl	2499029	*****5900	AVIS RENT-A-CAR	7/12/2007	\$155.51	3/5/2007	3/8/2007	Resolved
Williams, Sara	2497740	*****5887	STAPLES #01	7/8/2007	\$699.07	3/5/2007	3/8/2007	Resolved
Resolved Total				Total Transactions 14				
Grand Totals				Total Transactions 19				

The Transaction Disputes by Status report lists the status of disputed transactions. The report lists Hierarchy, Account Name, Account Number, Merchant Name, Transaction Date, Transaction Amount, Date Disputed and Date Resolved.

Contact Information

JPMorgan Program Coordinators

Telephone 866-725-1184
 (Contact information for National AOPCs
 will be provided by your Relationship Manager.)

JPMorgan Dispute Department

Telephone 888-297-0768
 Fax 847-931-8861
 Address PO Box 2015
 IL1-6225
 Elgin, IL 60121-2015

JPMorgan Fraud Department

Telephone 888-297-0782 (to report a lost or stolen card)
 Fax 866-282-3011
 Address PO Box 2017
 Elgin, IL 60121-2017

JPMorgan Customer Service

For cardholders, JPMorgan Customer Service is available
 to answer inquiries 24 hours a day, seven days a week, 365 days a year.

Telephone 888-297-0781
 847-488-4442 (collect)

Electronic Access System (PaymentNet) Login

Contact your A/OPC for PaymentNet login information.