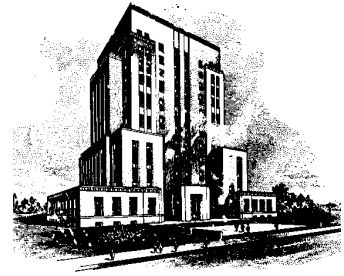


# Racine County Finance Department

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## RACINE COUNTY PURCHASING CARD (P-Card) USER MANUAL

The Purchasing Card (P-Card) Program was designed to provide a more rapid turnaround of requisitions for dollar items valued less than \$2,500 and to reduce administrative paperwork and handling costs. By using your County-issued P-Card, you dramatically shorten the traditional purchasing process as you are not required to have a purchase order prior to purchase for any qualified purchase less than \$2,500.

The P-Card Program will:

- Provide users with an efficient mechanism to purchase and receive small dollar goods and services.
- Provide participating vendors with payment within 2 days via the MasterCard settlement system.
- Reduce paperwork and processing time throughout the procurement chain, thereby increasing efficiency in the purchasing process.
- Save Racine County money by reducing transaction costs.

This P-Card Manual explains your responsibility as a cardholder. The cardholder privileges that have been extended to you could be jeopardized if you fail to follow the guidelines in this manual.

If you have any questions, please contact a P-Card Program Administrator.

Respectfully,

*Kenneth J. Schmidt*

Purchasing Coordinator

## PURCHASING CARD (P-Card) PROGRAM

Racine County's P-Card is easy to use and will provide you with an invaluable tool to accomplish your job in a more efficient and effective manner. Your adherence to the policies and procedures stated in this manual will result in efficient purchasing, accurate record keeping and prompt payment to Racine County's vendor suppliers.

The purpose of this manual is to establish protocols that detail the use of County-issued P-Cards provided to authorized personnel. Topics covered are as follows:

Section One: [P-Card Program Overview](#)

Section Two: [Authorized Usage of P-Card](#)

Section Three: [Transactions and Recordkeeping](#)

Section Four: [Reconciliation and Payment Procedures](#)

Section Five: [System Control and Audit Process](#)

Section Six: [Program Security Measures and Violation Policies](#)

Section Seven: [SmartData On-line Procedures](#)

As a cardholder for Racine County, you are being entrusted with the responsibility for making wise expenditures of County funds. Please read the information in this manual carefully.

**Your signature on the cardholder agreement indicates that you understand the intent of the program and that you agree to abide by the guidelines established for this program.**

# SECTION ONE: P-CARD PROGRAM OVERVIEW

## BASIC PROGRAM FEATURES

The program is designed to accommodate the speedy acquisition of low dollar items and repetitive type purchases using a MasterCard commercial merchant card. The program allows for central coordination, control and payment by the Racine County Finance Department while also allowing Cardholders, Department Coordinators and Program Administrators real-time reports.

The system has been designed to block transactions, by certain vendor type, of unauthorized product purchases that are not allowed by Racine County to its system user cardholders.

## KEY TERMS

**Approving Authority:** The department representative who will review and approve cardholder's bi-monthly account reconciliations.

**Audit:** A review of P-Card purchases by either your Department Coordinator or the P-Card Program Administrator to ensure that use of the card conforms to policies and procedures defined in this manual.

**Bi-Monthly Charge Card Statement:** Cardholder's total transactions for the period of a payment cycle (27<sup>th</sup> – 10<sup>th</sup>; 11<sup>th</sup> – 26<sup>th</sup>). Signatures of the cardholder and approving authority are required to verify that the purchases have been reviewed and subsequently verified as reviewed by the approving authority.

**Cardholder:** Personnel who have been issued a P-Card and who are authorized to make purchases in accordance with County procedures.

**Cardholder Agreement:** Outlines the cardholder's responsibilities. Every cardholder is required to attend a P-Card training session, at the end of which, they will be asked to sign a Purchasing Card Cardholder's Agreement. This agreement documents your understanding of the responsibilities required by your participation within Racine County's P-Card program.

**Cardholder Limits:** Limits built into the P-Card that control dollar amounts, how many times a card can be used, and where the card can be used. These limits have been established by your supervisor and/or department head based on Racine County policies.

**Dispute:** A disagreement by the cardholder on specific charges by a vendor.

**P-Card Administrator:** Individual responsible for issuing cards, providing training and responding to questions related to the Racine County P-Card program. (See the current P-Card Program Contacts list on the Racine County Infonet under Finance Department.) A copy of the contact list has also been included in your P-Card training materials.

**1099 Vendor:** An individual, sole proprietorship or limited partnership that is paid more than \$600 for services. All medical and/or attorney's fees are considered 1099 reportable, regardless of their status.

## **BASIC PROGRAM MATERIALS AND FORMS**

**Purchasing Card (P-Card)** – The Racine County P-Card has the County Seal imprinted on its face. The Wisconsin Certificate of Exempt Status number (ES2058) also appears on the face of the card under the cardholder's name. The card has three logos, the Racine County logo, the Master Card logo, and the JPMorganChase bank account logo imprinted on the P-Card to avoid confusion with personal credit cards.

**Purchasing Card Cardholder's Agreement** – The agreement documents the user's understanding of P-Card program requirements and cardholder use obligations. The form must be executed by the cardholder prior to the Finance Department's release of the card to the cardholder for cardholder use. This form documents an understanding of the key responsibilities of the cardholder. The original signed agreement will be retained within the files of the Finance Department P-Card Program Administrator. The other two duplicate copies will be distributed as follows. One copy will be filed within your personnel file within the Human Resource Department and the second copy will be provided to the cardholder.

**Statement Cycle Package** – Includes the Period Expense Report with signature line (downloaded from Smart Data Online), all applicable vendor receipts attached in proper order and the Account Statement Report signed by the cardholder. (Note: The Statement Cycle Package is only utilized by the Sheriff's Office and the Building & Facilities Departments.)

**Expense Report** – This report must be printed (upon down load from Smart Data Online) at the end of each statement cycle (cycles end on the 10<sup>th</sup> and 26<sup>th</sup> of each month) and must include all transactions from the statement cycle. The Period Expense Report should have all applicable account numbers entered on-line prior to download. Upon review, the report should be signed and remitted to the Finance Department. All corresponding receipts/other documentation must be attached to the report. All supporting documentation should clearly indicate the business purpose on its front. *Note*, the importance of the following procedure *cannot be stressed enough*. If for some reason, an individual is unable to report to work to reconcile their P-Card by the required date of report submission, then someone else in their department should be able to easily locate their P-Card transaction materials and complete the process for them in their work absence.

**Period Expense Report** – An individual charge card statement for each cardholder must be printed at the end of each statement cycle. This statement will be attached behind the Smart Data Online Period Expense Report (downloaded from the internet) followed by all receipts that correspond with that bi-monthly statement. The Statement Cycle Package must be signed by the cardholder and the authorized department coordinator or department supervisor.

**Vendor Receipts** – Corresponding receipts and other relevant documentation related to each charge detailed on the Period Expense Report.

**Cardholder Dispute Form** – This form is utilized when requesting a purchase dispute review by JP Morgan Chase Bank for a disputed account charge.

**Affidavit of P-Card Receipt Form** – This form is to be completed if the vendor receipt was not received or was misplaced or lost by the cardholder. It should be attached to the Smart Data Online in place of the vendor receipt. It must be completed in full and signed by the cardholder.

## **PROGRAM RESPONSIBILITIES**

To ensure a successful P-Card program, it is necessary that all participants understand how the administrative system operates. Key personnel and their responsibilities in the system are as follows:

### **Users/Cardholders**

All users are responsible for adhering to all policies and procedures of the P-Card program as summarized in this user manual, including but not limited to, the following:

1. Attend a mandatory P-Card training session.
2. Review and sign the Purchasing Card Cardholder's Agreement.
3. Read and be familiar with the Purchasing Card User Manual.
4. Call to activate the card when released to your possession by the Finance Department.
5. Protect your account number and keep the card in a secure place. Each cardholder's number is unique to the holder. Do not give or lend the card to anyone else and do not use another cardholder's P-Card.
6. **Immediately report the loss or theft of your card to JPMorgan Chase at 1-800-316-6056 (24 hours/day).** Then notify a Program Administrator of the loss.
7. Never use the card for personal use. The card is only to be used for qualified purchases authorized by Racine County.
8. Stay within authorized spending limits and do not split charges (splitting a purchase over a transaction limit into more than one transaction so that they are under the not to exceed transaction limit).
9. Make only authorized P-Card purchases. Never use your card to purchase capital equipment that has not been approved in advance.
10. Your card cannot be used to obtain cash. Your card is not authorized for certain kinds of purchases including, but not limited to, food, liquor, entertainment, and recreation.
11. Require a sales receipt for all purchases. For phone or online orders, request that a detailed receipt to be faxed, e-mailed or sent directly to yourself – the cardholder.
12. If Wisconsin sales tax appears on your statement, you must pay it and obtain a credit from the vendor. Watch for the credit to appear on your next statement. Note: Racine County is exempt from Wisconsin Sales Tax or Federal Excise Tax.
13. Pay for all items on your statement in full. Pay for all disputed items and file a dispute form with JPMorgan Chase.
14. If you need to return an item that you purchased on your P-Card, follow the procedures outlined in Section Three of this manual. **Do not accept a cash refund from any vendor.** Returned items must have the refund amount credited back to the cardholders P-Card account.
15. You are responsible for all transactions made using your card and can be held accountable for these purchases in accordance with the Purchasing Card Cardholder's Agreement that you have signed.

16. Complete and submit your bi-monthly Statement Cycle Package timely and accurately. Write legibly and include all required signatures and account numbers.
17. Although the card is issued in your name, it is the property of Racine County. Your authority to use the card can be revoked at any time upon the decision of the Department Head or a Program Administrator. Use of the card is subject to audit. When a card user's employment in his/her current position ends, the user must return the card to the Department Head or a Program Administrator. This includes transfers to a new department, termination, retirement, etc.

### **Department Coordinators**

Each department with more than one cardholder must appoint a P-Card Department Coordinator. Responsibilities of the Department Coordinator include, but are not limited to, the following:

1. Maintain department copies of cardholder agreements. Maintain a current list of cardholders for your department and notify a Program Administrator of any changes.
2. Verify that each charge is accompanied by a receipt and/or invoice that specifies the item(s) purchased and the total amount.
3. Question any expense that appears inappropriate. If found to be inappropriate, flag the transaction and ask the cardholder to reverse the charge with the vendor.
4. Require cardholders to write account numbers on the receipt and/or invoice.
5. Verify that the correct general ledger account number has been assigned for each transaction in Smart Data Online. This procedure will be explained to Department Coordinators in a separate training and is included as a separate section of their manuals.
6. Check that no sales tax was charged on all sales receipts. It is the responsibility of the cardholder and the Department Coordinator to see that Racine County is not charged WI Sales Tax or Federal Excise Tax at any time. A copy of the Racine County Certificate of Tax Exemption is available on the Infonet and additionally a copy is provided to each cardholder with their user training materials.
7. Check that the downloaded Smart Date Online Expense Report includes account numbers and is signed by the cardholder and the authorized department coordinator.
8. Forward the Statement Cycle Package to the Finance Department within 5 business days following the statement print date.
9. Immediately notify a P-Card Program Administrator of any employee termination so that applicable P-card privileges can be terminated.
10. Collect P-Cards from individuals who no longer have purchasing functions within the department and return the cards, cut in two, to the Program Administrator.

### **Program Administrators**

The County will assign Program Administrator administration rights to key County personnel. Current Program Administrators are listed on the Infonet under Finance Department. Responsibilities include, but are not limited to, the following:

1. Reviewing and approving all requests for new P-Cards.
2. Requesting new cards from JPMorgan Chase.
3. Performing P-Card audits as determined necessary.

4. Assist with dispute resolution when cardholders cannot resolve directly with the vendor.
5. Overall coordination and management of the P-Card Program for Racine County.

## **SECTION TWO: AUTHORIZED USAGE OF P-CARD**

### **APPROPRIATE P-CARD PURCHASES**

- Maintenance, repair or operating parts.
- Repetitive type purchases normally purchased with an open or blanket purchase order that are approved by your supervisor.
- Emergency purchases where life and/or safety are at issue and the Finance Department is unavailable (weekend, holidays, evenings).
- Items that are for the use of Racine County.
- Any other qualified item that is less than \$2,500 or less than your card's maximum cycle dollar limit.

Always check if a vendor is willing to accept payment via Racine County P-Card. Other purchase opportunities should always be considered for the P-Card program as Racine County encourages the use of the P-Card for qualified county purchases. Transaction limits can be temporarily increased by the Finance Department to accommodate any contemplated qualified purchase. Please direct suggestions for additional County P-Card purchase opportunities to your Department Coordinator or a Program Administrator.

### **UNACCEPTABLE P-CARD PURCHASES**

- Alcoholic beverages, tobacco, drugs or pharmaceuticals
- Meals, food or restaurant purchases
- Cash advances (ATM machines) or cash back transactions
- Flowers or jewelry
- Temporary employment services
- Rental agreements including vehicles
- Tuition reimbursement
- Purchases which fail to adhere to the policies and procedures as set forth in this manual and the Racine County Procurement Ordinance
- Piggy backing with another cardholder to exceed set dollar limits
- Purchases that are split to circumvent the \$2,500 transaction limit
- Purchase of supplies for a department other than the cardholder's department (unless previously authorized)
- Purchases for personal use are strictly prohibited
- Purchase of any other unapproved/inappropriate goods/services

### **CARDHOLDER SEPARATION**

Prior to separation from the County, the cardholder will surrender the P-Card and their Statement Cycle Package to their Department Coordinator or Supervisor.

If a cardholder transfers to another County department, the same procedure must be followed. If your new department determines you still require a P-Card, it will be returned to you once Program Administrator receives approval from the new supervisor.



## **SECTION THREE: TRANSACTIONS AND RECORDKEEPING**

### **IN-STORE PURCHASES**

When making in-store purchases:

- **Advise the cashier that the purchase is tax exempt.** The tax-exempt number is printed on the face of the card. (ES2058)
- **When you obtain the transaction receipt, check to be sure there is no tax charged.**
- If you are inadvertently charged tax, immediately request a credit for the transaction and a new receipt.
- Upon return to your office, enter the account number on your receipt. If the receipt is less than a full page, tape it to a full sheet of paper. Hold on to all receipts until the end of the cycle period.

### **TELEPHONE/FAX PURCHASING PROCEDURES**

- Determine availability of the item. If the item is available for immediate shipping, provide your P-Card account number and request a faxed/electronic receipt. Write the expense account number on the receipt. Hold onto the receipt to include in the Statement Cycle Package. If the item is not immediately available, you may provide your P-Card account number and request a faxed quote. Notify the vendor that the County cannot be billed until the item is actually shipped. When the item is shipped, the vendor is required to fax/e-mail you a receipt. Write the expense account number on the receipt. Hold onto the receipt to include in the Statement Cycle Package.
- Be sure the vendor understands that Racine County is Wisconsin Sales Tax Exempt.
- A receipt must be faxed/e-mailed to you the same day the merchandise is ordered.
- Instruct the vendor to clearly print your name on the shipping container along with the correct shipping address (your location).
- Instruct the vendor that in no case is the P-Card account number to appear on the shipping container.

### **INTERNET PURCHASING PROCEDURES**

Caution is to be used when doing internet purchases as there are no provisions for being tax exempt. The following are permissible P-Card purchases through the internet:

- Registration for seminars and conferences
- Publications such as books, manuals, CD's, tapes, subscriptions, magazines and newspapers. All publication purchases must be for Racine County business use.
- Office supplies
- Professional dues
- Maintenance, repair or operating parts
- Any other qualified purchases

## **RETURNS**

If an item is not satisfactory, is damaged and/or defective, or a wrong item is delivered, the cardholder should make contact with the vendor to explain the problem and follow the return policies established by the vendor. Record the return on the original receipt and staple any credit memos issued to that receipt. **Do not accept a cash refund.**

If the goods are returned in person, the original receipt must accompany the goods. A copy of the credit receipt for the returned goods must be obtained. Record the return on the original receipt. Attach all credit receipts to the Statement Cycle Package. Again, if any receipt is less than a full sheet, **tape** it to a full sheet of plain paper. **Do not accept a cash refund.**

## **RECORDKEEPING INSTRUCTIONS**

A receipt for each transaction must be included in the Statement Cycle Package. The expense account number must be written on each receipt.

All receipts must be 8.5x11. Any receipt or purchase documentation smaller than 8.5x11 must be **taped** to an 8.5x11 sheet of white paper. **Do not use staples to attach any of your documentation.** All P-Card documentation is scanned for archival purposes and staples will damage the scanning equipment.

**Note: If you are unable to produce a receipt for a purchase, you must complete an Affidavit of P-Card Receipt located in your packet or on the Infonet under Purchasing Forms.**

There are two statement periods per month – period 1 begins on the 27th day of the prior month and ends on the 10<sup>th</sup> of the current month; period 2 begins on the 11<sup>th</sup> and ends on the 26<sup>th</sup> of the same month. If either the 10<sup>th</sup> or the 26<sup>th</sup> fall on a weekend, the statement closes the Friday before. Once the statement period closes, you will receive an email notice reminding you to download your Period Expense Report from Smart Data Online.

Transactions can take from 1-3 days to post. Therefore, if you made purchases toward the end of the statement period, they may not appear until the next month's statement. All transactions are listed in chronological order as processed by the vendor; therefore this process can be made easier if you file your receipts in the same manner.

**Note: Continued failure to submit your receipts/statements in a timely manner will result in your card being suspended or canceled.**

## **SECTION FOUR: RECONCILIATION & PAYMENT PROCEDURES**

The P-Card carries County, not individual, liability. One Countywide bill will be received by and paid for by the Finance Department. Your personal credit rating will not be affected in any way through your participation in the Racine County P-Card program.

### **DELIVERY OF STATEMENT**

Each cardholder is responsible for obtaining a Period Expense Report of charges billed against their individual card account. The report is printed from Smart Data Online. All account activity can be viewed by the Cardholder, Department Coordinator, Department Supervisors and the Program Administrator whenever desired on a real time basis via Smart Data Online.

### **STATEMENT EXPENSE REPORT RECONCILIATION**

1. Reconcile the charge card period expense report to your receipts AND enter on-line, all expense account information within the period expense report prior to downloading and running the expense report.
2. Check off all purchases on your period expense report after matching them to your receipts.
3. If a transaction does not appear on your current statement, save that receipt for the next period's statement to reconcile at that time.
4. Arrange the receipts in the order in which they appear on your Period Expense Report.
5. Sign the face of the Period Expense Report indicating that you have in fact received all of the goods and services indicated and that they were all obtained for the exclusive benefit of Racine County.
6. If you find a discrepancy on your statement, highlight the disputed item that is listed on the Period Expense Report. The expense account for any disputed items should be 10.1370.(*plus* your cost center #). If you are unable to resolve the issue directly with the vendor, a formal dispute form should be initiated and attached to the statement.
7. Forward your reconciled Period Expense Report Package to your Department Coordinator for approval. If you do not have a Department Coordinator, then forward your Cycle Statement Package directly to the Finance Department.
8. Be sure to have your signed Cycle Statement Package to your Department Coordinator within 3 business days of the period end. If you are submitting directly to the Finance Department, your Cycle Statement Package is due within 5 business days of the period end.

**Failure to consistently abide by this requirement will be cause for removing the privilege of the P-Card from the offending cardholder.**

**It is suggested that you inform your supervisor of the permanent location of your Cycle Statement Package information in case the need arises to reconcile your statement for you, such as when you are on vacation or absent due to illness.**

## **STATEMENT APPROVAL PROCEDURES**

1. Department Coordinators will verify valid account numbers for all transactions.
2. Department Coordinators will review the Cycle Statement Package to ensure all information is correct and receipts/invoices are attached.
3. Department Coordinators will sum all the Cycle Statement Package for the department, obtain all required signatures and forward the Cycle Statement Expense Package by the due date to the Finance Department.
4. It is required that original documents be sent to the Finance Department.

## **INCORRECT BILLING**

1. In cases of incorrect billing, first contact the vendor in question or have the Finance Department contact the vendor. If a credit is issued to your account, the issue is resolved. If the issue cannot be resolved between the cardholder and the vendor, a dispute review will have to be initiated by following the JPMorgan Chase dispute process procedure.
2. Specific reasons for a dispute are as follows:
  - You did not authorize the transaction.
  - There is a difference between the amount authorized and the amount billed.
  - You were double billed.
  - You are disputing for unacceptable goods.
  - You have received a credit but it has not appeared on your statement.
  - The transaction is on your statement but you have not received the goods.
  - The transaction has been charged to your account but you have returned the merchandise.

## **DISPUTE PROCESS**

These steps must be taken when processing a dispute:

- The dispute form must be faxed to JPMorgan Chase at 1-847-488-3024. The customer service phone number for cardholders is 1-800-316-6056.
- The original dispute form must be submitted with your Period Expense Report. Disputed items should be expensed to 10.1370.(plus your cost center #).
- A copy of all dispute forms must be filed with JPMorgan Chase and sent to the Program Administrator. Please note on the dispute form the date and the name of the person you spoke with at JPMorgan Chase.
- You will receive a temporary credit for all disputes. Credit 10.1370.(plus your cost center #) on the Expense Report.
- You should pay your entire balance for that cycle period. If the credit or temporary credit is applied to your balance prior to cycle end date, include both transactions as line items on your Expense Report.
- If an acceptable resolution cannot be obtained, please contact a Program Administrator.

## **SECTION FIVE: SYSTEM CONTROL AND AUDIT PROCESS**

### **PROGRAM CONTROLS AND AUDIT**

The P-Card program has the following mechanisms built in to control its use:

- Number of times the card can be used in a single day/per cycle (month).
- Maximum dollar amount of a single transaction.
- Total spending limit per cycle per cardholder/department.
- MCC controls (i.e. where the card will be accepted).

Your Supervisor/Department Manager/Department Head will decide how to use these controls in their respective department and advise the Program Administrator. All cards will have a maximum dollar cycle limit. All cardholders will be advised of their cycle spending limit when they receive their card.

Cardholders and Department Coordinators will be able to view transaction activity reports via the internet on Smart Data Online. A daily report will show all activity by cardholder. Transactions by cardholders can also be reviewed by Supervisors, Department Managers and Program Administrators as designated.

### **AUDIT REQUIREMENTS**

To ensure the success of this program, it is necessary to have an audit system in place. This system has been designed to protect the interest of Racine County. Audits will be conducted to review:

- Card activity to verify that P-Card procedures are being followed.
- Retention of receipts/sales slips to confirm the correct information is entered into the Smart Data Online reporting system.

Audits will be conducted in the following ways:

- Transaction activity reports will contain a report of unauthorized transactions made by cardholders if the vendor did not obtain prior authorization from JPMorgan Chase. These transactions will be investigated by the Program Administrator/ Department Manager.
- Periodic review of a cardholder's file may be conducted by the Department Coordinator or the Program Administrator.
- Reports of all transaction activity will be available to the Cardholder, Department Coordinator, Department Head, and the Program Administrator per level authority authorized via Smart Data Online.

### **BI-ANNUAL REVIEW OF ACTIVE CARDS**

Racine County Finance Department will review the activity on all cards twice a year. Any cardholder noted to be inactive for six (6) months will be suspended until it can be verified that a P-Card is still necessary for their position.

## **SECTION SIX: PROGRAM SECURITY MEASURES AND VIOLATION POLICIES**

### **CHARGE CARD SECURITY**

As a cardholder of Racine County, you are being entrusted with the wise expenditure of County funds. Every effort must be made to protect the security of the card. Please treat the card with the same sense of responsibility you use with your own personal charge cards.

1. Keep your card in an accessible but secure location.
2. Guard the P-Card account number carefully.
3. Never share or loan the Card to another person. It is for your use only.
4. Racine County is 100% liable for charges made against a lost or stolen card if the cardholder does not follow the lost or stolen procedures as outline in this manual.

### **FAILURE TO FOLLOW ALL P-CARD RELATED POLICIES AND PROCEDURES**

As a cardholder of Racine County, you are responsible for following all stated policies and procedures in relation to your P-Card. Failure to do so will result in the following actions:

1. The first violation will result in a notification to Cardholder, Department Coordinator, and Supervisor.
2. The second violation will result in a notification to the Cardholder, Department Coordinator, and Supervisor. It will also require the cardholder to attend an additional training session detailing program policies and procedures.
3. The third violation will result in a notification to the cardholder's Supervisor and Department Head detailing all prior violations and cardholder responses. The cardholder will be subject to revocation or suspension. Upon completion of the revocation or suspension, in order to regain use of their P-card privileges, the cardholder will be required to attend an additional training session detailing program policies and procedures.

Violations include, but are not limited to:

- Unauthorized or inappropriate purchases;
- Late submission of statement reconciliations;
- Split transactions to avoid cardholder transaction limit.

**REMEMBER THAT MISUSE OF THE P-CARD COULD RESULT IN CONSEQUENCES RANGING FROM SUSPENSION OF CARD USE TO TERMINATION OF EMPLOYMENT.**

## SECTION SEVEN: SMARTDATA ONLINE PROCEDURES

Web Address: <https://smartdata.jpmorgan.com>



### LOG-IN INSTRUCTIONS

If logging in to SmartDataGen2 On-line System as an old user from the Chase SmartData system, use the same User ID and Password as used in the old SmartData online system.

If you are a new user to SmartDataGen2 On-line System, go to the Cardholder Self Registration Tab within the home page of the Smart Data Gen2 Online System which is located directly below the log in User ID and Password boxes.

Click Cardholder Self Registration and enter the following information:

User ID: Your P-Card number (without any dashes).  
Registration Code: 6005734

This information will prompt you to a new window that will request you to create a new user ID and password and request that you provide responses to multiple security questions.

## **FORGOT PASSWORD**

In the event that you have forgotten your password, from the Smart Data Gen2 log in page, click the Forgot Password button located directly to the right of the sign in entry box. This will take you to a new box that will request your User ID.

Enter your User ID.

This will take you to another box that will request that you respond to a security question. Respond accordingly. You will then receive the message that states: Upon verification, an e-mail will be sent to the address specified in your user configuration.

Upon verification, an email response will be forwarded to your email address with instructions for resetting your password.

## **PASSWORD CHANGE**

Upon log in from the SmartData Gen2 home page, go to the My Profile section located in the top left corner of the SmartData Gen2 home page.

Proceed to the password change section.

Enter your current password: (ENTER)

Enter your new password: (ENTER)

*Password must contain 8 characters, two of which must be numeric. The password cannot be the same as the User ID.*

Upon completion, click the save button.