



To: PCard Cardholders

**Subject:** Update on J.P. Morgan Commercial Card Conversion on March 17, 2017

As a reminder, our commercial card provider is moving our program to a new card transaction processing system on March 17, 2017. This change will introduce updates to card features that will help improve overall servicing and enhance card security.

What does this mean to you? **Your current commercial card will be replaced.**

- Since your current card has a magnetic stripe, you will receive a replacement chip card after the conversion between May and September.

Additionally, your ability to use your card will not be interrupted while we make this change. However, **some account management and payment functions will be temporarily paused**, as follows:

Function*	Description	Stops On	Resumes On
Online Account Management via PaymentNet®	Account maintenance functions or requests will be unavailable for PaymentNet.	3/14/2017 7 p.m. CT	3/20/2017
PaymentNet Site Access	Paymentnet will not be accessible beginning on 3/17/2017. <i>Please call the number on the back of your card if you need assistance during this period. *Contact <a href="mailto:pcards@richmond.edu">pcards@richmond.edu</a>*</i>	3/17/2017 10 p.m. CT	3/19/2017 10 p.m. CT
Replacing Lost or Stolen Cards	Standard card replacements will be temporarily paused. If your card is lost or stolen, your account will be blocked. <i>If you need a replacement card immediately, one will be issued via a special process. *Contact <a href="mailto:pcards@richmond.edu">pcards@richmond.edu</a>*</i>	3/16/2017	3/20/2017
General Inquiries	Account activity updates will be temporarily paused. J.P. Morgan Cardholder Services will only have access to account information that is current through 3/16/2017.	3/17/2017	3/20/2017
My Accounts	Cardholders will not see the "My Accounts" menu in Paymentnet beginning on 3/14/2017.	3/14/2017 10 p.m. CT	3/20/2017

*\*Depending on your organization's Commercial Card program and your individual account settings, some of these functions may not apply to you.*

I appreciate your support as we go through this process and ask that you please:

- **Be especially careful to safeguard and secure your commercial card** during this period to minimize the opportunity for it to be lost or stolen.
- **Limit non-critical service requests or inquiries**, both online and to Cardholder Services, where possible to minimize opportunities for issues while your account transitions.

With this in mind, if you find yourself in a situation where you need assistance, please do not hesitate to contact the PCard Team at [pcards@richmond.edu](mailto:pcards@richmond.edu).

If you have any questions or concerns, please contact me. Thank you!

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Chase and J.P. Morgan utilize the smartdata platform as an online Commercial Card solution.  
The Mastercard® Smart Data™ tool is a Mastercard International Incorporated solution.  
Mastercard Smart Data is a service mark of Mastercard International Incorporated.