

April 2021

P-Card Enrollment

190
ENTITIES

73
State Government
Agencies

13
Colleges/
Universities

74
School Districts

20
Counties

6
Cities

4
Boards

PROGRAM SPEND AND REBATE

The p-card and single use account (SUA) program total spend for the past contract year (February 2020 thru January 2021) was \$157,389,455 and total rebate was \$2,818,368. Total number of transactions processed was 294,998.

	<u>Spend</u>	<u>Rebate</u>
State Government/General Fund	\$46,557,854	\$ 833,710
Higher Education	\$64,562,166	\$1,156,113
School Districts	\$38,484,961	\$ 689,149
Counties	\$ 4,861,754	\$ 87,059
Political Subdivisions	\$ 2,592,181	\$ 46,418
Cities	\$ 228,971	\$ 4,100
Boards/Commissions	\$ 101,568	\$ 1,819

DISPUTES

As of February 22, 2021, JPMorgan modified the dispute process. Prior to this date, a transaction needed to be disputed within 60 days of the transaction's post date. This restriction has been removed so there is no time limit for disputing a transaction.

Some reasons to dispute a transaction are billed for incorrect amount, billed more than once, merchandise not received, merchandise was received damaged or not as described, no credit issued for merchandise returned to the store.

The cardholder should try to resolve the issue with the merchant before disputing the transaction within PaymentNet. A transaction can be disputed by either the cardholder or card administrator.

FRAUD

If a fraudulent transaction occurs on an account, the cardholder should immediately contact JPMorgan by calling the phone number on the back of the card. JPMorgan will review the recent transactions on the account with the cardholder to ensure they identify all fraudulent transactions. JPMorgan will close the account and create a new card and account number.

It is recommended that cardholders enroll in fraud alerts to receive a mobile text message, an email and/or a phone call when there is suspected fraud on an account. Cardholders can visit ccportal.jpmorgan.com to enroll.

STATE PROGRAM ADMINISTRATORS

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