



EMORY
UNIVERSITY

Corporate Card

JP Morgan Chase VISA

Most Commonly Asked Questions About the Corporate Card at Emory University

Q1. How do I pay JP Morgan Chase /Visa directly for my charges?

Here are your two options:

- Pay By Check and must mail with Statement Stub with your Account Number on it to: Commercial Card Solutions, PO BOX 4471, Carol Stream, IL 60197-4471
OR
- You may log on to Payment Net and Edit your Profile by clicking on the third icon from the left side which is on the upper right corner of the Payment Net screen after you log in. There you add you're Routing Id and your Bank Account number and can make payments directly that way.

Q2. I've done my expense report already but I am still getting notified of delinquency. What am I supposed to do now?

You must navigate in Compass to: Employee Self Service, Travel & Expense Center, Expense Report, and View. Pull up the Expense Report that you have already done, and check the workflow at the bottom of the screen. It's possible it is held up in the approval process. If it is being held up by a Department Approver, notify that approver by email or phone letting them know the expense report needs to be approved. If it has been approved by the final approver which is Payment Services, then look at the date stamp.

Please note it takes one business day for Expense Report to be paid after final approval. If final approval is on a Friday, the Expense Report will not be paid until Monday. After it is paid to JP Morgan Chase, it takes them an additional two business days to post it to your account. So always add at least three business days to final approval to final posting to JP Morgan Chase. Look at the date of the Delinquency Letter and check when the payment would have been posted to JP Morgan Chase as they may have crossed.

Q3. I am getting emails saying my card is delinquent but when I go into My Wallet, there is nothing there.

Most likely the charges have been brought out of the Wallet into an Expense Report, and the Expense Report is either in Pending, Denied, or Partially Approved, or Finally Approved. If Expense Report is in Pending Status, it needs to be submitted by clicking on the Submit button. If Expense Report is in Denied Status, you need to go to Modify Expense Report, and make corrections required by the Comment made when it was denied. If partially approved, you need to contact the approver and ask them to approve.

See the dates mentioned in Q2 above: If it has been approved by the final approver which is Payment Services, then look at the date stamp. Please note it takes one business day for Expense Report to be paid after final approval. If final approval is on a Friday, the Expense Report will not be paid until Monday. After it is paid to JP Morgan Chase, it takes them an additional two business days to post it to your account. So always add at least 3 business days to final approval to final posting to JP Morgan Chase. Look at the date of the Delinquency Letter and check when the payment would have been posted to JP Morgan Chase as they may have crossed.

Q4. If I am doing an expense report to have my JP Morgan Visa paid, should I mark them as “non-reimbursable” since the money is not coming back to me?

No, the only time the non-reimbursable box should be checked is when you have used the Corporate Card erroneously for personal charges, and you need to pay the card yourself. You would mark those charges as ‘non-reimbursable, and follow the instructions to Q1 above for payment.

Q5. I have charges in My Wallet but I have not taken my trip yet. Can I leave them there until I return?

You have to look at the date of the charge. If you have Airfare, Hotel, etc. that is paid well in advance of your trip, you would need to submit the expense report for those charges before taking the trip. Then you would submit the charges for the balance of the trip when you return. KEEP IN MIND, the date of the charge is what is most important. Charges must be paid prior to 30 days to avoid late fees.

Q6. I have come back from my trip and some of the charges are already in My Wallet but I should have more coming in. How long should I wait?

Please look at the date of the charge. Most likely all the charges should be in your Wallet no more than 10 days from the date of each charge.

Q7. I am confused about when I need to go to PaymentNet.

If Expense Reports are submitted and paid timely, and My Wallet checked weekly for new charges to be submitted on an expense report, you should never need to go to PaymentNet. If you needed to check your statement, or if you needed to make an electronic payment for erroneously charged personal charges, that might be a couple of reasons for going to PaymentNet.

Q8. When do I use an Emory Corporate Card and when do I use a P-Card?

For information relating to allowable purchases for your Corporate Card and P-Card, refer to [**Purchasing Methods to Use at Emory University**](#) on the Procure and Pay webpage Quick Links. Each Buying tool is used for specific types of purchases. Different benefits and restrictions apply to each.

Q9. What do I do if I am being reimbursed by a 3rd party?

If you are being reimbursed by a 3rd party, it is MOST advisable to NOT use the Corporate Card for these trips. It is very complicated.

If you must use the card, here are your options:

- File the expense report by pulling the items out of your wallet and mark them as non-reimbursable, and you must pay the Corporate Card yourself prior to 30 days after the charges have been incurred. When filling out the expense report, you must have documentation attached showing the agreement with third party explaining what they will be reimbursing you for. OR
- File the expense report by pulling the items out of your wallet and don't check the non-reimbursable box, and JP Morgan Chase will be paid directly by Emory and you will be required to show payment was made by Third Party to Emory University by attaching a check from the Third Party to the Expense Report.

Always keep in mind that charges on your Corporate Card must be paid prior to 30 days of the charge.

Q10. Where can I check to see what will be paid to JP Morgan Chase and what total I have marked as non-reimbursable?

If you are looking at the completed submitted Expense Report, there is a section under your expense lines. It is labeled "Totals". It lists Employee Expenses, Non-Reimbursable Expenses, Prepaid Expenses, Employee and Vendor Credits and Cash Advances Applied on the left side, and on the right side it lists Due Employee and Due Credit Card Company – VISA. See Screen Shot on page 4:



Totals			
Employee Expenses:	1,306.00	USD	Due Employee: 39.34 USD
Non-Reimbursable Expenses:	17.99	USD	Due Credit Card Company - VISA: 1,248.67 USD
Prepaid Expenses:	0.00	USD	
Employee Credits:	0.00	USD	
Vendor Credits:	0.00	USD	
Cash Advances Applied:	0.00	USD	

This is very handy to check who is going to get paid and what will not be paid to credit card. If you see dollars in the Non-reimbursable Expenses line, please have something in the description of your expense report explaining why these dollars will not be paid to credit card or to employee. If you see dollars in this section, and they should not be there, you have checked the non-reimbursable box in error and needs to be corrected. You should always look at this recap when you are about to submit an expense report to make sure it is what you expect.