



Guidance

JP Morgan Chase Statewide Credit Card Transition

New York State is beginning a transition of our current credit card provider, Citibank, to JP Morgan Chase (JPMC). Agencies are working closely with the BSC and JPMC to establish new billing accounts and issue new credit cards for existing Citibank cardholders. The order in which the steps below are completed may vary as determined by individual agencies.

Information for Cardholders

- If you currently have a Citibank issued card, a new credit card account will automatically be established with JPMC, and you will receive a new card.
- New JPMC Cards will be delivered directly to your home, office, or at a central location as determined by individual agencies.
- If prompted for zip code when activating your card or making a purchase, use the card delivery zip code. You can find your card delivery zip code on the document the card was attached to when it was delivered or you can look it up in PaymentNet.

Establishing JPMC Online Access

- JPMC will send cardholders an email with credentials to log in to their website at: [PaymentNet](#)
- PaymentNet will be used to activate cards, review transactions, and file disputes.
- Cardholders who have multiple card types (Travel, Procurement, Non-Employee Travel) will have multiple logins.
 - User IDs for all logins will be your Employee ID/N Number. This number can be found on your pay stub or in LATS-NY by clicking on your name and reviewing your profile.
 - Users will select the Org ID associated with their card when signing into PaymentNet:
 - NYSPURC - Purchasing (Silver Card)
 - NYSTRAV - Travel (Gold Card)
 - NYSNET1 - Non- Employee Travel (Blue)
- Cardholders can also call JPMC for customer support at 800-316-6056.
- In addition to your credit card information, account verification is required when calling JPMC:
 - Verification 1- Last 4 digits of the cardholder's Employee ID/N Number or
 - Verification 2- First 4 digits of the card delivery zip code

JPMC Cardholder Action Required:

- Complete the JPMC Acknowledgement form at agency direction:
<https://survey.alchemer.com/s3/6891184/Credit-Card-Acknowledgment>
 - This form must be completed and submitted prior to activating your card

- After receipt of JPMC cards:
 - Activate your card online at: <https://ccportal.jpmorgan.com/>, via [PaymentNet](#), or by calling the JPMC activation number on the card (866-602-8170)
 - Set up a 4-digit pin, this may be required by some merchants
 - Update stored card information with merchants where you have set up recurring charges

Citibank Actions Required

- Ensure outstanding approved charges have posted to your Citi credit statement
- Destroy your Citibank Card.
- Citibank accounts remaining open after 2 weeks from JPMC card issuance will be closed as directed by your agency.

Reconcile all Citibank and JPMC charges in SFS

- Transactions will be loaded into SFS from JPMC daily. The credit card reconciliation process will remain the same. There may be a period of time where you will have both Citibank and JPMC transactions to reconcile. The charges will have an indicator as to which card the transaction was made on. Timely reconciliation of Citibank transactions will be extremely important as we phase out the program.