Cardholder Quick Reference Card

smartdata

smartdata Specifications

- Turn off pop-up blocking
- Do not use the browser **Back** and **Forward** buttons to navigate *smartdata*. Instead, use the navigation elements within *smartdata* (i.e., menu, task flow line, breadcrumbs, etc).
- Only one session of *smatdata* can be open at a time
- Your session automatically times out after 15 minutes of inactivity. Any unsaved data will be lost.
- If you do not log in for 90 days, your User ID will be locked. Contact your Program Administrator to unlock your User ID.

Creating a log in ID

Contact Alvira White at 313-577-6610 or ad2240@wayne.edu

Logging In

1. Open an Internet browser.
2. Enter this URL in the address bar: http://smartdata.jpmorgan.com
3. Complete these fields:
   - **User ID:** Enter your User ID
   - **Password:** Enter your Password
4. Click the **Login** button. If this is your first time to log in to *smartdata*, a dialog box displays and prompts you to change your user ID and password.
5. Complete any additional fields that display and click the **Login** button.

Changing Your Password

1. Click the **My Profile** tab.
2. On the **My Profile** screen, find the **User Password** window.
3. In the **Current Password** field, enter your current password.
4. In the **New Password** field, enter your new password.
5. Click the **Save** button.

Viewing Transactions

1. Select **Account Activity > Transaction Summary**.
2. Complete the search fields on the **Transaction Summary** screen. To search for transaction data, select a reporting cycle or a date range.
3. Click the **Search** button. *smartdata* displays the transactions that match your search criteria.

Viewing Statements

1. Select **Account Activity > Account Statements**.
2. Click the statement you want to view on the **Account Statements** screen.

Disputing a Transaction

Note: Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant.

1. Select **Account Activity > Transaction Summary**.
2. On the **Transaction Summary** screen, search for the transaction data you want to view. *smartdata* displays the transactions that match your search criteria.
3. Click the **Transaction Detail** icon for the transaction you want to dispute.
4. Click the **Dispute Transaction** icon.
5. Select a **Dispute Reason**.
6. Enter any additional required information.
7. Click the **Apply** button.
8. Print the template and either fax, e-mail, or mail the form to the J.P. Morgan Dispute Department:

Commercial Card Services
Attn: Dispute Department
P.O. Box 2015
Elgin, IL 60121-2015
E-mail: CCS-Disputes@jmpchase.com
Fax: 847-931-8862

Running a Report

1. Select **Account Activity > Schedule Report**.
2. On the **Schedule Report: Choose Report** screen, click the name of the report that you want to run.
3. Complete the fields that display on the **Schedule Report: Options** screen.
4. Click the **Next** button.
5. Complete the fields that display on the **Schedule Report: Frequency** screen.
6. Click the **Save** button. *smartdata* saves the report settings and schedules the report.

Viewing a Completed Report

1. Find your **Inbox** on the home page. Completed reports display in your Inbox as hyperlinks.
2. Click the hyperlink for the report you want to view. A dialog box displays and prompts you to open or save the report.
3. To view the report, click the **Open** button. To save the report, click the **Save** button. When you open a report, the report displays in .pdf format.

Cardholder Support

The Cardholder Support Team is available 24 hours a day for assistance at the following numbers:

- United States: 1-800-316-6056
- Canada: 1-800-881-3166

Possible inquiries include:

- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support cannot assist with questions specific to *smartdata*.

CHASE

J.P.Morgan