

AGENT SERVICE CENTER USER REFERENCE GUIDE



Branded Cash Card

This user reference guide provides step-by-step instructions for using the JPMorgan Chase Agent Service Center for a Branded Cash Card program.

If you have any questions about your program, please contact the JPMorgan Chase Central Support Unit at 1-888-606-5560.

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Getting Started

Before using Agent Service Center, each user must first complete an Agent Service Center User ID / Access Request Form. Once the completed form has been processed and approved by JPMorgan Chase, the user will receive an individual User ID and temporary password via e-mail. Please note that users may not share User IDs.

JPMorganChase

Agent Service Center User ID / Access Request Form

Instructions:
This form is for **EXTERNAL CLIENT USERS ONLY**.
This form is to be completed by those wishing to gain/modify access to JPMorgan Chase's Agent Service Center application.
This form is composed of 4 sections, 3 of which must be completed by the applicant:
1) User information,
2) Functionality Riders
3) Signatures and Approvals
All forms must be signed by an authorized corporate representative.
Completed and signed forms should be faxed to (813) 432-4567.
New User ID and temporary password information will be sent via e-mail to the address indicated in Section 1 below.

Section 1: USER / ACCESS INFORMATION

Please select one option from the drop-down menu below.
If you already have access to another JPMorgan EFS application(s), please select **CHANGE EXISTING USER ID RIGHTS** and provide your User ID where requested. In the User Role section, select the appropriate User Role to have your profile modified.

PLEASE SELECT A REQUEST TYPE

PLEASE SELECT A REQUEST TYPE
Create New User ID
User ID Information Update
Change Existing User ID Rights
Disable Access to All Applications

Some forms will be rejected.

Social Security Number: _____

User Name: _____
Company: _____
Street Address: _____ Suite #: _____
City/Province: _____ State: _____ Zip Code: _____
Country: _____ Telephone Number (W): _____
E-mail Address: _____
Password/Secret Text: _____

Agent Service Center User Role

If you have a User ID, enter it below. If you are a new user, you may enter your preferred User ID.
User ID (10 digits max): _____

Please select one option from the drop-down menu below. Please check here if you are submitting a funding rider.

PLEASE SELECT A USER ROLE

Profile Access

Member Profile ID (required) _____ 12345 - 7890

Section 2: SIGNATURES AND APPROVALS
FAX COMPLETED FORMS TO (813) 432 - 4567

Requester Signature _____ Date _____

Manager Signature _____ Date _____

Section 3: FOR JPMORGAN EFS USE ONLY

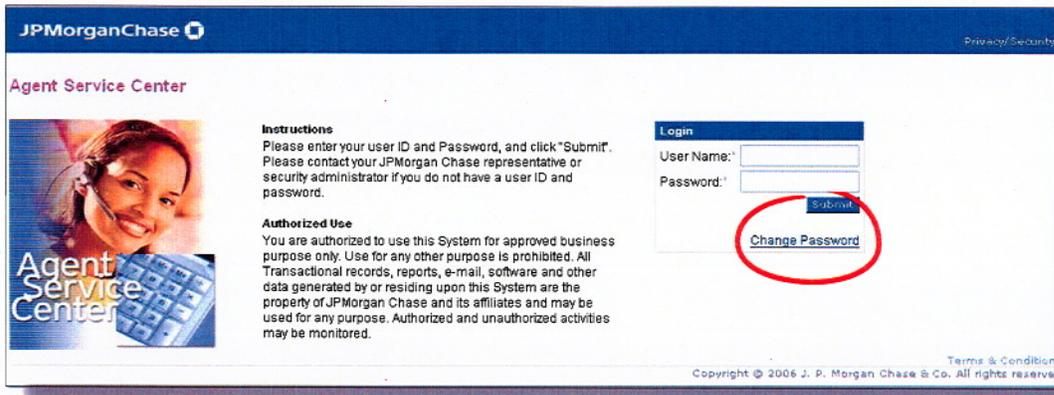
JPMorgan EFS Security Administrator Signature/Stamp _____ Date _____

ASC User ID Request Form, JPMO EXTERNAL, 06-30-2005

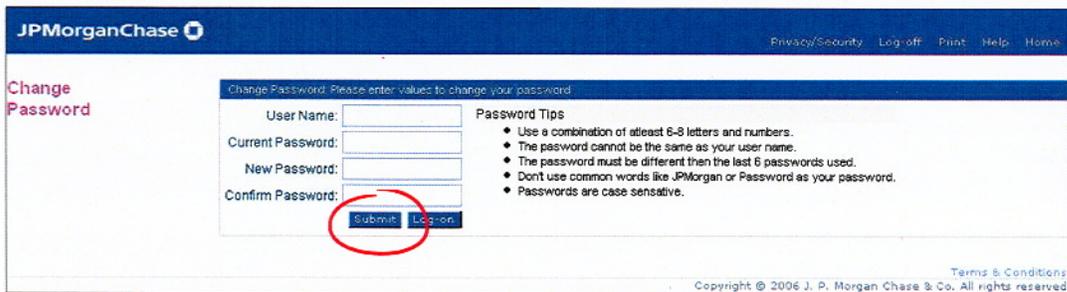
Change Password

The first time you log on to the Agent Service Center (www.asc.jpmorgan.com), you will be prompted to change your password. Once you have chosen your password, you can change it again at any time by following the same steps.

1. On the Agent Service Center Log On page, click **Change Password**.



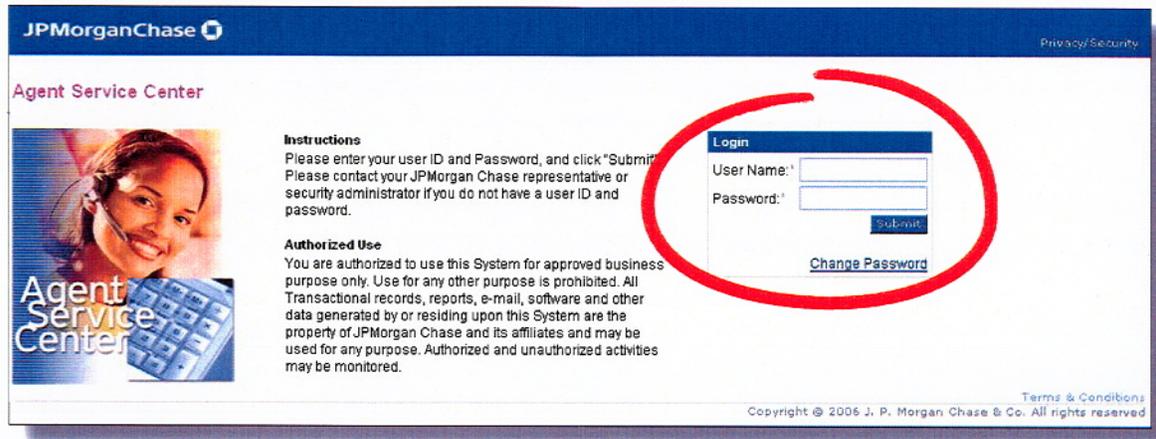
2. Enter your current password and your new password. You must also re-enter your new password to confirm it. Then click **Submit**.



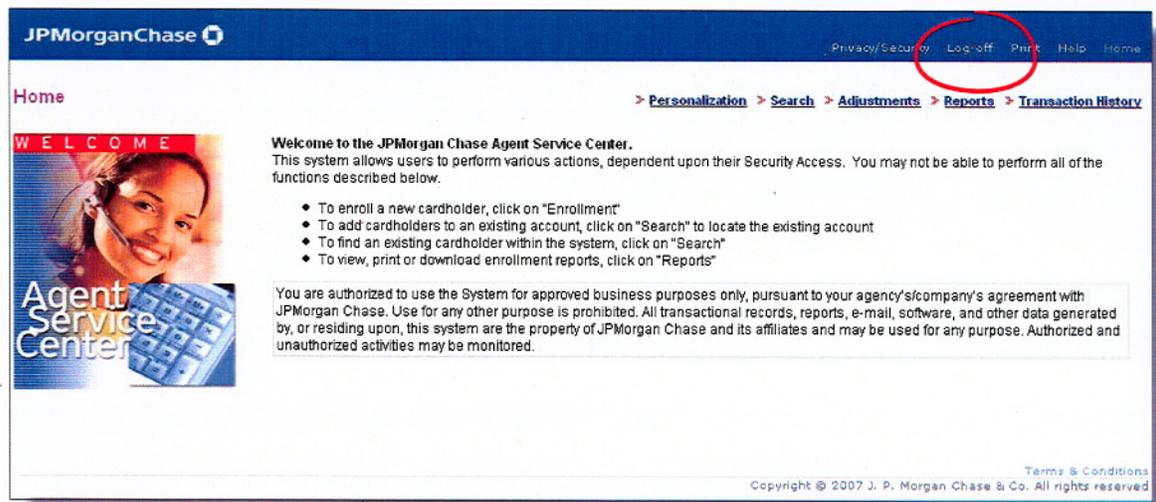
3. You will be returned to the Login page, where you may then login with your User ID and new password.

Log On/Log Off

1. Log-on to the Agent Service Center at www.asc.jpmorgan.com
2. Enter your User Name and Password. Then click **Submit**.



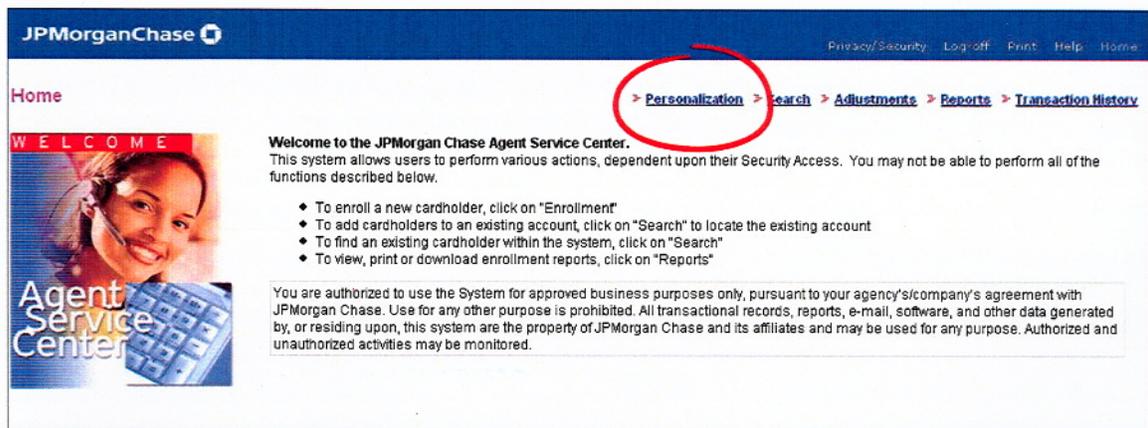
3. When you are finished using the Agent Service Center, just click **Log-off** in the Menu bar on any page.



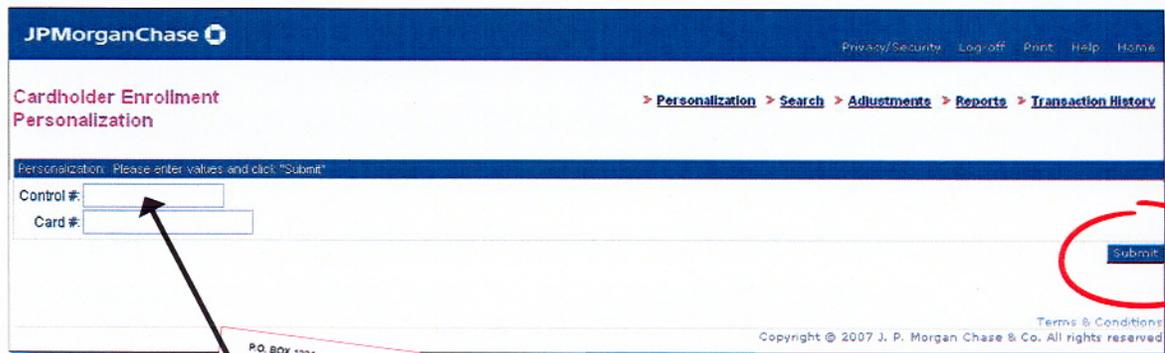
Branded Cash Card Issuance

The Personalization feature creates a new cardholder account on the JPMorgan Chase system in real-time, and links this account to a Branded Cash Card you provide to the cardholder over-the-counter.

1. Click **Personalization** in the menu bar to access the Instant-Issue Enrollment feature.



2. Enter the 10-digit Control # (displayed through the window of the Branded Cash Card envelope) for the card you are issuing to a new cardholder. If your Branded Cash Cards are not packaged in envelopes, enter the card number instead. Click **Submit**.



3. Enter the following information on the Cardholder Enrollment page and then click **Submit**. (Note: * next to a field indicates minimum required information; some profiles also require Sub ID, which is an optional, agency-designated field that enables users to run specific system reports at a more detailed level [i.e., by division, location, department, etc.])

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment > Personalization > Search > Adjustments > Reports > Transaction History

Company Profile
Profile #: 92961-0001 Control #: 35500016 Card #: 9409 2002 9012 3456 Sub ID: Cost Center ID:

Cardholder Account Information: Please enter the following fields to setup the enrollment

ID: Date of Birth: MM DD

First Name: Mother's Maiden Name/Password:

Middle Initial: Numeric Passcode:

Last Name: Are you a US citizen? Yes No

Address 1: SSN or Tax Payer ID #:

Address 2: *Following fields are mandatory, if you don't have SSN

City: Identification Type:

State: Identification Type, Other:

Province/Region: Country of Issue:

Postal Code: Identification #:

Country: Expiry Date: MM DD

Primary Phone: Photo Identification Yes No

Country Code-Phone #-Extension

Secondary Phone: *Following fields are mandatory, if you click "Yes"

Country Code-Phone #-Extension

Photo Identification Type:

Email ID: Identification Type, Other:

Country of Issue:

Identification #:

Expiry Date: MM DD

Card Activation: Check here to activate the card.

Paper Statement: Check here to Opt-out.

Optional Card Mailing Address (if different than Cardholder Account)

Address 1:

Address 2:

City:

State:

Province/Region:

Postal Code:

Country:

Submit

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4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment Confirmation > Personalization > Search > Adjustments > Reports > Transaction History

Company Profile

Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1 Control #: 35500018
Sub ID: 00000132 Cost Center ID: 6699865

Cardholder Account Information: Please review the information entered and press "Confirm" to continue.

ID: 0005979685	Date of Birth: 10/18/1980
First Name: JOHN	Mother's Maiden Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? YES
Address 1: 8430 W. BRYN MAWR AVE.	SSN or Tax Payer ID #: 123-45-6789
Address 2: 8TH FLOOR	
City: CHICAGO	Identification Type:
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-1234	Identification #:
Country: UNITED STATES	Expiry Date:
Primary Phone: 7733805248-115	
Secondary Phone: 7733805600-	Photo Identification? NO
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM	

Optional Card Mailing Address	Photo Identification Type:
Address 1:	Identification Type, Other:
Address 2:	Country of Issue:
City:	Identification #:
State:	Expiry Date:
Province/Region:	
Postal Code:	Card Activation: Yes
Country:	Paper Statement: Opt-out

Edit Confirm

5. When the system has processed and accepted your enrollment request, an acceptance page will appear. You can obtain the account information needed for funding (ABA and account number) by clicking on **Direct Deposit Auth. Form**. To enroll another cardholder, just click **Personalization**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Enrollment Accepted [Personalization](#) > [Search](#) > [Adjustments](#) > [Reports](#) > [Transaction History](#)

Cardholder Enrollment Accepted

Your enrollment request has been accepted and processed. Your card has been activated

Click on "Direct Deposit Auth" below to print a Direct Deposit Authorization Form for your records; account details for establishing direct deposit may be found on this page. To print this confirmation page, use your browser's print function.
If you would like to add an Additional Cardholder, Cash Transfer Card, or edit Beneficiary information for this cardholder, please click on the appropriate button below.

Company Profile: Please review the information entered and press "Confirm" to continue

Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1 Control #: 35500016
Sub ID: 00000132 Cost Center ID: 6699865

Cardholder Account Information: Please review the information entered and press "Confirm" to continue

ID: 0005879685	Date of Birth: 10/18/1980
First Name: JOHN	Mother's Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? YES
Address 1: 8430 W. BRYN MAWR AVE.	SSN or Tax Payer ID #: 123-45-6789
Address 2: 6TH FLOOR	
City: CHICAGO	Identification Type:
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-1234	Identification #:
Country: UNITED STATES	Expiry Date:
Primary Phone: 7733805248- 115	
Secondary Phone: 7733805600-	Photo Identification? NO
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM	

Optional Card Mailing Address

Address 1:	Photo Identification Type:
Address 2:	Identification Type, Other:
City:	Country of Issue:
State:	Identification #:
Province/Region:	Expiry Date:
Postal Code:	
Country:	Paper Statement: Opt-out

[Direct Deposit Auth. Form](#) [Add Additional Cardholder](#) [Edit Beneficiary Info.](#)

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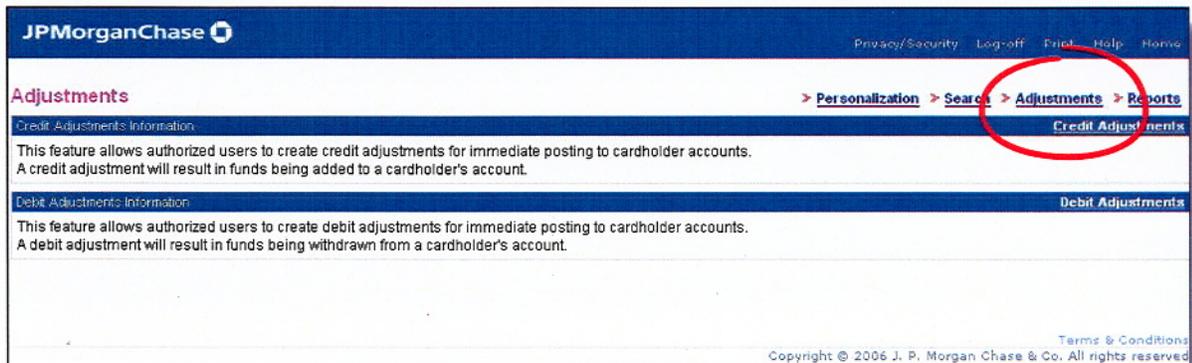
Funding

Funds can be added to the Branded Cash Card in two ways:

- **Using the ACH network** — this process is similar to standard direct deposit procedures; using the cardholder's account number and JPMorgan Chase's ABA routing number, you can submit the request for a transfer of funds from your funding account to the cardholder's account.
- **Using the Agent Service Center's Online Adjustments feature** – the Agent Service Center enables authorized users to add or remove funds to existing cardholder accounts; all online funding transactions are processed in real-time, and funds are immediately added to (credit adjustment), or removed from (debit adjustment), the cardholder's account.

There are two ways to add funds to or remove funds from a cardholder's account using the Agent Service Center's Online Adjustments feature:

1. If you know the account number for the cardholder account to which you want to perform a financial adjustment, access the funding feature directly by clicking **Adjustments** in the menu bar. Then, on the Adjustments page, choose either **Credit Adjustment** or **Debit Adjustment**.



If you do not know the account number, first locate the account using the Search feature (see next section). Once you have located the account, select **Credit Adjustment** or **Debit Adjustment** from the Account Detail page.

The screenshot shows the 'Account Detail' page for account # 123456789012. The page includes a navigation bar with links for Personalization, Enrollment, Search, Adjustments, Status, Reports, and Transaction History. The 'Adjustments' link is circled in red. Below the navigation bar, there is a section for 'Additional Cardholder Information' with a table listing cardholders. The table has columns for Cardholder Name, Cardholder Type, Date of Birth, and Relationship. The first row shows 'FRANK WRIGHT' as an 'Additional Card Holder' with a date of birth of '07/13/1943' and a relationship of 'BROTHER'. At the bottom right, there is a copyright notice: 'Copyright © 2007 J. P. Morgan Chase & Co. All rights reserved'.

2. If you accessed the Adjustments page from the menu bar, you can perform up to 25 adjustments at one time.

The screenshot shows the 'Adjustment-Credit' page. It includes a navigation bar with links for Personalization, Enrollment, Search, Adjustments, Status, Reports, and Transaction History. Below the navigation bar, there is a section for 'Adjustment Information-Credit: Please enter the following fields to process the adjustment.' This section contains a table with three columns: Account #, Adjustment Amount, and Adjustment Reason. The first row has the account number '123456789012', an adjustment amount of '125.00', and a dropdown menu for 'Adjustment Reason' with 'CR Pay Hours' selected. The table has 25 rows in total, allowing for multiple adjustments to be entered at once.

If you accessed the Adjustments page from the Account Detail page, you can only perform an adjustment on that particular account.

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Adjustments-Credit > Personalization > Enrollment > Search > Adjustments > Status > Reports > Transaction History

▶ A credit adjustment will result in funds being added to a cardholder's account

JOHN B. SMITHSONIAN 8430 W. BRYN MAWR AVE., 8TH FLOOR CHICAGO, IL 60631-1234 Telephone: 773-380-5248	Demographics Update DOB: 10/18/1980 SSN: 123-45-6789	Account # 123456789012 Profile Name: JPMORGAN CHASE DEMO Card Status: ACTIVE(01) Account Status: OPEN(01) Last Deposit Amt: \$125.00 Last Deposit Date: 02/21/2006
--	---	--

Adjustment Information-Credit. Please enter the following fields to process the adjustment.

Adjustment Amount:

Adjustment Reason: **CR Pay Hours** ▼
CR Pay Hours
CR Pay Rate
CR Per Diem
CR Term Pay
CR Other

Submit

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In either case, enter the Adjustment Amount, select an Adjustment Reason and click **Submit**. (Note: If you selected the Adjustment feature from the Account Detail page, the Account # is pre-completed for you.)

3. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**. (Note: Once you confirm, funds will be immediately added to/removed from the cardholder's account.)

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Adjustments-Credit Confirmation > Personalization > Search > Adjustments > Reports

▶ Following confirmation, this transaction will put money into the cardholder's account.

Profile Information:
Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO Sub ID: 00000123

Transaction Information: Please review the information entered and press "Confirm" to continue.

First Name: JOHN	Account #: 123 456 789 012
Middle Initial: B	Adjustment Type: Credit (give money to cardholder)
Last Name: SMITHSONIAN	Adjustment Amount: \$ 150.00
	Adjustment Reason: CR PAY HOURS

Edit Confirm

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4. When the system has processed and accepted your financial adjustment transaction, a Result page will appear. If the transaction was approved, funds have been successfully added to/removed from the cardholder's account.

To process a new financial adjustment, just click [Process New Credit Adjustment](#) or [Process New Debit Adjustment](#).

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Adjustments-Credit Transaction Result > Personalization > Search > Adjustments > Reports

Profile Information
Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO Sub ID: 00000123

Transaction Information. Please review the information entered and press "Confirm" to continue.
First Name: JOHN Account #: 123 456 789 012
Middle Initial: B Adjustment Type: Credit (give money to cardholder)
Last Name: SMITHSONIAN Adjustment Amount: \$ 150.00
Adjustment Reason CR PAY HOURS

Transaction Result
Approved: YES
Reference #: 1234567

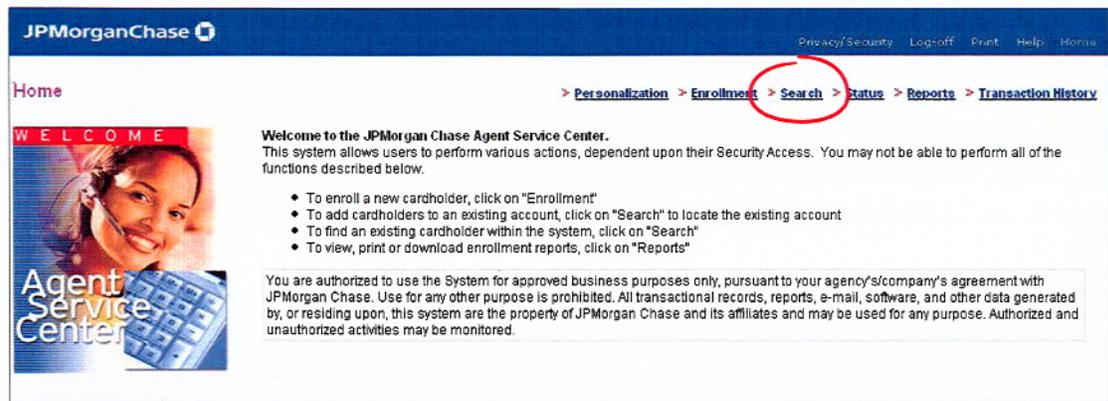
[Process New Credit Adjustment](#) [Process New Debit Adjustment](#)

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Search and Account Detail

The Agent Service Center enables you to search for existing cardholders within your profile.

1. To access the Search feature, click **Search** in the menu bar.



2. If you know the cardholder's card number or account number, you may enter it and click **Find** to go directly to the Account Detail page.

OR

To search for a cardholder, you may enter information in any of the following fields: ID, Cost Center ID, First Name, Last Name and Social Security Number/Taxpayer ID# and click **Search**. You may enter partial values for each of these fields.

The screenshot shows the JPMorganChase Account Search page. The navigation menu at the top includes links for Personalization, Enrollment, Search, Status, Reports, and Transaction History. The 'Search' link is circled in red. Below the navigation menu, there is an 'Account Search' section with two columns of search fields. The left column is labeled 'Cardholder Search' and includes fields for ID, Cost Center ID, First Name, Last Name, and SSN or Tax Payer ID#. The right column is labeled 'Account Search' and includes fields for Account #, Card #, and Cross Ref. #. Below the search fields, there are two buttons: 'Search' and 'Find'. Both buttons are circled in red. At the bottom right of the page, there is a 'Terms & Conditions' link and a copyright notice: 'Copyright © 2006 J. P. Morgan Chase & Co. All rights reserved.'

- The system will return records that meet your search criteria. If a large number of accounts meet your search criteria, click **Next** to view subsequent pages of account records. To reach the Account Detail page for a specific record, click on the corresponding **Account #**. To refine your search criteria, click **Search** to perform a new search.

JPMorganChase Privacy/Security Log-off Print Help Home

Search Result > Personalization > Enrollment > Search > Status > Reports > Transaction History

Search/Result: Click on "Account #" to view account details.

Account #	Last Name	First Name	Status	Profile Name
123456789012	SMITHSONIAN	JOHN	ACTIVE	JPMORGAN CHASE DEMO
987654321012	SMITH-VASQUEZ	PATRICIA	ACTIVE	JPMORGAN CHASE DEMO
564987321852	SMOAK	JANE	ACTIVE	JPMORGAN CHASE DEMO
17852369052	SMYTHE	WILLIAM	ACTIVE	JPMORGAN CHASE DEMO
696497312850	SNEED	PAIGE	ACTIVE	JPMORGAN CHASE DEMO
123456789012	SNYDER	ROBERT	ACTIVE	JPMORGAN CHASE DEMO
134618976564	SOLOMON	CHARLENE	ACTIVE	JPMORGAN CHASE DEMO
584045221638	SPEARS	LEYA	ACTIVE	JPMORGAN CHASE DEMO
584045320012	SPECTER	LUELLA	ACTIVE	JPMORGAN CHASE DEMO
985352468996	SPRAT	MARCELLA	ACTIVE	JPMORGAN CHASE DEMO
485341846296	SPRINGER	AMY	ACTIVE	JPMORGAN CHASE DEMO
456489736198	SPROUT	ERIN	ACTIVE	JPMORGAN CHASE DEMO
826488846310	STABLER	ALICE	ACTIVE	JPMORGAN CHASE DEMO
123456789012	STANFORD	FRANK	ACTIVE	JPMORGAN CHASE DEMO

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- The Account Detail page provides information about the cardholder's account, including the account number, the amount and date of the last deposit, the account status [(1) Open, and (2) Closed], and the card status [(0) Not Activated; (1) Active Card and (2) Reported Lost; (3) Reported Damaged; (4) Reported Stolen; (11) Undeliverable; (54) Expired; (60) Negative Account — Monitoring; (61) Closed Card; (62) Inactive Card; (63) Negative Account — Closed]

JPMorganChase Privacy/Security Log-off Print Help Home

Account Detail > Personalization > Enrollment > Search > Adjustments > Status > Reports > Transaction History

JOHN B SMITHSONIAN Demographics Update Account # 123456789012

8430 W. BRYN MAWR AVE. 8TH FLOOR
CHICAGO IL 60631-1234
Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789
Secondary Phone: ID: 0005879685 Cost Center ID: 6699865
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM

Profile Name: JPMORGAN CHASE DEMO 1
Card Status: ACTIVE(01)
Account Status: OPEN(01)
Last Deposit Amt: \$ 125.00
Last Deposit Date: 02/21/2006

Transaction History Debit Adjustment Credit Adjustment Direct Deposit Auth. Form Account Status

Additional Cardholder Information

Cardholder Name	Cardholder Type	Date of Birth	Relationship
FRANK WRIGHT	Additional Card Holder	07/13/1943	BROTHER

Add Additional Cardholder Edit Beneficiary Info Cardholder Detail

Created by: BATCH Date: 6/21/2006

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View/Update Cardholder Information

You can use the Agent Service Center to easily view or update a cardholder's demographic information.

1. To access a cardholder's demographic information from the Account Detail page, click **Cardholder Detail**.

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Account Detail > Personalization > Enrollment > Search > Adjustments > Status > Reports > Transaction History

JOHN B SMITHSONIAN Demographics Update Account # 123456789012

8430 W. BRYN MAWR AVE. 8TH FLOOR
CHICAGO IL 60631-1234
Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789
Secondary Phone: ID: 0005879685 Cost Center ID: 6699865
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM

Profile Name: JPMORGAN CHASE DEMO 1
Card Status: ACTIVE(01)
Account Status: OPEN(01)
Last Deposit Amt: \$ 125.00
Last Deposit Date: 02/21/2006

Transaction History Debit Adjustment Credit Adjustment Direct Deposit Auth. Form Account Status

Additional Cardholder Information

Cardholder Name	Cardholder Type	Date of Birth	Relationship
FRANK WRIGHT	Additional Card Holder	07/13/1943	BROTHER

Created by: BATCH Date: 6/21/2006

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2. From the Cardholder Detail page, click **Demographics Update**. From this page, you can also update demographic information for other cardholders in this account by clicking **Demographics Update** in the appropriate section.

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Cardholder Account Detail > Personalization > Enrollment > Search > Status > Reports > Transaction History

JOHN B SMITHSONIAN Account Detail Demographics Update Account # 123456789012

8430 W. BRYN MAWR AVE. 8TH FLOOR
CHICAGO IL 60631-1234
Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789
Secondary Phone: ID: 0005879685 Cost Center ID: 6699865
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM
Last Updated By: AUSER Date: 06/22/2006

Profile Name: JPMORGAN CHASE DEMO 1
Card Status: ACTIVE(01)
Account Status: OPEN(01)

Additional Cardholder Information

Cardholder Name	Demographics Update	Account #
FRANK L WRIGHT	Demographics Update	123456789012

920 CHICAGO AVE.
OAK PARK IL 60302-0000
Primary Phone: 773-380-5600 DOB: 07/13/1943 SSN: 321-54-9876
Secondary Phone:
Email ID: FWRIGHT@EMAILPROVIDER.COM
Last Updated By: AUSER Date: 06/22/2006

Profile Name: JPMCHASE DEMO 1
Account Status: OPEN(01)

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3. Replace the current demographic information with the new demographic information and click **Update**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Update > Personalization > Enrollment > Search > Status > Reports > Transaction History

Company Profile

Profile #: 92961-0001 Control #: 35500016 Card #: 9409 2002 9012 3456 Sub ID: 00000132

Cardholder Account Information: Please enter the following fields to update the cardholder

<p>ID: 0005879685</p> <p>First Name: JOHN</p> <p>Middle Initial: B</p> <p>Last Name: SMITHSONIAN</p> <p>Address 1: 8430 W. BRYN MAWR AVE.</p> <p>Address 2: 8TH FLOOR</p> <p>City: CHICAGO</p> <p>State: IL</p> <p>Province/Region:</p> <p>Postal Code: 60631-123</p> <p>Country: United States</p> <p>Primary Phone: 7733805248 - 115 <small>Country Code-Phone #-Extension</small></p> <p>Secondary Phone: 7733805600 <small>Country Code-Phone #-Extension</small></p> <p>Email ID: JSMITHSONIAN@EMAILPROVIDER.COM</p> <p>Optional Card Mailing Address (if different than Cardholder Account)</p> <p>Address 1: 300 S. RIVERSIDE PLAZA</p> <p>Address 2: 18TH FLOOR</p> <p>City: CHICAGO</p> <p>State: IL</p> <p>Province/Region:</p> <p>Postal Code: 60606</p> <p>Country: United States</p>	<p>Date of Birth: 10 - 18 - 1980</p> <p>Mother's Name/Password: FRANKLIN</p> <p>Numeric Passcode: 321654987012</p> <p>Are you a US citizen? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>SSN or Tax Payer ID #: 123 - 45 - 6789</p> <p><small>*Following fields are mandatory, if you don't have SSN</small></p> <p>Identification Type: Select Identification Type</p> <p>Identification Type, Other:</p> <p>Country of Issue:</p> <p>Identification #:</p> <p>Expiry Date: MM - DD -</p> <p>Photo Identification <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p><small>*Following fields are mandatory, if you click "Yes"</small></p> <p>Photo Identification Type: Select Identification Type</p> <p>Identification Type, Other:</p> <p>Country of Issue:</p> <p>Identification #:</p> <p>Expiry Date: MM - DD -</p> <p>Paper Statement: <input checked="" type="checkbox"/> Check here to Opt-out.</p>
--	---

Update **Cancel**

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4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make additional changes, click **Edit**.

JPMorganChase Privacy/Security Log-off Print Help Home

Cardholder Update Confirmation > Personalization > Enrollment > Search > Status > Reports > Transaction History

Company Profile: Please review the information entered and press "Confirm" to continue

Profile #: 92961-0001 Profile Name: JPMORGAN CHASE DEMO 1
Sub ID: 00000132 Cost Center ID: 6699865

Cardholder Account Information: Please review the information entered and press "Confirm" to continue

ID: 0005879685	Date of Birth: 10/18/1980
First Name: JOHN	Mother's Maiden Name/Password: FRANKLIN
Middle Initial: B	Numeric Passcode: 321654987012
Last Name: SMITHSONIAN	Are you a US citizen? YES
Address 1: 8430 W. BRYN MAWR AVE.	SSN or Tax Payer ID #: 123-45-6789
Address 2: 8TH FLOOR	
City: CHICAGO	Identification Type:
State: IL	Identification Type, Other:
Province/Region:	Country of Issue:
Postal Code: 60631-1234	Identification #:
Country: UNITED STATES	Expiry Date:
Primary Phone: 7733805248- 115	
Secondary Phone: 7733805600-	Photo Identification? NO
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM	
Optional Card Mailing Address	Photo Identification Type:
Address 1: 300 S. RIVERSIDE PLAZA	Identification Type, Other:
Address 2: 16TH FLOOR	Country of Issue:
City: CHICAGO	Identification #:
State: IL	Expiry Date:
Province/Region:	
Postal Code: 60606	Paper Statement: Opt-out
Country: UNITED STATES	

[Edit](#) [Confirm](#)

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When the system has processed and accepted your cardholder demographic information update, you will be returned to the Cardholder Account Detail page.

View Transaction History

You can use the Agent Service Center to easily view transactions posted to a cardholder's account.

1. To access real-time transaction history from the Account Detail page, click **Transaction History**.

JPMorganChase

Privacy/Security Log-off Print Help Home

Account Detail > Personalization > Enrollment > Search > Adjustments > Status > Reports > **Transaction History**

JOHN B SMITHSONIAN Demographics Update Account #: 123456789012

8430 W. BRYN MAWR AVE. 8TH FLOOR CHICAGO IL 60631-1234
Primary Phone: 773-380-5248 DOB: 10/18/1980 SSN: 123-45-6789
Secondary Phone: ID: 0005879685 Cost Center ID: 6699865
Email ID: JSMITHSONIAN@EMAILPROVIDER.COM

Profile Name: JPMORGAN CHASE DEMO 1
Card Status: ACTIVE(01)
Account Status: OPEN(01)
Last Deposit Amt: \$ 125.00
Last Deposit Date: 02/21/2006

Transaction History Debit Adjustment Credit Adjustment Direct Deposit Auth. Form Account Status

Additional Cardholder Information

Cardholder Name	Cardholder Type	Date of Birth	Relationship
FRANK WRIGHT	Additional Card Holder	07/13/1943	BROTHER

Created by: BATCH Date: 8/21/2006

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2. Select the starting date from which you would like to obtain transaction history and click **Go**.

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Transaction History > Personalization > Enrollment > Search > Status > Reports > Transaction History

Select Account # and Date to view the Transaction History

Account #: 123456789012 Start Date: MM DD YYYY **Go**

JOHN B SMITHSONIAN Account #: 123456789012

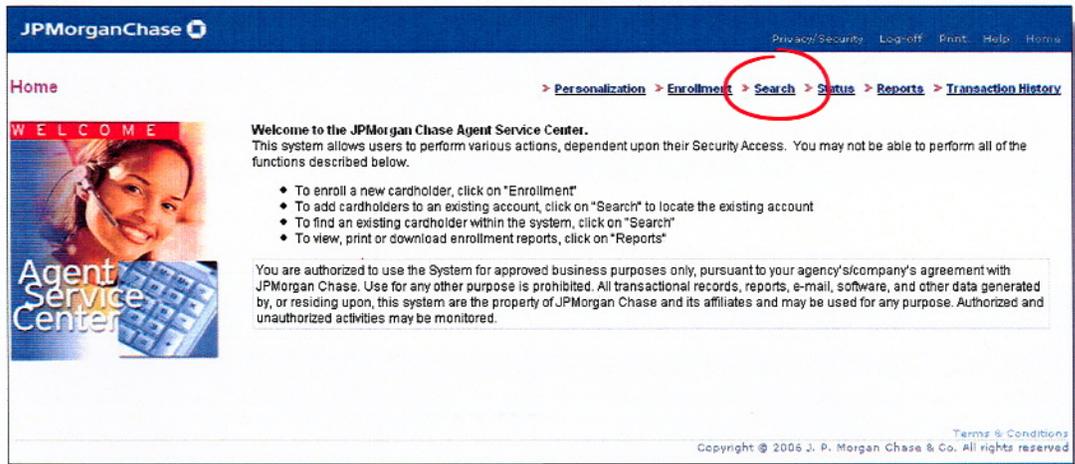
8430 W. BRYN MAWR AVE. 8TH FLOOR CHICAGO, IL 60613-1234
Profile #: 92961-0001
Profile Name: JPMORGAN CHASE DEMO 1
Account Status: OPEN(01)

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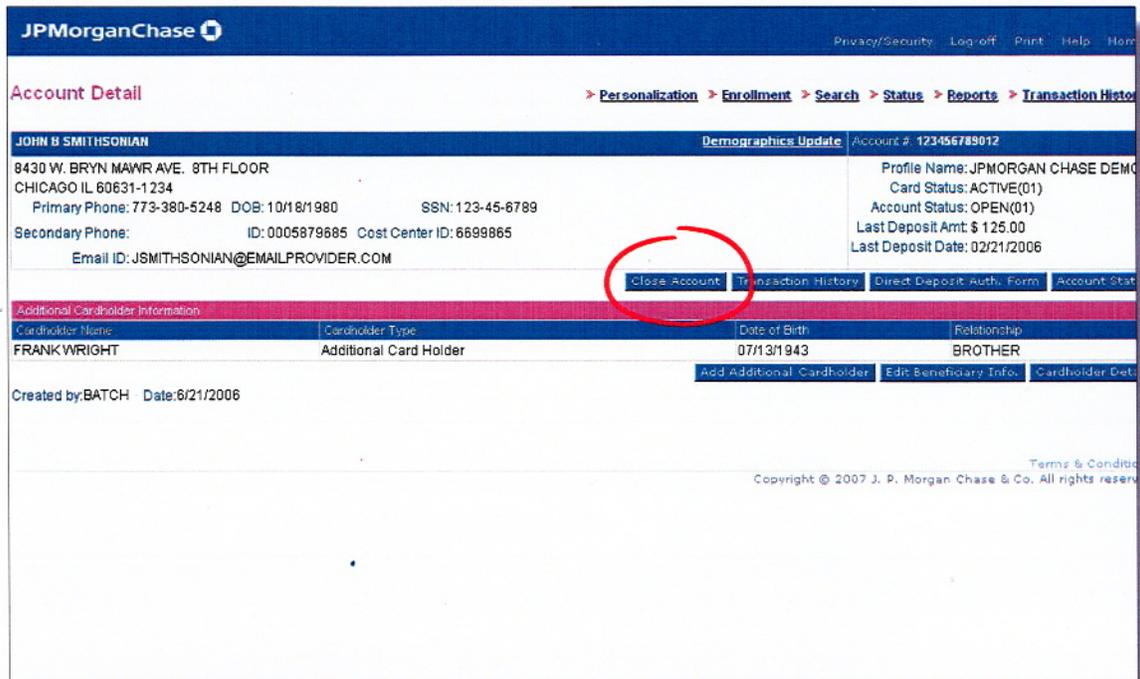
Close Accounts

The Close Account feature enables you to instantly close a cardholder account. Once an account has been closed, any remaining balance in the account will be returned to your funding account.

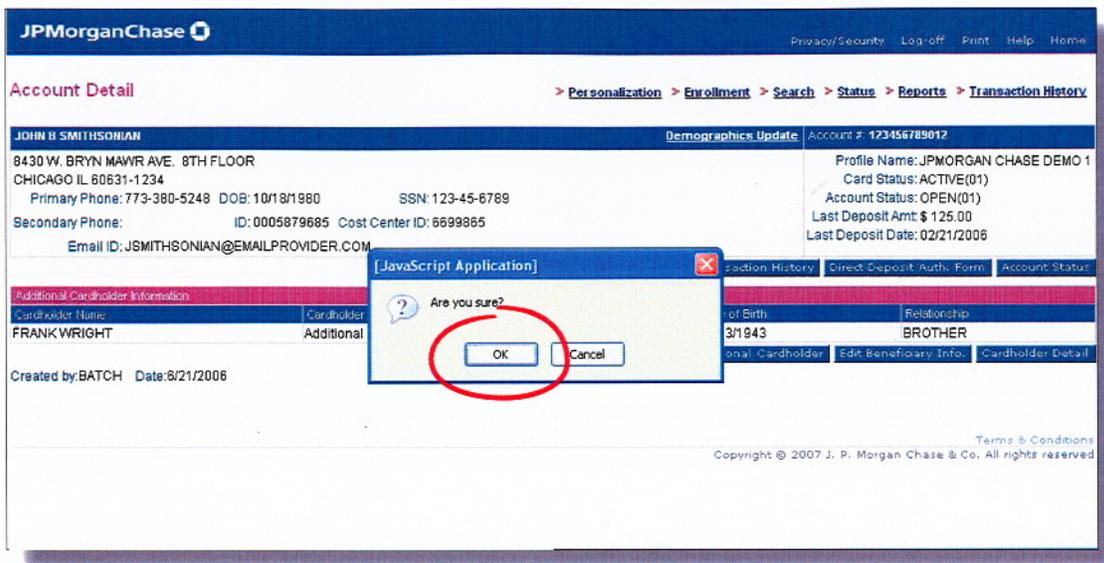
1. Locate the account you wish to close (See *Search and Account Detail* section).



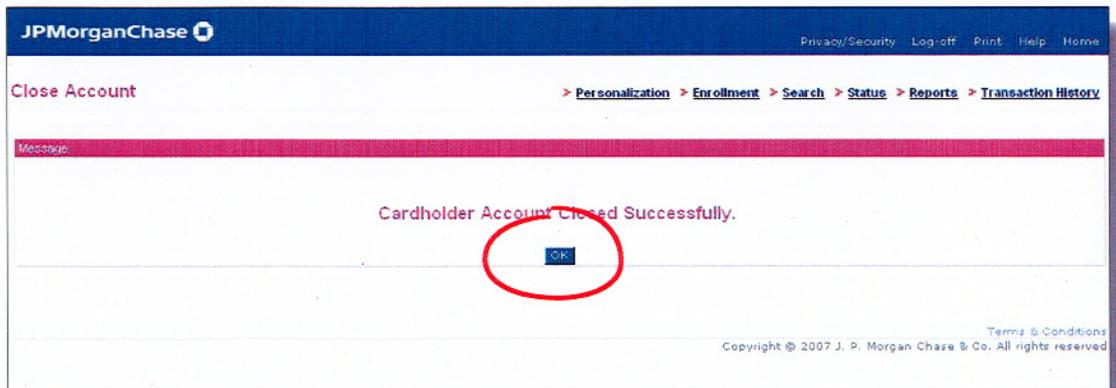
2. On the Account Detail page, click **Close Account**.



3. The system will ask you to confirm your request. Click **OK**.



4. A confirmation message will display. Click **OK**.



Reporting

The Agent Service Center provides clients with a number of reports that allow authorized users to monitor participation and actively manage their card program. Two different categories of reports are provided:

- **On-demand reports** — created dynamically, based upon user-selected parameters (i.e., date range, record type)
- **Scheduled Reports** — automatically created by the Agent Service Center on a set schedule (i.e., daily, weekly or monthly); cannot be customized by the user

The following are **standard** reports available through the Agent Service Center:

- **Customer Profile Report** — identifies the number of cards per profile and lists the cardholder names for each card
- **Adjustment Summary Report** — displays summary information for all adjustment transactions (credit & debit) within a selected date range
- **Adjustment Detail Report** — shows the detail of each online financial adjustment transaction (credit & debit) to a cardholder account within a selected date range
- **Cardholder Status Activity Report** — shows details of end-of-day card status updates over a selected date range
- **Inactivity Report** — provides details of cardholder accounts listed as “inactive” over a selected date range
- **Funding Summary Report** — shows summary information for all deposits processed during reporting period
- **Funding Detail Report** — lists cardholder account and amount that was funded to accounts during reporting period
- **Card Activation Summary Report** — provides an overall program participation snapshot, along with the total number of accounts currently open
- **Card Activation Detail Report** — provides detailed information about card activation status changes within the reporting period
- **Client Transaction Summary Report** — shows summary-level cardholder account usage
- **Cardholder Transaction Detail Report** — shows detail-level cardholder card usage for a client account
- **Card Replacement Report** — identifies all cardholders that received a replacement card
- **Account Closure Report** — lists accounts that have been closed

The following are **optional** reports available through the Agent Service Center:

- **Enrollment Status Report** — provides current enrollment status information for enrollments processed within a specific date range
- **Batch File Processing Report** — provides status and details about processed batch reports including number of records processed and rejected
- **Daily Transaction Report** — shows details of demographic updates performed within a specific date range
- **Direct Deposit Information Report** — displays direct deposit information for newly created accounts within a selected date range
- **Balance Reversal Report** — shows cards that have been affected by the Balance Reversal process

The following reports are **not** available through the Agent Service Center:

- **Pending Enrollment Confirmation Report** — shows enrollments where required documentation has not been received within a specified time period
- **Instant Card Online Activity Report** — shows the activated card activity
- **Negative Accounts Aging Report** — displays cardholder accounts that have a negative balance

Reports are available in one or more of the following formats, depending upon the particular report:

- **HTML format** — for on-screen viewing
- **PDF format** — for on-screen viewing, printing or saving
- **CSV format** — to import details into other applications (i.e. MS Excel, Access)

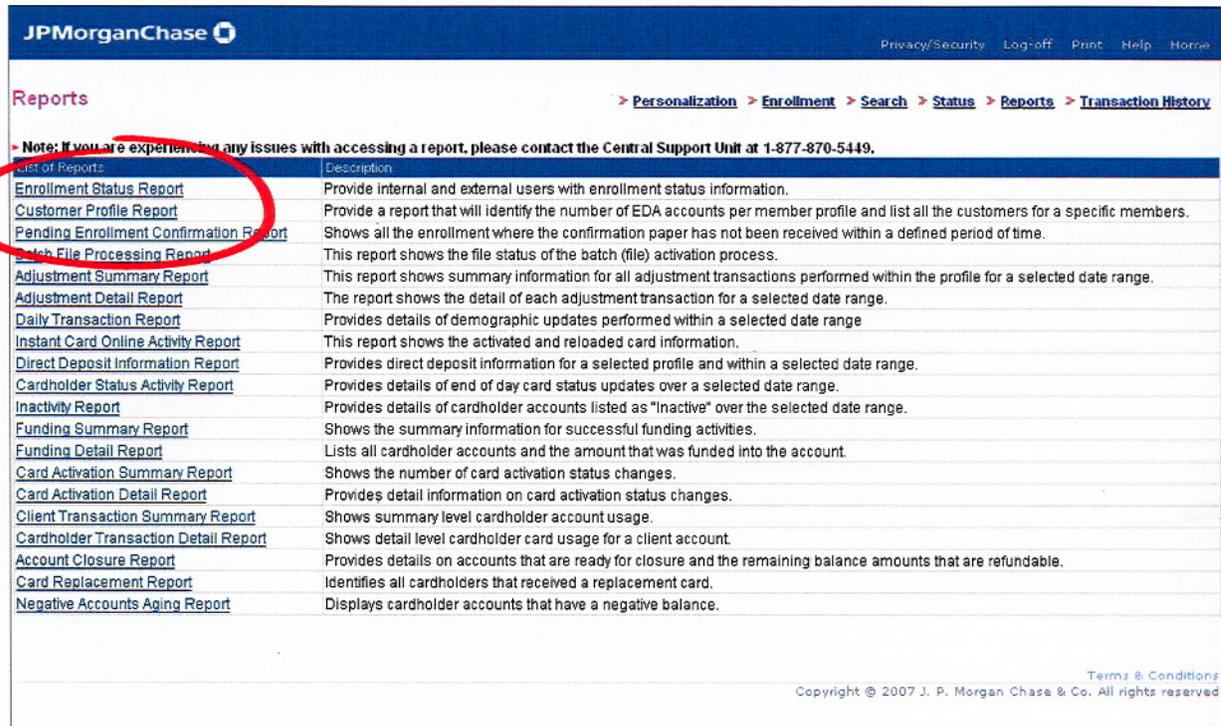
NOTE: Depending on the amount of data requested, some reports may require some additional time to run. You may provide your e-mail address to receive an e-mail notification when your report is ready for viewing.

The screenshot displays the JPMorganChase website interface for a "Customer Profile Report". At the top, the JPMorganChase logo is on the left, and "Privacy/Security Log-off Print Help Home" is on the right. Below the logo, the page title "Customer Profile Report" is shown in red. To the right of the title is a breadcrumb trail: "> Enrollment > Search > Adjustments > Status > Reports > Instant Card". The main content area shows "Customer Profile Report" and "Profile #: 99001-0000". Below this is an "Email ID:" label followed by a text input field. A red circle is drawn around the input field. Below the input field is a small instruction: "[Enter your email id, if you wish to be notified by mail once the report is ready]". To the right of the input field are two buttons: "CSV" and "HTML". At the bottom of the page, there is a section for "Previous Reports" with the text "[Requested reports are kept for 5 days for download.]" and "Previous reports not available."

1. Click **Reports** in the Agent Service Center user menu.



2. Click on the name of the report you would like to view.



CUSTOMER PROFILE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered). Click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

JPMorganChase Privacy/Security Log-off Print Help Home

Customer Profile Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Customer Profile Report

Profile #:

Email ID: [Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

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Customer Profile Report > Enrollment > Search > Adjustments > Status > Reports

Customer Profile Report

Profile #: 92961-0001

Profile #: 92961-0001 JPMORGAN CHASE DEMO Total EDIA Accounts: 25

EDIA Account	Customer Name	SSN	Benefit	Benefit Type	Status
063000836803	CINDY LEWIS	845-32-8924	0000431	DEPOSIT ACCOUNT	ACTIVE
063000839102	LARRY D WUBBENA	983-56-6782	483566782000619	DEPOSIT ACCOUNT	ACTIVE
063000972800	ERIC MOK	845-56-2135	145562135000695	DEPOSIT ACCOUNT	ACTIVE
163000836817	WILLIAM MCDONALD	898-23-8146	0000432	DEPOSIT ACCOUNT	ACTIVE
163000839116	ERIC M LOEHR	752-71-4496	452714496000620	DEPOSIT ACCOUNT	ACTIVE
263000836821	PAUL WILLIAMSON	982-34-7322	0000433	DEPOSIT ACCOUNT	ACTIVE
363000973036	LI WEI HAI			T ACCOUNT	ACTIVE
463000843449	EMLIN F LEWIS			T ACCOUNT	ACTIVE
463000843641	RICHARD V OLSEN			T ACCOUNT	ACTIVE
563000843455	LINDA A LEWIS			T ACCOUNT	ACTIVE
663000843469	GORDON T COAKLEY			T ACCOUNT	ACTIVE
763000843473	EMLIN F LEWIS			T ACCOUNT	ACTIVE
863000838386	CAROL PARKER			T ACCOUNT	ACTIVE
863000839085	GERDA A COAKLEY			T ACCOUNT	ACTIVE
963000839099	ANGELA B TOLES			T ACCOUNT	ACTIVE
063387578232	JOHN FITZPATRICK			T ACCOUNT	ACTIVE
063000019234	MARK BROOKS			T ACCOUNT	ACTIVE
063000064378	JEFF JOHNSON			T ACCOUNT	ACTIVE
063000844453	CECIL JAMISON			T ACCOUNT	ACTIVE
063000832532	RING LARDNER			T ACCOUNT	ACTIVE
063000823275	MICHAEL LEWIS			T ACCOUNT	ACTIVE
063000848900	RALPH C JONES			T ACCOUNT	ACTIVE
063000822367	MANUEL P RODRIGU			T ACCOUNT	ACTIVE
063000937813	VICTOR E CHAVEZ			DEPOSIT ACCOUNT	ACTIVE
063000330234	HEATHER D RAMSEY	831-86-1104	89632495465	DEPOSIT ACCOUNT	ACTIVE

File Download

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Name: customer_profile_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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ADJUSTMENT SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

Adjustment Summary Report

Profile #: [] - []

Report Period From: MM - DD - YYYY

Report Period To: MM - DD - YYYY

Email ID: []

[Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

Adjustment Summary Report

Profile #: 929610001

Report Period From: 07 - 23 - 2006

Report Period To: 08 - 04 - 2006

Date	Sub ID	Type	# of Trans
07/23/2006	101	Credit	
07/25/2006	101	Credit	
07/29/2006	101	Credit	
07/30/2006	101	Credit	
		Sub Total	
07/28/2006	101	Debit	
		Sub Total	
		Location Total	
07/23/2006	102	Credit	
07/25/2006	102	Credit	
08/04/2006	102	Credit	
		Sub Total	
07/28/2006	102	Debit	
08/04/2006	102	Debit	
		Sub Total	
		Location Total	
07/23/2006	103	Credit	1
07/28/2006	103	Credit	2
		Sub Total	3
07/24/2006	103	Debit	1
		Sub Total	1
		Location Total	4
07/28/2006	104	Credit	1
		Sub Total	1
07/24/2006	104	Debit	1

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ADJUSTMENT DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

Adjustment Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Detail Report. Please enter the following fields to get the Adjustment Detail Report.

Profile #:

Report Period From: MM DD YYYY

Report Period To: MM DD YYYY

Email ID:

[Enter your email id, if you wish to be notified by mail once the report is ready]

Previous Reports: [Requested reports are kept for 5 days for download.]

Request Date	Selection Criteria	Process Time	Report	Status
02/09/2007 13:33:23	Profile No.= 929610001	0 Hrs 0 Min 40 Sec	CSV	completed

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

Adjustment Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Adjustment Detail Report. Please enter the following fields to get the Adjustment Detail Report.

Profile #: 92961-0001

Report Period From: 07-24-2005

Report Period To: 08-04-2005

Date	Sub ID	Account #	Adjustment Type	Adjustment Amount
07/25/2005	101	463000987946	Credit	\$ 45
07/28/2005	101	463000987946	Credit	\$ 39
07/28/2005	101	463000987946	Credit	\$ 125
07/28/2005	101	463000987946	Credit	\$ 70
07/28/2005	101	463000987946	Credit	\$ 75
07/28/2005	101	463000987946	Credit	\$ 79
07/28/2005	101	463000987946	Credit	\$ 20
07/28/2005	101	463000987946	Credit	\$ 10
07/30/2005	101	463000987946	Credit	\$ 1
Amount Sub-Total Credit				\$481
07/28/2005	101	463000987946	Debit	\$ 1
Amount Sub-Total Debit				\$ 1
Sub ID Amount Total Net				\$ 480
07/25/2005	102	063000987701	Credit	\$ 245
08/04/2005	102	063000987701	Credit	\$ 41
08/04/2005	102	063000987701	Credit	\$ 1
08/04/2005	102	063000987701	Credit	\$ 1
Amount Sub-Total Credit				\$288
07/28/2005	102	063000987701	Debit	\$ 45
07/28/2005	102	063000987701	Debit	\$ 71.98 DB Other AUSER
07/28/2005	102	063000987701	Debit	\$ 20.02 DB Pay Hours AUSER
07/28/2005	102	063000987701	Debit	\$ 19.51 DB Pay Rate AUSER
08/04/2005	102	063000987701	Debit	\$ 12.34 DB Pay Rate AUSER
Amount Sub-Total Debit				\$ 169.11
Sub ID Amount Total Net				\$ 119.20
07/28/2005	103	163000987715	Credit	\$ 45.01 CR Pay Hours AUSER
07/28/2005	103	163000987715	Credit	\$ 245.01 CR Pay Rate AUSER
Amount Sub-Total Credit				\$290.02

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INACTIVITY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Click **CSV**. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV in the Reports column. You will be prompted to choose a location to save your file (CSV format).

FUNDING SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Funding Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Summary Report: Please enter the profile number to get the Funding Summary Report.

Profile #: -

Frequency: Daily Weekly Monthly

[Submit](#)

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Funding Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Summary Report: Please enter the profile number to get the Funding Summary Report.

Profile #: 92961 - 0001

Frequency: Daily Weekly Monthly

[Submit](#)

Date	Format
12/31/2006 - 1/6/2007	CSV PDF
1/7/2007 - 1/13/2007	CSV PDF
1/14/2007 - 1/20/2007	CSV PDF
1/21/2007 - 1/27/2007	CSV PDF
1/28/2007 - 2/3/2007	CSV PDF
2/4/2007 - 2/10/2007	CSV PDF
2/11/2007 - 2/17/2007	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

FUNDING SUMMARY REPORT
PROFILE NUMBER: 92961-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD: 12/31/2006 TO 01/06/2007

SUB PROFILE: 12345678

ACCOUNT TYPE	FUNDING DATE	TRANS TYPE	NUMBER OF ACCOUNTS FUNDED	TOTAL AMOUNT FUNDED
UNEMPLOYMENT DEMO	01/01/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/02/2007	DEPOSIT	39563	8901675.00
UNEMPLOYMENT DEMO	01/03/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/04/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/05/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/06/2007	DEPOSIT	0	0.00

SUB TOTAL (Number of Transactions): 39563
SUB TOTAL (Total Dollar Amount): 8901675.00

TOTAL (Number of Transactions): 39563
TOTAL (Total Dollar Amount): 8901675.00

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FUNDING DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Funding Detail Report

> Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Detail Report. Please enter the profile number to get the Funding Detail Report.

Profile #:

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Funding Detail Report

> Personalization > Enrollment > Search > Status > Reports > Transaction History

Funding Detail Report. Please enter the profile number to get the Funding Detail Report.

Profile #: 92961 0001

Frequency: Daily Weekly Monthly

Submit

Profile: # 92961-0001, JPMORGAN CHASE DEMO

Date	Format
01/01/2007	CSV PDF
01/02/2007	CSV PDF
01/03/2007	CSV PDF
01/04/2007	CSV PDF
01/05/2007	CSV PDF
01/06/2007	CSV PDF
01/07/2007	CSV PDF
01/08/2007	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

FUNDING DETAIL REPORT
 PROFILE NUMBER: 02901-0001
 PROFILE NAME: JPMORGAN CHASE DEMO
 REPORTING PERIOD: 01/01/2007 TO 01/01/2007

SUB PROFILE: 12345678

CARDHOLDER NAME	ID	CARD NUMBER	ACCOUNT OPEN DATE	COST CENTER	FUNDING TRANS TYPE	TRANSACTION DESCRIPTION	TRANS AMOUNT	FUNDING DATE	PC
JOHN SMITHSONIAN	208642208	9409200265863548	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	225.00		
PATRICIA SMITH-VASQUEZ	488221855	9409200263288025	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	208.00		
JANE SMOAK	598758138	9409200245870428	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	225.00		
WILLIAM SMYTHE	545165168	9409200267461055	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	295.00		
ROBERT SYNDER	558218554	9409200264867805	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	150.00		
LEVA SPEARS	231689432	9409200264667805	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	600.00		
LUELLA SPECTER	532321854	9409200264680548	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	840.00		
MARCELLA SPRAT	205648540	9409200201241574	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	275.00		
AMY SPRINGER	002125748	9409200264905489	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	290.00		
ERIN SPROUT	878510514	9409200264086054	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	250.00		
ALICE STABLER	549840521	9409200260964954	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	450.00		
FRANK STANFORD	054649857	9409200217474468	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	395.00		
UNEMPLOYMENT DEMO	01/13/2007	DEPOSIT		0	0.00				
UNEMPLOYMENT DEMO	01/14/2007	DEPOSIT		0	0.00				
UNEMPLOYMENT DEMO	01/15/2007	DEPOSIT		0	0.00				

SUB TOTAL (Number of Transactions): 910462
 SUB TOTAL (Total Dollar Amount): 25079921.19

TOTAL (Number of Transactions): 910462
 TOTAL (Total Dollar Amount): 25079921.19

File Download

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 Type: Microsoft Excel Worksheet, 2.25 KB

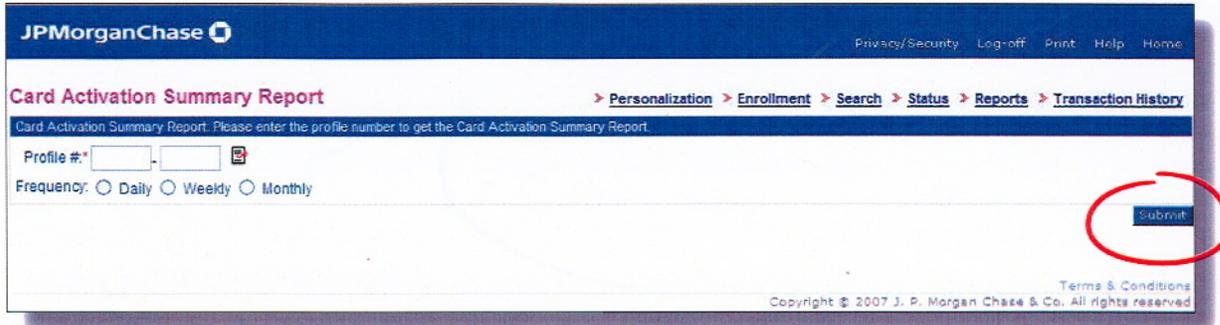
Open Save Cancel

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CARD ACTIVATION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



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Privacy/Security Log-off Print Help Home

Card Activation Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Summary Report. Please enter the profile number to get the Card Activation Summary Report.

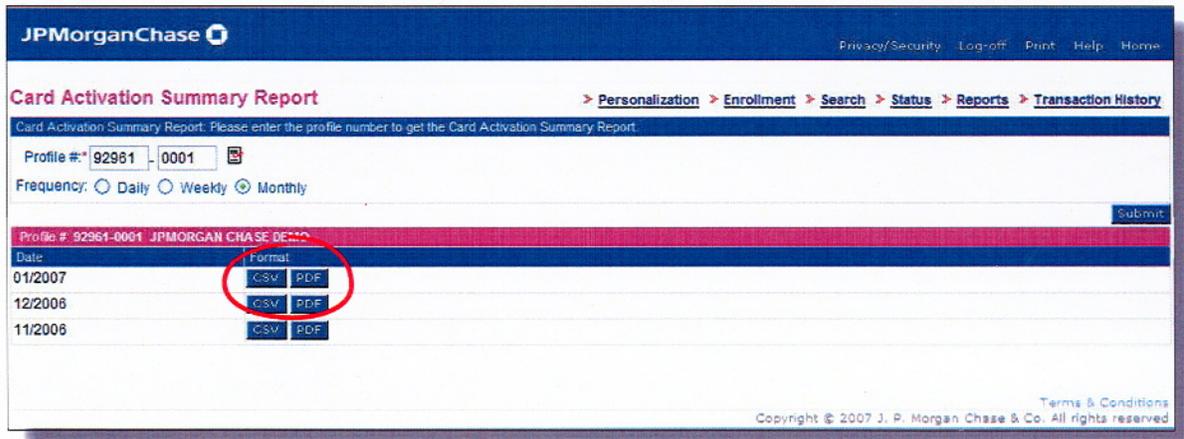
Profile #: -

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



JPMorganChase

Privacy/Security Log-off Print Help Home

Card Activation Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Summary Report. Please enter the profile number to get the Card Activation Summary Report.

Profile #: 92961 - 0001

Frequency: Daily Weekly Monthly

Submit

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007 PAGE: 1

Card Activation Summary Report
PROFILE NUMBER: 92961-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUS PROFILE: 12345678			
COMPANY NAME	ACTIVE	NOT ACTIVATED	UNDELIVERED
UNEMPLOYMENT DEMO	5932	112	2
SUS TOTAL:	592	112	3
TOTAL CARDS ACTIVATED:	39568		
TOTAL CARDS NOT ACTIVATED:	189		
TOTAL CARDS UNDELIVERED:	58		
TOTAL OF ALL CARDS:	39813		

File Download ✖

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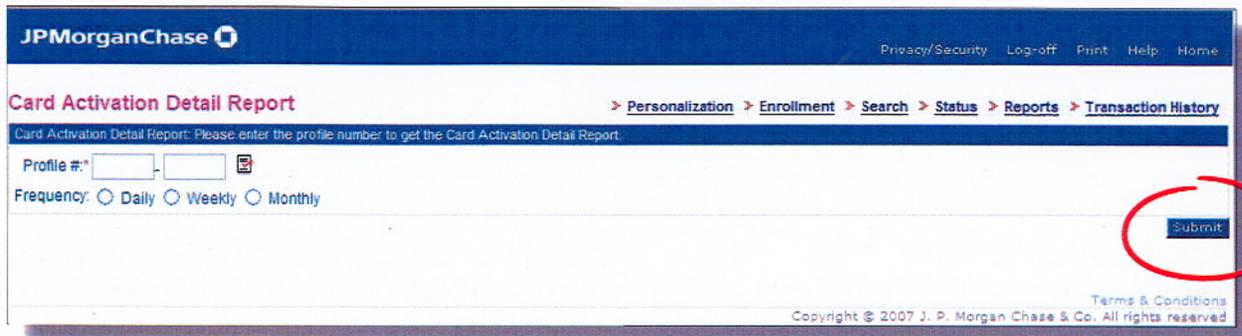
 Name: card_activation_summary_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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CARD ACTIVATION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



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Privacy/Security Log-off Print Help Home

Card Activation Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Detail Report: Please enter the profile number to get the Card Activation Detail Report.

Profile #:

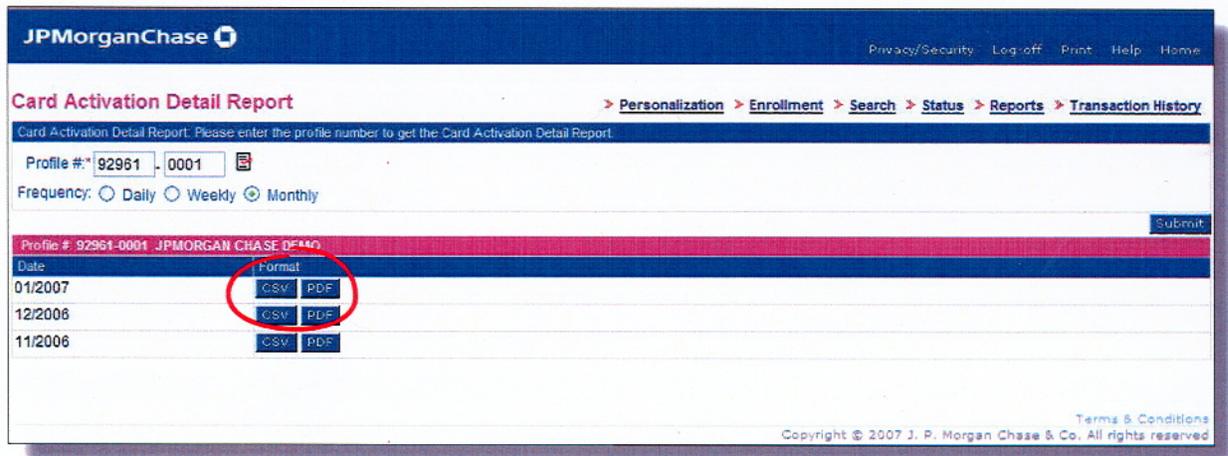
Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



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Card Activation Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Card Activation Detail Report: Please enter the profile number to get the Card Activation Detail Report.

Profile #: 92951 0001

Frequency: Daily Weekly Monthly

Submit

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007 PAGE: 1

CARD ACTIVATION DETAIL REPORT
 PROFILE NUMBER: 02061-0001
 PROFILE NAME: JPMORGAN CHASE DEMO
 REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUB PROFILE: 12345678

CARD STATUS

ACTIVE

CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS
9406123456789012	05/21/2006	05/12/2006	05/13/2006	123460759012	SMITHSONIAN	JOHN	8430 W. BRYN MAWR AVE	123-45-6789	773-380-6231	05/01/2006

NOT ACTIVATED

CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS

UNDELIVERED

CARD NUMBER	DATE STATUS	CARD ACCOUNT OPEN DATE	CARD CREATED DATE	ID	LAST NAME	FIRST NAME	ADDRESS	SSN	PHONE NUMBER	DATE OF LAST TRANS

File Download ✖

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Name: card_activation_summary_report.csv

Type: Microsoft Excel Worksheet, 2.25 KB

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CLIENT TRANSACTION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Client Transaction Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Client Transaction Summary Report: Please enter the profile number to get the Client Transaction Summary Report.

Profile #: -

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Client Transaction Summary Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Client Transaction Summary Report: Please enter the profile number to get the Client Transaction Summary Report.

Profile #: -

Frequency: Daily Weekly Monthly

Submit

Profile #: 92961-0001 JPMORGAN CHASE DEMO

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

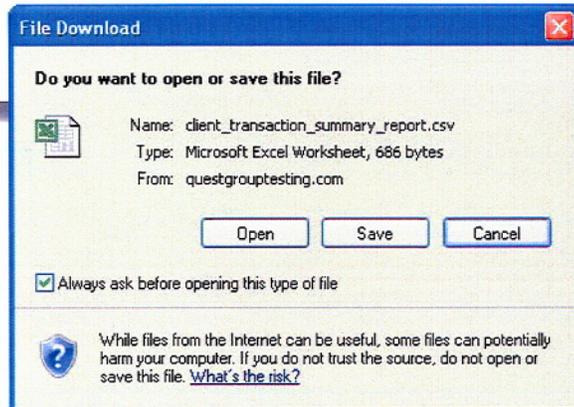
Client Transaction Summary Report Page 1
PROFILE NUMBER: 92951-0001
PROFILE NAME: JFMORGAN CHASE DEMO
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUB PROFILE: 12345678
COMPANY NAME

TRANS TYPE	TRANS TYPE DESCRIPTION	NUMBER OF TRANSACTIONS	TOTAL DOLLAR AMOUNT
01	ATM WITHDRAWAL DOM	47481	1934850.75
01	ATM WITHDRAWAL INT	66	5280.00
02	POS SIGNATURE	324457	11849169.64
03	POS PIN	138488	11300620.80

SUB TOTAL (Number of Transactions): 810492
SUB TOTAL (Total Dollar Amount): 25079921.19

TOTAL (Number of Transactions): 810492
TOTAL (Total Dollar Amount): 25079921.19



CARDHOLDER TRANSACTION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

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Transaction Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Transaction Detail Report: Please enter the profile number to get the Transaction Detail Report.

Profile #: -

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

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Transaction Detail Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Transaction Detail Report: Please enter the profile number to get the Transaction Detail Report.

Profile #: 92961 - 0001

Frequency: Daily Weekly Monthly

Submit

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007 CARDHOLDER TRANSACTION DETAIL REPORT PAGE NUMBER: 01
 TIME: 12:34:56 MASTER PROFILE NAME: ABC PAYROLL REPORT ID: 006
 MASTER PROFILE NUMBER: 12345-0000
 REPORTING PERIOD: 01/01/2007 TO 01/01/2007
 SUB PROFILE NUMBER: 12345-0001 SUB PROFILE NAME: ABC PAYROLL XYZ

ACCOUNT STATUS	EDA	LAST NAME FIRST NAME	ID	COST CENTER	LAST 16 DIGITS OF CARD NUMBER	TRANS DATE	MCC	TRANS TYPE	TRANS DESC	TRANS AMOUNT	BEGINNING BALANCE	ENDING BALANCE
Open	123456789032	Rutherford, John	1234567890541236	123456	1238547890	01/01/2007		123 Test Lane, Miami, FL 2,1	Credit Adjustment	125.00	500.00	375.00
	987654321098	Ford, Jack	6547890544132696	876022	2266987488	01/01/2007		123 Main ST, Tampa, FL 1,3	Cash Purchase	75.00	250.00	175.00
ACCOUNT STATUS TOTAL: 02												

ACCOUNT STATUS	EDA	LAST NAME FIRST NAME	ID	COST CENTER	LAST 16 DIGITS OF CARD NUMBER	TRANS DATE	MCC	TRANS TYPE	TRANS DESC	TRANS AMOUNT	BEGINNING BALANCE	ENDING BALANCE
Closed	86541339875	Lloyd, Greg	7412589032587412	456789				123 Test St, Miami, FL 2,1	Credit			
	78903214130	Kwon, Jessica	9832587412589085	219478								
ACCOUNT STATUS TOTAL: 02												

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CARD REPLACEMENT REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

Date	Format
01/01/2007	CSV PDF
01/02/2007	CSV PDF
01/03/2007	CSV PDF
01/04/2007	CSV PDF
01/05/2007	CSV PDF
01/06/2007	CSV PDF
01/07/2007	CSV PDF

- The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007
TIME: 12:34:56

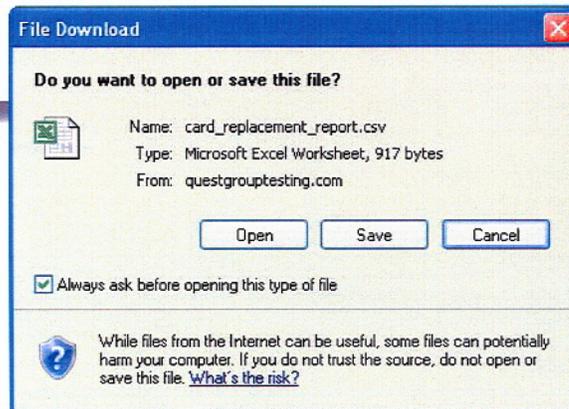
CARD REPLACEMENT REPORT
MASTER PROFILE NAME: ABC PAYROLL
MASTER PROFILE NUMBER: 12345-0000
REPORTING PERIOD: 01/01/2007 TO 01/01/2007

PAGE NUMBER: 1
REPORT NAME: 008

SUBPROFILE NUMBER: 12345-0001 SUB PROFILE NAME: ABC PAYROLL XYZ

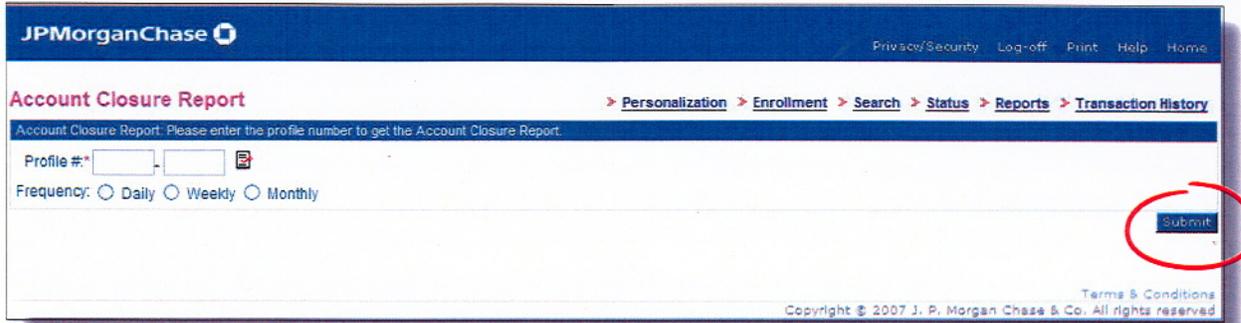
CARDHOLDER NAME
FIRST NAME
LAST NAME

CARD NUMBER	ID	EDA	FEE	CARD STATUS	ACCOUNT STATUS	DATE MODIFIED	
Abraham, Lincoln	XXXXX3265987456	5678980124569	234999999999	10.00	Reported Lost	Open	01/01/2007
George, Washington	XXXXX7532159875	2321453515832	458999999999	10.00	Reported Lost	Open	01/01/2007
John, Adams	XXXXX1259874566	2367634229645	567999999999	15.00	Reported Stolen	Open	01/01/2007
John, Smith	XXXXX2879987466	8456345223652	678999999999	15.00	Reported Stolen	Closed	01/01/2007
Thomas, Jefferson	XXXXX3368623423	6598745233696	598999999999	10.00	Reported Damaged	Open	01/01/2007



ACCOUNT CLOSURE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.



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Account Closure Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Account Closure Report: Please enter the profile number to get the Account Closure Report.

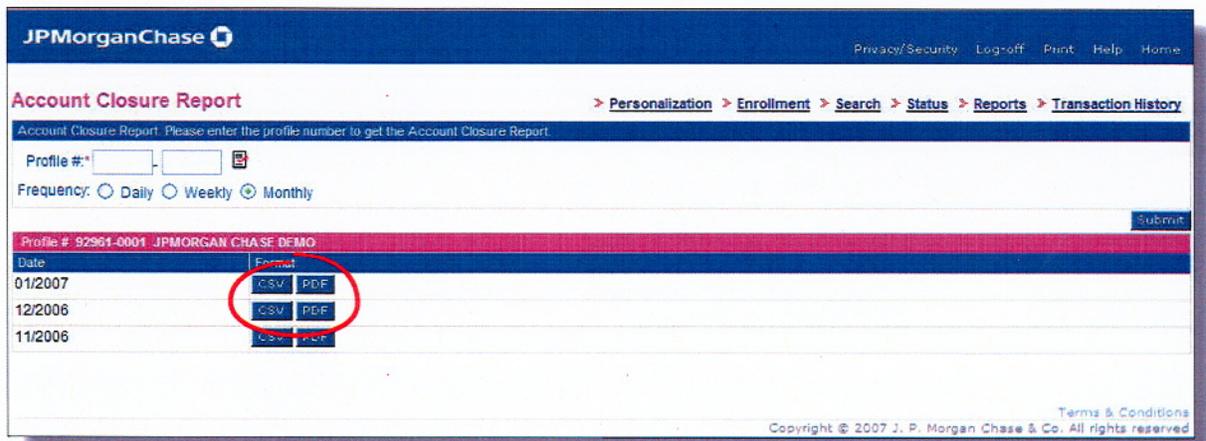
Profile #:

Frequency: Daily Weekly Monthly

Submit

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2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.



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Account Closure Report > Personalization > Enrollment > Search > Status > Reports > Transaction History

Account Closure Report: Please enter the profile number to get the Account Closure Report.

Profile #:

Frequency: Daily Weekly Monthly

Submit

Profile #: 92901-0001 JPMORGAN CHASE DEMO

Date	Format
01/2007	CSV PDF
12/2006	CSV PDF
11/2006	CSV PDF

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

ACCOUNT CLOSURE REPORT
PROFILE NUMBER: 62861-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

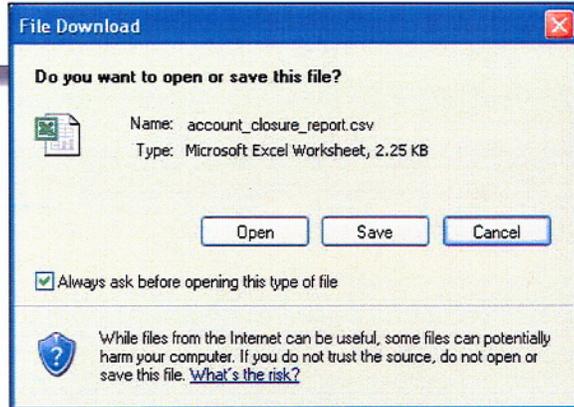
PAGE: 1

SUB PROFILE: 12345678

EDA	LAST NAME	FIRST NAME	ID	COST CENTER	ADDRESS, CITY, ST, ZIP	LAST TRANS DATE	TRANS TYPE	TRANSACTION DESCRIPTION	CLOSE DATE	BALANCE AMOUNT	CLOSE AMOUNT	POST DATE
123456789012	SMITHSONIAN	JOHN	123456789012	12345-0123	2430 W BRYN MAWR, CHI	06/01/2006	01	WAL-MART	06/06/2006	125.63	125.63	06/07/2006

TOTAL NUMBER OF CREDITS: 1
TOTAL NUMBER OF CHECKS: 0
TOTAL NUMBER OF REVERSALS: 0

TOTAL ACCOUNTS: 1
TOTAL BALANCE AMOUNT: 125.63



ENROLLMENT STATUS REPORT (OPTIONAL)

1. After selecting this report from the Reports page, select the date range for which you would like to view a report. Click **CSV** or **HTML**, depending on the format desired.

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Enrollment Status Report

> Enrollment > Search > Adjustments > Status > Reports

Enrollment Status Report

Report Period From: [] To: []

CSV HTML

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2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

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Enrollment Status Report

> Enrollment > Search > Adjustments > Status > Reports

Enrollment Status Report

Report Period From: 07012005 To: 08052005

CSV HTML

Date	Profile #	Customer Name	SSN	Deposit ID #	Deposit Type	Account #	User ID #	Status	Paper Received
2005 JUL 28	570000001	EMILY M JAMISON	954857543	954857543000886	DEPOSIT ACCOUNT	763000987973	AUSER	COMPLETED	N
2005 JUL 22	570000001	GREGORY KOZAC	123456790	123456790000879	DEPOSIT ACCOUNT	063000987701	AUSER	COMPLETED	N
2005 JUL 22	570000001	MIGUEL RODRIGUEZ	123456791	123456791000880	DEPOSIT ACCOUNT	163000987715	AUSER	COMPLETED	N
2005 JUL 22	570000001	KIM CHANG	123456792	123456792000881	DEPOSIT ACCOUNT	263000987729	AUSER	COMPLETED	N
2005 JUL 21	570000001	JEFFREY H HUTCHISON	123456789	123456789000873	DEPOSIT ACCOUNT	463000987646	AUSER	COMPLETED	N

Conditions reserved

Opening enrollment_status_report.csv

You have chosen to open

enrollment_status_report.csv

which is a: Microsoft Excel Comma Separated Values File

from: ...D Data\Retail Platform\Agent Servid\enrollment_status_report.csv

What should Firefox do with this file?

Open with: Microsoft Excel (default)

Save to Disk

Do this automatically for files like this from now on.

OK Cancel

BATCH FILE PROCESSING REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **HTML**, depending on the format desired.

Batch File Processing Report

Profile #: 92961-0001

Report Period From: [] To: []

CSV HTML

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2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

Batch File Processing Report

Profile #: 92961-0001

Report Period From: 07292003 To: 08052005

CSV HTML

File Date	File #	File Name	File Status	File Record Number	Record Processed	Record Rejected	Error Message
01-JUL-2006	18	cefs_lm_929610001.bt	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
02-JUL-2006	19	cefs_lm_929610001.bt	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
03-JUL-2006	20	cefs_lm_929610001.bt	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
04-JUL-2006	21	cefs_lm_929610001.bt	COMPLETED	1	1	0	FILE PROCESSED COMPLETE
05-JUL-2006	22	cefs_lm_929610001.bt	COMPLETED	2	2	0	FILE PROCESSED COMPLETE
06-JUL-2006	23	cefs_lm_929610001.bt	COMPLETED	13	13	0	FILE PROCESSED COMPLETE
07-JUL-2006	24	cefs_lm_929610001.bt	WARNING	4	0	4	FILE PROCESSED WITH ERROR

File Download

Do you want to open or save this file?

Name: batch_processing_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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DAILY TRANSACTION REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

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Daily Transaction Report > Enrollment > Search > Adjustments > Status > Reports

Daily Transaction Report. Please enter the following fields to get the daily transaction report.

Profile #: 92961-0001

Report period From: To:

CSV PDF

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2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Daily Transaction Report

Profile Number : 55000-0001 Date From : 06/10/2005 Date To : 08/10/2005

Modify Date	Account Number	Name	Date of Birth	Address1	City	State	Phone	User Id/ Batch Id	Sub ID	Card Number	Address2	Zip	Country	SSN
06-19-2005	763001551374	RAHEEM	11-17-1958	23326 WILLOWOOD	TOMBALL	TX	2813200780	HOST	107560	0005145710001 059541	KELLAM	77376	USA	063-60-6677
06-19-2005	763001550079	NELLY VARGAS	11-17-1958	12634 FINE BUSH	HOUSTON	TX	2819701779	HOST	107353	0005145710001 056246	SALAZAR			092-36-3631

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Do you want to open or save this file?

Name: daily_transaction_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

Open Save Cancel

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DAILY TRANSACTION REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

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Daily Transaction Report > Enrollment > Search > Adjustments > Status > Reports

Daily Transaction Report. Please enter the following fields to get the daily transaction report.

Profile #: 92961-0001

Report period From: [] To: []

CSV PDF

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2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Daily Transaction Report

Profile Number : 55000-0001 Date From : 06/10/2005 Date To : 08/10/2005

Modify Date	Account Number	Name	Date of Birth	Address1	City	State	Phone
User Id/ Batch Id	Sub ID Card Number			Address2	Zip	Country	SSN
06-19-2005	763001651374	RAHEEM	11-17-1958	23326 WILLOWOOD	TOMBALL	TX	2813200780
HOST	107560 0005145710001 059541	KELLAM			77375	USA	063-50-6677
06-19-2005	763001550079	NELLY VARGAS	11-17-1958	12631 PINE BUSH	HOUSTON	TX	2819701779
HOST	107353 0005145710001 056246	SALAZAR					092-38-3631

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Name: daily_transaction_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

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DIRECT DEPOSIT INFORMATION REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

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Direct Deposit Information Report > Enrollment > Search > Adjustments > Status > Reports

Direct Deposit Information Report. Please enter the following fields to get the Direct Deposit Information Report.

Profile #: 92961-0001

Report Period From: MM DD

Report Period To: MM DD

CSV PDF

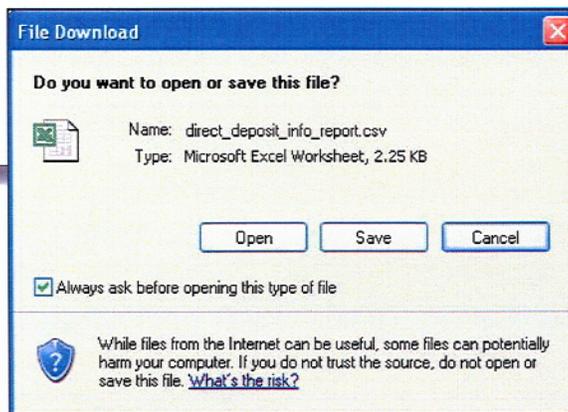
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2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Direct Deposit Information Report

Profile Number : 55000-0001 Date From : 01/01/2007 Date To : 01/10/2007

Sub ID	Date Enrolled	Name	Date of Birth	SSN	ABA/Routing Number	Account Number	Enrollment Type
00000000000000000000000000000000	01-01-2007	BROWN, CHARLIE	05-10-1955	123-56-4321	071900948	063001111301	ASC
00000000000000000000000000000000	01-01-2007	BROWN, CHARLIE	01-01-1955	222-55-3333	071900948	263001111127	ASC



BALANCE REVERSAL REPORT (OPTIONAL)

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired report frequency. Click **Submit**.

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Balance Reversal Report > Enrollment > Search > Reports > Transaction History

Card Activation Summary Report: Please enter the profile number to get the Card Activation Summary Report.

Profile #:

Frequency: Monthly

Submit

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired.

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Balance Reversal Report > Enrollment > Search > Reports > Transaction History

Card Activation Summary Report: Please enter the profile number to get the Card Activation Summary Report.

Profile #:

Frequency: Monthly

Submit

Date	Format
01/2007	CSV PDF
12/2008	CSV PDF
11/2008	CSV PDF

Profile #: 92961-0001 JPMORGAN CHASE DEMO

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3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007
TIME: 12:34:56

CARDHOLDER BALANCE REVERSAL REPORT
PROFILE NAME: ABC Payroll
PROFILE NUMBER: 12345-0000
REPORTING PERIOD: 01/01/2007 TO 01/31/2007

PAGE NUMBER: 1
REPORT ID: 010

EDA	CONTROL NUMBER	CARD NUMBER	CARDHOLDER NAME	CARDHOLDER ADDRESS	SUB ID	SSN	DOB	AMOUNT
123456789123	123456789123456	XXXXXXXX255683369	Smith, John	123 Test LN, Tampa, FL 33647	1234567890123456789012345	15678	6/8/1950	11.25
234567891234	1234567890123454	XXXXXXXX3299654785	Dennis, William	456 Main ST, Miami, FL 33032	1234567890123456789012345	18901	6/15/1953	30.6
345678912345	1234567890123453	XXXXXXXX0685426971	Kayye, Mary	456 Front ST, Miami, FL 33052	1234567890123456789012345	19001	6/24/1954	25.68
Total:								67.43

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Online Help

You can access the online Help Guide from any page in the Agent Service Center by clicking **Help** in the header bar. Click on a topic from the list on the left side of the Help Guide and you will see step-by-step instructions, along with screen shots to assist you with any Agent Service Center function. (NOTE: The contents of the Help menu may display pages that are not accessible to you based on your user role.)

Account Search > Personalization > Enrollment > Search > Status > Reports > Transaction History

1. Enter the account number and click on **Search**. If the system locates your record, you will be taken directly to the **ACCOUNT DETAIL** screen.
2. Enter any information about the cardholder including first name, last name or Social Security number, and click on **Search**.

Search Result

Account #	Last Name	First Name	Card #	Status
123456789012	SMITHSONIAN	JOHN		ISE DEMO
9876543210	SMITH-VASQUEZ	PATRICIA		ISE DEMO
56498732109	BAK	JANE		ISE DEMO
14795236904	THE	WILLIAM		ACTIVE JPMORGAN CHASE DEMO

USDC—BRANDCASHCARD 5/07

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