

## JP Morgan Card Transition FAQs

### 1. What should I do with my old card?

You should destroy your old card once the new card has been activated.

### 2. What date should I expect my card(s) in the mail?

You should receive your card(s) in the mail by April 10th.

### 3. What action should I take if I do not receive a new card in the mail by April 10th?

If you do not receive your new card by April 13th, please reach out to the respective card administrator at [pcard@fsu.edu](mailto:pcard@fsu.edu) or [travel@fsu.edu](mailto:travel@fsu.edu)

### 4. When will the old cards be turned off?

- Wells Fargo PCards will be inactivated on April 15, 2026.
- Wells Fargo TCards will be inactivated on April 30, 2026.

### 5. What if I am in travel status on April 15?

If you know you will be in travel status on April 15, please reach out to the travel office at [travel@fsu.edu](mailto:travel@fsu.edu).

### 6. Can I use my old card after I receive my new card or the April 15th transition date?

PCards will be inactivated on April 15th. You will not be able to use the cards after the transition date.

TCards can continue to be used through April 30th. If you will still be in travel status beyond the April 30th date, please reach out to the travel office at [travel@fsu.edu](mailto:travel@fsu.edu).

### 7. How are the new cards being shipped?

JP Morgan cards are being shipped via FEDEX.

### 8. What information do I need to activate my card?

There are two access codes for each person.

- **Access Code 1** is the last 4 digits of your employee ID. This is the 9-digit number that you can locate on your portal page.
- **Access Code 2** is your birthdate in MMDD format.

## **9. How should I submit expenses for the current Wells Fargo cards?**

Cardholders should continue to submit expenses as normal. There is no change in how they are processed in Concur or OMNI.

## **10. How should I submit expenses for the JP Morgan cards?**

Cardholders should continue to submit expenses as normal. There is no change in how they are processed in Concur or OMNI.

## **11. How do I enroll for fraud alerts?**

Cardholder fraud alerts notify you of suspicious activity on your account and allow you to quickly reply without having to call JP Morgan customer service. If you receive a fraud alert and confirm a transaction, your account is updated and available without disruption. If the transaction is not valid, you are able to quickly identify fraudulent activity and minimize the damage done.

To enroll your new JP Morgan card in cardholder fraud alerts:

1. Go to [ccportal.jpmorgan.com](https://ccportal.jpmorgan.com).
2. Enter your commercial card account number and zip code.
3. Add your alert device(s) and your contact information.
4. For SMS text alerts, simply reply **Agree** to your confirmation text message. For email alerts, your enrolled alerts will populate at the bottom of the page once you enter your contact information.

## **12. How do I report fraud?**

You will report fraud by calling the number on the back of your card. You will need your Access Code 1 and/or 2. This is the last 4 of your employee ID (Access Code 1) or your birthday in MMDD format (Access Code 2).

## **13. What happens if my transaction is declined on/after April 15?**

If you are using your Wells Fargo card, it may be inactive; instead, try to use the JP Morgan card. If you are using your JP Morgan card, contact the respective Card Administrator.

## **14. What is the last day that Wells Fargo cards will be ordered?**

Wells Fargo cards will stop being ordered after March 30, 2026.

## **15. What is my billing address?**

Your billing address will be your mailing address as indicated in OMNI as of 3/30/2026.

**16. What do I do if I need to change my mailing address in the future?**

You will need to notify the Program Administrator for any future address changes. For PCards, notify [pcard@fsu.edu](mailto:pcard@fsu.edu), and for TCards, notify [travel@fsu.edu](mailto:travel@fsu.edu).

**17. Do I need a new sales tax exemption card?**

No, you can continue to use the sales tax exemption card that you received with your Wells Fargo card. The sales tax exemption information is the same.

**18. How do I get a sales tax exemption card?**

If you need a new sales tax exemption card, you can reach out to the respective card administrator. Cards can be picked up from their office.

**19. Do spending limits or MCC restrictions change with my new JP Morgan card?**

No, the spending limits and MCC restrictions will be the same on your new JP Morgan card as it was on the Wells Fargo card.

**20. Who do I contact?**

- For questions regarding PCards, reach out to the PCard Administrator at [pcard@fsu.edu](mailto:pcard@fsu.edu).
- For questions regarding TCards, reach out to the TCard Administrator at [travel@fsu.edu](mailto:travel@fsu.edu).
- For questions regarding the transition, reach out to Betsy Miller in the Controller's Office at [bcmiller@fsu.edu](mailto:bcmiller@fsu.edu).