Single-Use Accounts (SUA)
SUA Connection for Suppliers

A user-friendly portal to your SUA payment information — all in one place — so you can view and manage payments, access remittance data, and quickly resolve issues

At J.P. Morgan, we understand that payment solutions have to work for buyers and their suppliers. Our goal is to give you tools, options and support that allow you to access SUA payment information in the way that works best for your organization. That's why we developed SUA Connection: to make it simple for you to process SUA payments — and support your customers' programs.
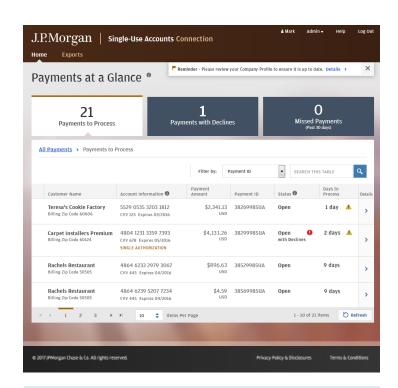
What is SUA Connection?

An online portal where you can view and manage SUA payment information from any of your customers, SUA Connection gives you easy access to transaction and remittance data to help you troubleshoot payment issues and streamline reconciliation. With SUA Connection, you can:

- See payments waiting to be processed and the number of days remaining before they expire.

- Review payment declines and reasons why, as well as any payments missed.

- View any account number to see if it allows multiple authorizations, as well as the amount remaining and any posted transactions.

- Download aggregate remittance data and any detail provided by your customers.

- Maintain profile, preference and contact information for your organization.

- Control access and assign customers to the right users in your organization.

Why is it different?

Unlike some sites with complex interfaces and multiple applications, SUA Connection is:

- **Easy to navigate** with only a minimal learning curve and no cost to use it.

- **Built based on input from suppliers like you,** so you can get in quickly, find what you need and get back to your day.

- **Designed to be intuitive and allow for optimal self-service,** backed by a extensive Help function and a Support Desk.

Ever **miss a payment** because an email notification got lost in your inbox?

Tired of **copying and pasting remittance data from multiple emails** to reconcile payments and invoices?

Frustrated because you have to **call your customers every time a charge is declined** and you're not sure why?

Looking for all of your **payments and history** in one place?

With SUA Connection, you can solve those challenges and **gain greater control over your SUA receivables.**

To learn more, please contact the J.P. Morgan Supplier Support team at 877-263-5184, Monday through Friday from 8 a.m. to 6 p.m. ET or via email at sua.supplier.support@jpmchase.com.

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What's the benefit to me as a supplier?

In addition to giving you **greater control** over your SUA payments and another layer of **insight and support,** SUA Connection provides the following key benefits:

- **You can troubleshoot a problem with a payment without playing phone tag or trading emails with your customer.** Unlike the often cryptic messages on your POS terminal, SUA Connection makes it easier to understand why a charge was declined. And if you still have questions, you can call the Support Desk.

- **You can view and manage multiple payments from multiple clients all in one place.** You no longer have to rely solely on emails and risk missing an SUA payment because an email notification got lost in your inbox, never came through or landed in your spam folder.

- **You can streamline reconciliation by downloading aggregate remittance detail from all of your customers.** No more copying and pasting from multiple emails. With SUA Connection, you can get all of your data in one report as often as you like.

Registering for SUA Connection is quick and easy

1 After sharing some basic information with J.P. Morgan, you'll receive an **email notification with a link to SUA Connection** the next time your customer sends an SUA payment request to you.

2 When you click on the link, you'll be sent to a **registration page** confirming the information you provided in step 1.

3 After submitting a few details, you'll receive temporary credentials to set up your **password and profile,** and you're officially registered.

Frequently Asked Questions

Do I have to register for SUA Connection? Is there a cost for using it? No, it's completely optional and there is no cost. You can register for the site and use it as much or as little as you would like or when you want help troubleshooting a declined payment.

Can I access payment information from all of my J.P. Morgan clients who pay with SUA? As we roll out SUA Connection more broadly, you will have the ability to add additional customers who use SUA to your organization's profile and begin accessing their payment data.

What if I don't understand something or have a question about how to use SUA Connection? You can consult the Help function built into the portal, or you can always contact our Supplier Support team for assistance at 877-263-5184, Monday through Friday, 8 a.m. to 6 p.m. ET or via email at sua.supplier.support@jpmchase.com.

What's included in the aggregate remittance file and how often can I receive it? The file includes payment data and any information your customers provide for all of the payments you can see in SUA Connection. You can schedule it to run daily, weekly or monthly. You can also run an ad-hoc remittance report based on a specified date range.

Who else can see my data? Only your designated users, your customer, and our Support Desk can see your data. Sensitive account information is masked.

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