

**1. What is SUA?**

- a. The Single Use Account Program (SUA) is a new electronic form of payment that the University of Alaska has been using to pay vendors for the past year.
- b. It is essentially a credit card payment.

**2. What is our relationship with JP Morgan**

- a. JP Morgan is our commercial card program bank. They issue the procards and travel cards that we currently use to make small dollar purchases.
- b. To streamline our payment process, we are working with JP Morgan to implement the Single-Use Account (SUA) solution.
- c. JP Morgan has been contacting vendors on our behalf to determine if they would like to be paid with SUA .

**3. What is the advantage to the vendor?**

- a. Faster payment (net 15 vs net 30).
- b. Simplified electronic process that eliminates the cost of processing checks.
- c. More information is available with each payment, which reduces vendor processing time.

**4. What is the advantage to the University of Alaska?**

- a. Reduces the cost of printing, processing, and reissuing paper checks.
- b. Easier to track payment details.

**5. Would the vendor's invoicing process change?**

- a. No. The vendor will continue to submit invoices like normal.
- b. However, vendors will receive SUA payments faster. SUA will be paid on a net 15 schedule compared to paper checks that are paid on a net 30 schedule.

**6. How will the payment be processed by the University of Alaska?**

- a. The university will use their normal PO and invoice creation process to initiate the payment to the vendor.
- b. The vendors that choose to be paid with SUA are identified in Banner.
- c. When an invoice is keyed to an SUA vendor, the bank code 'SU' will automatically populate into the Banner Invoice Creation form (FAAINVE).
- d. Instead of a paper check being printed and sent through the mail, the vendor will receive an email notification within a day about the payment.
- e. The email will be from JP Morgan Chase, our commercial credit card bank, and it will include information about how to process the payment.

**7. How do vendors receive and process a SUA payment?**

- a. Once a vendor agrees to accept SUA, they will be provided with the first seven digits of the SUA account number.
- b. The first seven digits of the account number are static and located in the SUA confirmation follow up email. It is recommended that the vendor save this information in a secure location for future use.
- c. When a payment is issued, an email is sent to the vendor to notify them that a payment is ready to process.

- d. The payment notification email will contain the remaining nine digits of the account number, which are always unique. It will also include the expiration date and the remittance information of the invoices being paid.
- e. To process the payment, the vendor enters the full account number (consisting of the first seven static digits and the last nine unique digits), the exact dollar amount, and other required payment details into their credit card swipe machine.
- f. The vendor will receive payment from JP Morgan Chase like other credit card payments.

**8. Can vendors receive and process a SUA payment without retaining the first seven digits of the card number?**

- a. Yes, a vendor may register for J.P. Morgan's Voltage SecureMail and/or SUA Connection which are free, optional services.

***SecureMail***

- b. Vendors can register for SecureMail after confirming they will accept SUA as a payment method during the recruitment campaign or when they receive their first payment's email notification. There is a link at the bottom of each payment notification email.
- c. Upon SecureMail registration, vendors will receive all **subsequent** SUA payment notifications with the complete 16 digit account number, card security code (CVV), and expiration date.
- d. After they have received confirmation their secure email setup is complete, they may contact you to request any unprocessed payments be resent. The full account details for those payments will then be resent via secure email.

***SUA Connection***

- e. J.P. Morgan also offers SUA Connection, an online user interface for vendors. Registration for SUA Connection will allow vendors to log in to a user-interface and manage payments as well as view detailed remittance information.

**9. Is there a credit card fee?**

- a. Yes, normal credit card fees apply.

**10. Can the vendor add the credit card fee to the invoice so that the university pays it?**

- a. This would be a problem. The university would not benefit from this new payment option if the vendor increases their rates or adds processing fees.
- b. If a vendor does this, please advise them that we will have another electronic form of payment (ACH) available in a couple months that they would probably be more interested in.
- c. The SUA payment option will work best for vendors that already roll the cost of processing credit card payments into their pricing.

**11. Can the vendor leave the program at any time?**

- a. Yes, the vendor can choose to stop receiving payment by SUA at any time.

**12. What reports are available to the University of Alaska to verify that the payment was made to the vendor?**

- a. PaymentNet Transaction Report – PaymentNet is the JP Morgan platform that provides details about the payments that are made with SUA. Access to PaymentNet can be granted to Accounts Payable staff so that they can generate regular reports that list payments and other details.
- b. Banner Invoice Select Report (FARINVS) – This banner report can be generated after invoices are keyed to the SU bank code. It only lists payments that are waiting to be sent to the vendor. Once the payment is sent, the details are no longer available through this form. Payments are sent each morning between 8am and 9am.

- c. Banner Disbursement Register (FARCHKR) – This Banner report can be generated after the payment is sent to the vendor. The report can list SU payments that were made during a specified date range.
- d. Banner Vendor Detail History (FAIVNDH) – This Banner form lists all payments that are made to a specified vendor. Fiscal year and invoice date can be used to refine the data that is shown. SUA payments have check numbers that start with S.
- e. Toad query – A Toad query can be built to generate an SUA payment report that provides more specific information, such as SUA invoices that were keyed by a specific user.

**13. How can an SUA payment be canceled?**

- a. If an invoice is keyed to a vendor with the SU bank code and the payment **has not** been sent to the vendor, the invoice can be canceled, or canceled and reestablished, in Banner like other invoices.
- b. If the payment has been sent to the vendor and a check number starting with S has been generated, please contact your campus Accounts Payable (AP) office manager/director. The check can be canceled in Banner but this does not cancel the credit card payment. Your campus AP manager/director can cancel the credit card payment in PaymentNet.