

Generac thanks you for accepting J.P. Morgan's Single-Use Accounts (SUA) electronic credit card payments. We are excited about this program that will enable us to make our payment processes faster and more efficient.

IMPORTANT NOTE: This document contains information that is confidential and proprietary to J.P. Morgan. This information may only be used in relation to your SUA service with J.P. Morgan and may not be disclosed to any other person.

What is a J.P. Morgan Single-Use Account?

A Single-Use Account (SUA) is a **virtual electronic card payment**. Each SUA is assigned a unique 16-digit virtual card number, which carries a credit limit equal to the invoice(s) being paid and remains active for a defined period of time. Please understand that each SUA is for a **single transaction & authorization** and cannot be used to process multiple transactions.

How do I process payments?

- Use the **first 7 constant digits** from the J.P. Morgan SUA Welcome email you received, **combined with the 9 unique digits** provided in the Standard Email Payment Notification to process payment.
- Process the payment for the **exact amount issued**:
 - It is strongly recommended that you “Authorize and Settle” at the same time to avoid multiple authorizations as they will result in a decline:
 - **Authorization** is the process of confirming whether your customer's card account has sufficient credit to purchase goods or services from you, and whether the card account is valid. You can obtain authorizations through a credit card machine, ecommerce web site or over the phone
 - **Settlement** is the process of managing electronic payment transactions so they are cleared and funded. You must present approved card transactions via point-of-sale device to trigger a settlement
 - Valid until date vs. Expiration date :
 - **Valid until date** – the card account is valid until the last day of the month indicated
 - **Expiration Date** – the card account will expire after this time, and result in a decline
 - For processing credits, please notify your contact at our organization

Can I receive and process an SUA payment without retaining the 1st 7 digits of the card number?

- Yes, a supplier may register for J.P. Morgan's **Voltage SecureMail** and/or **SUA Connection** which are free, optional services:
 - **SecureMail:**
 - You can register for SecureMail after confirming you will accept SUA as a payment method during the recruitment campaign or when you receive your first payment's email notification. There is a link at the bottom of each payment notification email.
 - Upon SecureMail registration, suppliers will receive all subsequent SUA payment notifications with the complete 16 digit account number, card security code (CVV), billing zip code, and expiration date.
 - After you receive confirmation your secure email setup is complete, you might want to contact us to request any unprocessed payments be resent. The full account details for those payments will then be resent via SecureMail.
 - **SUA Connection:**
 - J.P. Morgan offers SUA Connection, an online user interface for you, our supplier. Registration for SUA Connection will allow you to log in to a user-interface and manage payments as well as view detailed remittance information.
 - For processing credits, please notify your contact at our organization.

What if the payment is declined?

- Review the **exact amount** entered as the card account will decline for any transactions under or over the authorized amount
- Confirm the correct **16-digit account number** (using the first seven static digits combined with the unique nine digits provided in the payment notification)
- Review the **expiration date** as the 16-digit account number may have expired, and confirm the account's expiration date was entered correctly
- Confirm that the transaction was **posted before the order end date**
- If none of the above applies, you will need to contact the SUA Supplier Support Team by emailing sua.supplier.support@jpmchase.com or calling 877-263-5184 (Mon-Fri 8AM-6PM ET)

What if I need support processing payment or have questions on secure mail enrollment or account and password reset?

- Should you need support processing your payment or assistance with secure mail account and password reset:
 - Email sua.supplier.support@jpmchase.com
 - Phone 877-263-5184 (Mon-Fri 8AM-6PM ET)