

MEMORANDUM FOR: All NOAA Travelers

FROM: Jon P. Alexander  
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 10-2  
JPMC Fraud Charges

The purpose of this advisory is to alert J.P. Morgan Chase (JPMC) cardholders of some recent cases of fraud that was identified on some of the travel card accounts and to share some tips on how to prevent fraud from occurring on your account.

Fraud involves the unauthorized use of a card by someone other than the cardholder and is committed by someone either inside or outside the cardholder's organization. This type of activity may occur when a card is lost or stolen, when a counterfeit card is created or in the case of identity theft. The following are some helpful reminders to help ensure that your card does not become compromised.

- Maintain the physical security of the card;
- Never provide account or Personally Identifiable Information (PII) over the phone, fax or email (See <http://www.corporateservices.noaa.gov/~finance/JPMC.PHISING%20SCAM.8.7.09.pdf> for more information on phishing);
- If the card is lost or stolen, notify JPMC and your servicing Agency Program Coordinator (AOPC) within three days;
- Notify your servicing AOPC when you are no longer employed by NOAA;
- Use JPMC's website (PaymentNet) to routinely monitor activity;
- Resolve questionable transactions by initiating disputes within three days to JPMC; and
- Track disputes to completion.

To view your travel card statement:

**Website:** <https://gov1.paymentnet.com/Login.aspx>

**Organization ID:** USDOCSP

**User ID:** Your first name initial and last four digits of your travel card and first four initials of your last name.

**Pass Phrase:** “password”. You will be prompted to select a new passphrase once you access the system using “password.”

If you experience any difficulties accessing the PaymentNet system or establishing an on-line account, please call your servicing APOC below:

**All Line and Staff Offices, other than NMFS and NWS,** will call

Rachael Wivell / [Rachael.S.Wivell@noaa.gov](mailto:Rachael.S.Wivell@noaa.gov)

phone: (301) 444-2136; fax (301) 413-3066

Chasity Donaldson/ [Chasity.N.Donaldson@noaa.gov](mailto:Chasity.N.Donaldson@noaa.gov)

phone: (301) 444-2126; fax (301) 413-3066

**NMFS employees** will call

Marlena Bowman/ [Marlena.Bowman@noaa.gov](mailto:Marlena.Bowman@noaa.gov)

phone: (301) 713-1364 x194; fax (301) 713-2258

**NWS employees** will call

Yvette Garnett-Singleton/ Yvette [Yvette.Garnett-Singleton@noaa.gov](mailto:Yvette.Garnett-Singleton@noaa.gov)

phone: (301) 713-0420 x123, fax (301) 608-0850

backup - Janice Evans/ [Janice.Evans@noaa.gov](mailto:Janice.Evans@noaa.gov)

phone: (301) 713-0420 x104

If you suspect fraudulent activity on your travel card account you may either call the JPMC Fraud department directly on 1-888-297-0778 or you may call the number on the back of your card. The Fraud department will open a dispute case by sending you an affidavit listing all of the unauthorized charges. JPMC will cancel your old card and reissue you a new one. You will need to sign and return the affidavit disputing the unauthorized charges to JPMC within three days. Filing a dispute places the unauthorized charges as a temporary credit on your account until the investigation is complete. If the investigation proves the charges are fraudulent, you will not be responsible for the charges. If the investigation proves the charges are legitimate, you will be responsible for paying the charges.

If you have any questions regarding this advisory, please call Chasity Donaldson in the NOAA Travel Office on (301) 444-2126, or by email at [chasity.n.donaldson@noaa.gov](mailto:chasity.n.donaldson@noaa.gov).