

# Single-Use Accounts Secure Email

## Designed to protect sensitive payment information

Secure Email, hosted by Voltage SecureMail™, is the preferred delivery method for Single-Use Accounts (SUA) merchant and reminder payment notifications sent from J.P. Morgan. These notifications are encrypted and password-protected, which allows us to securely send full payment information - full account number, CVV/CV2 (three-digit security code), billing zip code, etc. - via email.

### Register to receive Secure Email

To begin receiving full payment information, simply select the Secure Email link in the Action Required email you receive from our Supplier Support team during the acceptance process, or the Secure Email link at the bottom of any payment notification email.

- The link is valid for 30 days.
- Once you click on the link, you will be directed to the J.P. Morgan Voltage SecureMail instructional landing page.
- After reviewing the information, confirm acceptance by selecting the Opt-In to Secure Email button.
- You will receive an email from J.P. Morgan Voltage SecureMail with details on how to register your email address.
- Follow the instructions to create your credentials for Secure Email.
- Once complete, all future payment emails sent to the registered email address will be encrypted.
- Please add [noreplies-sua@jpmchase.com](mailto:noreplies-sua@jpmchase.com) to your email whitelist, as this is the address used to send Secure Email.

You can opt out of receiving encrypted emails at any time. There will be a link at the bottom of each payment email to opt out of Secure Email. If you opt out, you will receive an unencrypted email with the last nine digits of the account number; to process the payment, you will need to combine it with the first seven digits that you have stored separately.



### Questions

Review the frequently asked questions on the next page for additional information about Secure Email.

## Encrypted Secure Email

J.P.Morgan

**New payment from Ramona's Restaurant**  
Please Process this credit card payment by 09/30/2016



Card Number	Payment Amount	Payment ID	
1234 5769 3463 3078	\$1503.24 USD	16004852998	
CVV	Expiration Date	Zip Code	Payment End Date
123	09/2017	60124	09/30/2017

[Body of message]

You may change your setting to receive future payment information in an unsecured email that has masked account details and no card security code. To make this change click [Mask Account/No CVV](#).

## Unencrypted Email

J.P.Morgan

**New payment from Ramona's Restaurant**  
Please Process this credit card payment by 09/30/2016



Card Number	Payment Amount	Payment ID	
**** *9 3463 3078	\$1503.24 USD	16004852998	
CVV	Expiration Date	Zip Code	Payment End Date
***	09/2017	60124	09/30/2017

[Body of message]

Change your settings to receive all account details in one secure email, including full account number and card security code! To get started, click [Secure Email](#).

*Images are examples and may differ based on your customer's settings.*



## Frequently Asked Questions

**What is Voltage SecureMail (Secure Email)?** *In order to protect sensitive information within the merchant notification and reminder emails, we use Secure Email, a data privacy tool that encrypts and password-protects sensitive email communications.*

**How does Secure Email work?** *Secure Email encrypts the email message containing payment details to enhance security of the information. Recipients do not need special software to read their messages.*

**What are the benefits of signing up to receive Secure Email?** *Secure Email offers the following benefits:*



**Full account information** - *Your customers can choose to include sensitive payment information within the merchant notification or reminder emails to allow registered Secure Email recipients to receive the full account number and card security code (CVV/CV2) in a secured email.*



**Consistent email security for merchant notification and reminder emails** - *Once an email address is registered to receive Secure Email, all merchant notification and reminder emails will be sent securely. This means, if you receive SUA payment emails from multiple customers, all future payment emails sent to the registered email address will be encrypted and sent securely.*

**What is the opt-in process to receive Secure Email?** *Register in three steps:*

- 1** *Confirm interest to receive Secure Email by clicking the link in the “Action required – J.P. Morgan Single-Use Accounts” email from the Supplier Support team ([no.replies@paymentnet.jpmorgan.com](mailto:no.replies@paymentnet.jpmorgan.com)), or in the footer of any unencrypted payment notification email (“Change your settings to receive all account details in one secure email, including full account number and card security code! To get started, click Secure Email.”).*
- 2** *Review instructions and information provided within the Voltage SecureMail landing page.*
- 3** *Register your email address after receiving the Voltage SecureMail registration email; open the encrypted email and click to confirm your registration.*

*Note: Registration for Secure Email applies to all future payment notifications. If you used an unencrypted email to initiate the opt-in process, you will need to contact your customer and request that they resend the payment notification in order to receive full account details. The new notification will be sent via Secure Email and include the full account details.*

**Can a shared mailbox be registered to receive Secure Email?** *A shared mailbox can receive Secure Email. Register the shared mailbox email address as you would an individual email address. Please note, to access encrypted emails sent to a shared mailbox, all owners of the mailbox must know the password used to register the shared mailbox.*

**Can I read the encrypted emails from my smart phone?** *Secure Email is supported on mobile devices. Use one of the encrypted messages you receive to click “mobile application” and follow the instructions provided to take advantage of this added feature.*

**Am I required to sign up for Secure Email?** *Suppliers are strongly encouraged to sign up for this feature as it provides all payment information safely encrypted within one email message, increasing efficiency in payment processing for both you and your customers.*

**If I no longer want to receive encrypted emails after opting in, how do I opt out of Secure Email?** *A link to opt out of Secure Email is included in each payment notification sent via Secure Email. Similar to the opt-in process, you may opt out of Secure Email by clicking on the link which takes you to the opt-out landing page. Please note, similar to the opt-in link, the opt-out link found in the footer of the email will be active for 30 days.*

**Who can I contact if I have servicing, support, or additional questions about Secure Email?** *You can contact the Supplier Support team at [SUA.Supplier.Support@jpmchase.com](mailto:SUA.Supplier.Support@jpmchase.com) or via phone at 877-263-5184.*