



## **Supplier Enrollment - FAQ**

The University of Chicago is undertaking a strategic initiative that will automate transactions with our suppliers, increasing compliance with our accounts payable (AP) processes and procedures, while reducing transaction costs and paper usage. The University of Chicago has selected J.P. Morgan's Order-to-Pay to provide us with best-in-class payments services. This solution is already being used by a number of our key suppliers with their other customers.

Since supplier adoption is key to the success of this initiative, we are asking for your assistance and support in conveying to your suppliers the importance of their enrollment and participation in this initiative. J.P. Morgan's Supplier Services Team will be reaching out to our suppliers to help them through the enrollment process. We ask that you also confirm to your suppliers, if asked, that Order-to-Pay is the preferred means of transacting with The University of Chicago. Going forward, Order-to-Pay will be responsible for assisting our suppliers with day-to-day transaction-related inquiries and technical questions, which should reduce inbound calls to you and the AP department about settlement issues. More details about this program and the supplier enrollment process are included below.

### ***What is J.P. Morgan's Order-to-Pay, how do they relate to The University of Chicago and what value do they provide to our suppliers?***

The University of Chicago has partnered with J.P. Morgan's Order-to-Pay, a leading provider of electronic purchase orders (POs), invoices and payment processing solutions. The Order-to-Pay network is used by more than 100,000 suppliers to settle electronically with their buyers. The Order-to-Pay solution addresses the needs of large and small suppliers alike and offers a unique combination of **choice, transparency and service** to suppliers. Order-to-Pay not only gives visibility into payment status, but lets suppliers choose how and when to get paid. In addition, J.P. Morgan's dedicated Supplier Services desk ensures that suppliers get personalized, knowledgeable support.

### ***Will Order-to-Pay serve all our suppliers?***

Electronic settlement is a strategic initiative for The University of Chicago. We are strongly encouraging all suppliers to enroll in the Order-to-Pay network so that their payments can be processed in the shortest time possible and lowest possible expense to our company. Exceptions to the use of Order-to-Pay are discouraged and will be considered on a case-by-case basis.

### ***Are all suppliers used by my division being contacted about enrolling in Order-to-Pay?***

Order-to-Pay is contacting The University of Chicago's suppliers in a phased approach.

### ***How will my suppliers learn more about the Order-to-Pay Network and be assisted through the enrollment process?***

Suppliers will be contacted by the Order-to-Pay Supplier Services team via letter, e-mail or phone. They will be provided with details about The University of Chicago's program as well as their options for connecting to and transacting via Order-to-Pay. The University of Chicago's suppliers can access the enrollment site at J.P. Morgan Chase's [Supplier Portal](#). The enrollment site will walk them through the enrollment process step-by-step. They also will be given contact information for the Order-to-Pay Supplier Services team should they require assistance.

### ***What should I do if the supplier contacts me directly about the Order-to-Pay solution?***

Confirm to your supplier that the Order-to-Pay solution is the preferred means of transacting with The University of Chicago going forward. Encourage the supplier to contact Order-to-Pay Supplier Services at 1-800-485-0671 or [otp.supplier.services@jpmchase.com](mailto:otp.supplier.services@jpmchase.com) to learn more about the solution or log-in to the enrollment site at [www.jpmorgan.com/register/otp](http://www.jpmorgan.com/register/otp) to complete their registration.

Please refer to the Supplier Enrollment Frequently Asked Questions [www.jpmorgan.com/info/otpfqa](http://www.jpmorgan.com/info/otpfqa) for more information. Thank you for your assistance with this important initiative.