

Using your Doane Card

When using your Doane University Credit Card here are some tips to help ensure your card works as expected.

1. Always insert your card instead of swiping.
 - a. Doane Credit Cards are enabled with EMV chips. These chips provide a higher level of security but only works when inserted into machines.
2. Sign up and utilize Card Alerts from JP Morgan (Chase).
 - a. <https://www.doane.edu/about-doane/offices/business-office/12667>
 - b. In the world we live in today, fraud is rampant. JP Morgan monitors all corporate cards. If a transaction is deemed to be potentially fraudulent, your transaction may be denied and your card blocked. With Card Alerts, you can sign up for email, phone calls, or texts. It is highly recommended to sign up for text alerts.
 - c. Text alerts come from a five-digit number 57621. Your phone may move these to a junk/unknown folder. Add this number to your phone to get alerts immediately.
 - d. Email alerts may go to your spam folder. Please find and mark as not spam.
 - e. Phone calls are only done during designated hours. Signing up for this option may delay notification and ability to use card.
3. After signing up for text alerts, respond to text messages to approve transactions or vendors.
 - a. As you approve more actual transactions, JP Morgan will begin to build a profile on your spending habits. At first, you may have many alerts; however, these should decrease as you use your card and Card Alerts.
4. If your card is declined and you do not receive a message call the phone number on the back of your card. The service rep will be able to help you resolve the problem.
5. If travelling abroad, you must notify JP Morgan prior to your leaving the country.
 - a. 1-800-316-6056 (In the United States.)
 - b. 1-847-488-3748 (Outside the United States)
6. You can always call or email the Business Office. Joshua Johnson is the administrator for Doane. If you are traveling and it is outside normal business hours please call the number on the back of your card for immediate assistance. During Business Office hours Josh can be reached at:
 - a. Office: 402-826-8200
 - b. Email: joshua.johnson2019@doane.edu