



## CHASE PAY CONNEXION (PCX)

### Frequently Asked Questions

**1. How does an employer register with JP Morgan Chase to make payments electronically through Chase Pay Connexion (“PCX”)?**

*Registration will occur upon first payment attempt from V3 ESS. When person logs in for first time, you will be prompted to reset their password. There are two ways an Employer can arrive into PCX. The most common method will be upon clicking the ‘Make Payment’ button on the confirm payment page in V3 ESS. The secondary method will be from the ESS “User Administration” page by clicking a button called “Manage PCX Accounts”. The second way will not invoke payment. It will be used for managing bank accounts.*

**2. Is there a maximum number of Users for PCX ?**

*There is no maximum.*

**3. What is ACH Debit?**

*ACH Debit is an Automated Clearing House Transaction and is often referred to as an “electronic check.” This is the same method you are using if you use a payroll provider or file taxes electronically.*

**4. Do I need to open an account with Chase Bank for the ACH Transfer?**

*No. The ACH debit will work with your current bank and your current account.*

**5. Will 32BJ Benefit Funds have access to my bank account information?**

*No. Fund employees will never have access to your bank account information. This information is entered during set up and can only be updated by your employees.*

**6. Can monies be moved from my bank account without my consent?**

*No. Neither the Funds nor the Union can initiate the ACH request until you have authorized the amount you wish to pay. You will control and approve all of your electronic payments.*

**7. I do not feel comfortable with anyone using my operating account for electronic banking.**

**Can I set up a separate bank account for this process?**

*Yes. Chase Bank will work with any bank account you want to use for this process.*

**8. I manage multiple buildings with multiple bank accounts; can I use a separate bank account for each of my 32BJ Benefit Funds accounts?**

*Each 32BJ Funds building within the system can have its own bank account.*





**9. What day will my bank account be debited?**

*Your bank account will be debited within 24 – 48 hours after you authorize the payment in V3.*

**10. Will I know the exact amount being debited from my bank account?**

*Yes. You will confirm the information either entered or imported into V3, which will “lock” the transaction. The information will be broken down and totaled for your review. The totals will then be displayed for authorization of payment. If you authorize a payment, a unique confirmation number will be generated by the system with totals for your records. In addition, you will be able to print or save a report showing a detailed breakdown of the monies you have paid.*

**11. Can I pay more than one obligation at a time?**

*No, you can only pay one invoice type at a time. For example all your BCI invoices.*

**12. What if I forget my password?**

*When you go to Chase PCX select “Forgot Password”. You will be asked to enter your email address. This need to match the email address you have in ESS. You will be asked to answer a security question. If you need assistance you may call us at 212-388-3354.*

