


Logging In

- 1) Open your Internet Browser.
- 2) Enter the following in your address bar:
www.paymentnet.com
- 3) Enter the following on the PaymentNet Login Screen:
Organization ID: US64178
User ID: <Enter USER ID>
Pass Phrase: < assigned>
- 4) Click .
- 5) On the left-hand side toolbar of the Welcome Screen, select **PaymentNet**.

Viewing Transactions


- 1) **Cardholders:** You will first see the All Transactions screen, displaying all of your transactions.
- 2) **Managers:** You will first see the All Transactions screen, displaying both your transactions and the cardholders who report to you.

Extra details on transactions may be available; if icons are displayed in the Trans ID column, such as , click them to view line-item detail.

CARDHOLDERS: Reviewing Transactions

- 1) Click on a transaction.
- 2) Compare the transaction details (e.g., amounts) with your receipts.
- 3) Review accounting code allocations (defaulted codes may appear) and make any changes.
- 4) Add any information to the **Transaction Notes** field, if needed.
- 5) Check the **Reviewed** box.
- 6) Click .

MANAGERS: Approving Transactions

- 1) On the All Transaction Screen, use the horizontal scroll bar to review transactions and allocations.
- 2) To view Transaction Notes, click the  icon, if displayed.
- 3) **If changes are required**, click on the transaction and make allocation changes. Check the **Approved** box and click .
- 4) **If changes are not needed**, check the **Approved** box on its row.
- 5) Use the page navigation to view more:

Your session will automatically “time out” after 20 minutes of inactivity.

Splitting Transactions

- 1) From the All Transactions screen, click on the transaction.
- 2) Click .
- 3) Select the number of splits from the drop-down box. The amount will be divided evenly among all rows.
- 4) Click on the first .
- 5) Select any changes to that row's allocations. Split by either percentage of dollar amount. Click .

Two splits—the remaining amount will be automatically added to the other row.

Three or more splits—Any changes to the first row, whether adding to or subtracting from the amount, will be added to or subtracted from the last row's amount.

Deleting rows—Change the number of splits from the drop-down box. Be aware that this will reset your split and remove any previous changes!

Canceling a split—To cancel an entire split, click .

- 6) Click on any other row and follow Step 5.
- 7) When finished, click .

Disputing Transactions

Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant!

- 1) From the All Transaction screen, click on the transaction.
- 2) Click **Dispute >**.
- 3) Confirm your **E-mail Address** is correct and enter the **Merchant State**, if empty.
- 4) Choose the **Dispute Reason** from the drop-down box. PaymentNet will refresh and may require additional field input.
- 5) Enter text in **Additional Information** about your dispute.
- 6) Click **Save >**.
- 7) Red text will appear, providing a link to a pre-populated Adobe PDF form to be signed and faxed to JPMorgan Chase.

Track the status of your dispute on the All Transactions Screen—

78  = Awaiting Documentation

78  = Disputes In Process

Click the colored dots and follow steps to Undo or Resolve your dispute.

Customer Service

JPMorgan Chase's 24-hour Customer Service Team is available for assistance at **1-800-270-7760** with:

- ▶ Reporting Lost/Stolen Cards
- ▶ Balance Inquiry
- ▶ Disputes Assistance
- ▶ Fraud Inquiry
- ▶ Declined Cards

The Customer Service Team does not provide assistance on PaymentNet—if you are experiencing difficulties, please contact your Program Administrator or Trainer.

Additional Resources

If you have additional questions, please contact your Program Administrator. Additional documentation on PaymentNet™ is available from the Documents drop-down menu on the PaymentNet Welcome Screen.




View Statements

On the left-hand side toolbar of the Welcome Screen, select **Electronic Statement & Payment**.

After Logging In, your most recent statement will appear.

- 1) To view historical statements, select a date from the **Billing Date** drop-down box.

Print Statements

- 1) Click **Print With Detail >**
- 2) Once the statement is ready, click the  button in the upper right-hand corner of your screen.
- 3) To save the PDF file, click .
- 4) To print the PDF file, click .

Attach itemized receipts to printed detail statement and send to Accounts Payable by the 15th of the following month.