


To Log 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:** US64353
 - User ID:** <Enter ID>
 - Pass Phrase:** < Pass Phrase>
- 4) Click .
- 5) On the left-hand side toolbar of the Welcome Screen, select **PaymentNet**.

To View Transactions

Cardholders: You will first see the All Transactions screen, displaying all of your transactions.

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 business purpose to the **Transaction Notes** field.
- 5) Check the **Reviewed** box.
- 6) Click .
- 7) Do this for each transaction.
- 8) When finished, click on HOME button on the right hand side of the page.
- 9) Logoff.

To Split 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 .

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

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 .



To View Statement


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

After Logging In, your most recent statement will appear. If you have more than one account number, use the **Account Number** drop-down box to view other statements.

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

To Print Statements

Click  or .

Once the statement is ready, click the  button in the upper right-hand corner of your screen.

To save the PDF file, click .

To Print Transaction Report with Account Codes and Notes

From the Paymentnet menu select “Reporting”

- 1) Click “Transaction”, then click “transaction detail with account code and notes”
- 2) Select correct period, hit “process criteria”
- 3) Select format – (we recommend Adobe) hit green arrow
- 4) Hit refresh until report is listed.
- 5) Double click on file.
- 6) Print report (use print button in JPMorgan Chase window).
- 7) Attach report to statement, reconciliation sheet and supporting documentation.
- 8) Forward to approver for review and signature.
- 9) After the approver reviews all documents and approves transactions, the following must be forwarded to Accounts Payable by the 10th of the month:



1. Monthly Statement
2. Transaction Report with Account Codes and Notes
3. Supporting Documentation

To Print Transaction Report with Account Codes and Notes (cont)

The department’s purchasing card may be temporarily suspended if the documentation is not received by Accounts Payable in a timely manner.

To Dispute 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 .
- 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 .
- 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—

 = Awaiting Documentation
 = Disputes In Process

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
- ▶ Lost Receipts

Who to Call For Help

To apply for a card, to change limits, to change name, if your card is declined, etc

Program Administrator –

Elaine Pierpont x8161

For Paymentnet questions or if you need help allocating charges, splitting transactions, adding accounting codes, etc

Accounts Payable Manager –

Jean Hines x8181

Director of Financial Operations –

Christie D’Amour x8162

UNIVERSITY OF RICHMOND

PaymentNet™

Cardholder / Manager
Guide

Side Two