

# PaymentNet®

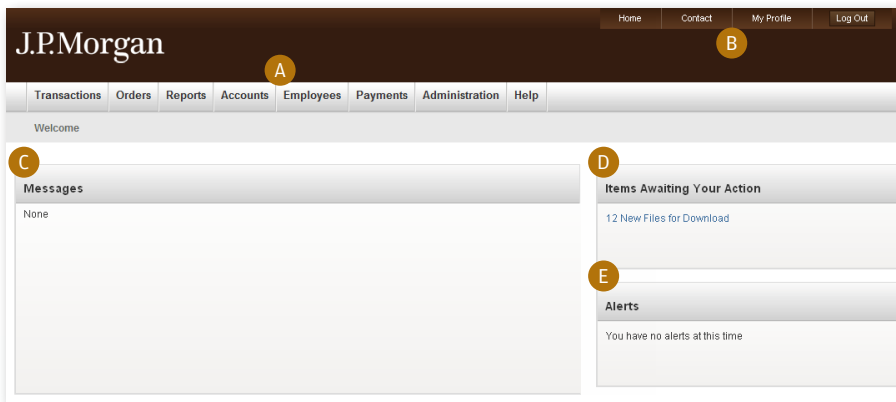
## Cardholder Quick Reference Card

### Purchasing Card

## Welcome to PaymentNet

The Welcome screen displays each time you log in to PaymentNet; it serves as your starting point or home screen.

PaymentNet is comprised of five navigation areas. These areas, and detailed descriptions of each navigation option, are shown below.



The PaymentNet Welcome screen is shown above.

### A. Menu Bar

The menu bar, located across the top of the screen, lists the PaymentNet features you are authorized to access. The menu items that display depend on your role and permissions. The online help menu is available on every screen; this menu provides resources to answer your questions.

### B. Toolbar

The toolbar provides shortcuts to basic navigation options. The toolbar can be accessed from all PaymentNet screens:

- **Home.** Returns you to the Welcome screen.
- **Contact.** Lists important contact information for your program.
- **My Profile.** Directs you to your PaymentNet profile information.
- **Log Out.** Allows you to securely end your PaymentNet session.

### C. Messages

Important messages from your organization's program administrator or J.P. Morgan. This might include an important update from J.P. Morgan to all PaymentNet users.

### D. Items Awaiting Your Action

Provides you with quick links to key actions, such as transactions to be reviewed as well as files available for download.

### E. Alerts

Displays compliance monitoring alerts for your review.

## Quick Topics

Welcome to PaymentNet.....	1
Logging In .....	2
Changing Your Password.....	2
Viewing and Printing a Statement.....	2
Selecting a Statement Delivery Method.....	2
Updating Email Notification Preferences .....	2
Viewing Transactions .....	2
Disputing Transactions .....	3
Running a Report .....	4
Support .....	4

## ▶ Logging In

- Using your Internet browser, go to the following address:  
[www.paymentnet.jpmorgan.com](http://www.paymentnet.jpmorgan.com).

The PaymentNet Log In screen.

- Enter the following on the PaymentNet **Log In** screen:
  - Organization ID.** Enter your Organization ID
  - User ID.** Enter your User ID
  - Password.** Enter your Password

**Note:** If you are unsure of your Organization ID, please contact your program administrator. Your password is case sensitive.

- Select the **Remember my Organization ID** checkbox. PaymentNet saves your Organization ID so you do not have to enter it each time you log in.

**Note:** J.P. Morgan discourages selecting this option if you are accessing PaymentNet from a public computer.

- Click **Log In**.

## ▶ Changing Your Password

- Click the **My Profile** link.
- Click the **Change Password** link.

- Enter your **Current Password**.
- Enter and confirm the **New Password**. Passwords are case sensitive and must conform to the password constraints that display to the right of the fields.
- Click **Save**.

## ▶ Viewing and Printing a Statement

- Select **Transactions > Statement**.
- If you have more than one account number, use the **Account Number** drop-down to view other statements.
- Select a date from the **Billing Date** drop-down list.
- Click **Download Statement**.

Post Date	Tran Date	Reference	Description	City	State/Prov	MCC	Amount
03-02-2018	03-02-2018	00000000000000000000000000000000	CASH ADVANCE FEE		UN	6011	\$2.50
03-02-2018	03-02-2018	00000000000000000000000000000000	CASH ADVANCE FEE		UN	6011	\$2.50
03-02-2018	03-02-2018	00000000000000000000000000000000	PAYMENT RECEIVED - THANK YOU			0000	\$-527,029.38
03-02-2018	03-02-2018	00000000000000000000000000000000	AIRLINE	800-000-0000	TX	3000	\$342.00

- After the Adobe® PDF file opens, save or print the statement.

## ▶ Selecting a Statement Delivery Method

- Click the **My Profile** link.
- Select the **Accounts** tab.
- Select the preferred delivery method from the **Statement Delivery** drop-down list.
- Click **Save**.

## ▶ Updating Email Notification Preferences

You can configure PaymentNet to receive email notifications when action items are complete. For example, you might set up an email notification for completed reports.

- Click the **My Profile** link.
- Select the checkbox next to the email notifications you want to receive. You can elect to receive email notifications for different action items and modules.
- Click **Save**.

## ▶ Viewing Transactions

There are three ways to find and review transactions.

Locate transactions from the Transaction List: select Transactions > Manage. The Transaction List screen displays transactions for the last 30 days.

You can also find transactions using an existing (saved) query: select Transactions > Manage, and select an existing query from the drop-down list next to the Set as Default Query link.

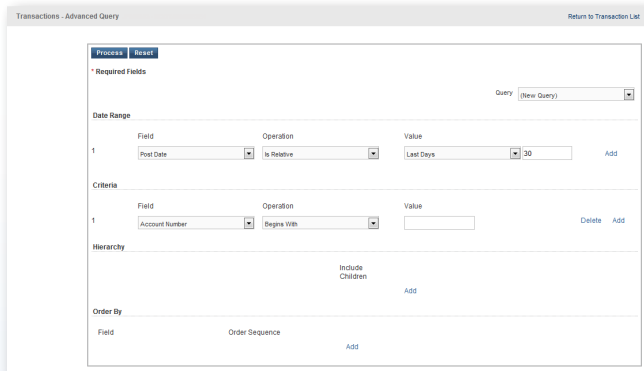
A more specific way is to locate transactions based on the criteria you define by creating a new query. Finding a transaction this way locates just those transactions you need.

Follow the steps below to create a new query to view transactions.

1. Select **Transactions > Query**.
2. Enter your date range:
  - **Field.** You can select **Post Date** or **Transaction Date** from the drop-down list.
  - **Operation.** Select the criteria to measure the field value. The operations that display vary based on the selected Field. For example, **Is Relative** is a relative date range or a period of time that is relative to the current date, e.g., Last Week is a relative date range.
  - **Value.** Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.
3. Enter your criteria:
  - **Field.** Available fields are listed in alphabetical order. Select a field from the drop-down.
  - **Operation.** Select the criteria to measure the field value. The operations that display vary based on the selected Field.
  - **Value.** Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.

**Note:** To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. For example: enter "Banana" instead of "Bananas," "Banana's," "Bananas, Inc." or "Banana Store #2342."

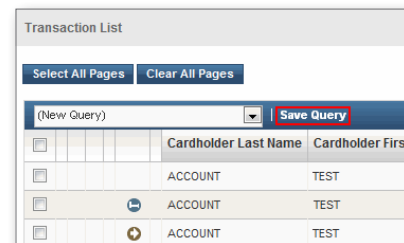
4. If additional rows of criteria are needed, click the **Add** link. To delete a row of criteria, click the **Delete** link.






The Transaction - Advanced Query screen.

5. In the **Order By** section, set the data columns in a specific order:
  - a. Click the **Add** link.
  - b. Select the **Field**.
  - c. Select the **Order Sequence**.
6. Click the **Process** button to run the query. Query results display on the **Transaction List** screen.

7. Click the **Save Query** link located next to the default query drop-down list.
8. Enter the name you want for this query in the text field.
9. Click **Save**. The saved query is now available from the **Save Query** drop-down list.
10. Click the transaction you want to view.



11. On the **Transaction Detail** screen, select the appropriate tab to view additional information:
  - **General Information.** Manage transaction details such as approving transactions, entering tax information, and applying accounting codes.
  - **Receipts.** Attach or fax receipts if your organization has Receipt Imaging enabled.
  - **Addendum.** Review details such as a tracking number associated with an order and the anticipated delivery date.
  - **History.** Review additional transaction audit data.

**Note:** Additional information on transactions may be available if icons (e.g., , , ) are displayed on the Transaction List. Click the icon to view the detail.

## ▶ Disputing Transactions

You can dispute a charge to your card account. For example, if you have an incorrect charge, a billing error, or if the merchandise you received is not as described, you can dispute it.

**Note:** Before disputing a transaction, you must first attempt to resolve the issue directly with the merchant.

1. Select **Transactions > Manage**.
2. Click the transaction to dispute.
3. Click **Dispute**.
4. Confirm your **E-mail Address**.
5. Select the **Dispute Reason** from the drop-down list. The system refreshes and might require additional field input.
6. Enter any additional information, if necessary.
7. Click **Submit**.

**Note:** Track the status of your dispute online on the Transaction List.

- = Dispute in Process
- = Dispute Submitted
- = Dispute Resolved

Click the colored squares and follow the steps to cancel or resolve your dispute.

## ▶ Running a Report

Follow these steps to run an existing report. For example, use these procedures to run the Transaction type Statement of Account Report.

1. Select **Reports > Create**.
2. Select the report you want to run.

**Note:** To view only one report category at a time, select the Report Type from the drop-down list.

3. Enter the following report information:
  - **Name.** Enter a name for your report.
  - **Report Format.** Output formats include Adobe PDF, Microsoft® Excel® and CSV (Comma Separated Value).
  - **Compress Output.** Reports that contain sensitive data are automatically compressed and encrypted.
4. Enter your date range:
  - **Field.** You can select **Post Date** or **Transaction Date** from the drop-down list.
  - **Operation.** Select the criteria to measure the field value. The operations that display vary based on the selected Field. For example, **Is Relative** is a relative date range or a period of time that is relative to the current date, e.g., Last Month is a relative date range.
  - **Value.** Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.

5. To filter the report using criteria, click the **Add** link in the **Criteria** section. Enter your criteria.

**Note:** Selecting at least one criteria when running reports ensures the report runs quickly and delivers targeted results.

6. If additional rows of criteria are needed, click the **Add** link. To delete rows of criteria, click the **Delete** link.

7. In the **Order By** section, set the data columns to display in the report in a specific order:
  - a. Click the **Add** link.
  - b. Select the **Field**.
  - c. Select the **Order Sequence**.
8. To save the report criteria, click **Save**.
9. Click **Process Report**. Report results are displayed on the **Available Downloads** screen.

## ▶ Support

You can find answers to most of your questions by using PaymentNet online help. Access online help by clicking Help at the top of any screen in PaymentNet, and then clicking Help Index.

For assistance, please contact your company's program administrator or J.P. Morgan Customer Service by calling the phone number on the back of your card.

If you do not have your card, please contact Customer Service at 1-800-270-7760 (TTY 1-800-955-8060).

J.P. Morgan Customer Service is available 24 hours a day, seven days a week.

**Note:** For the most efficient and fastest service, use the number on the back of your card whenever possible.