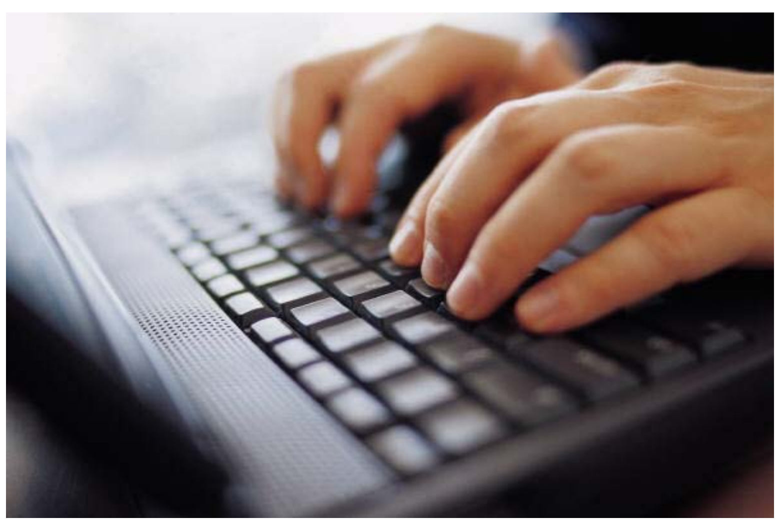
PaymentNet

Help Guide



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Logging in to PaymentNet

1. Using your internet browser, go to the following address: **https://www.paymentnet.jpmorgan.com/**
2. Enter your **Organization ID**.
3. Enter your **User ID**.
4. Enter your **Password** (case-sensitive).
5. Click **Log In**.

Forgot Your Password?

1. Click the **Forgot your password?** link on the **Log In** screen.
2. Enter the following information: **Organization ID, User ID** and **Email Address.**
3. Click the **Next** button.
4. Click the **Get Access Code** button.
5. Copy the access code from your email. Enter or paste the access code in the **Access Code** field.
6. Click the **Next** button.
7. Click the checkbox next to at least two of the available security questions.
8. Enter your security question responses in the text boxes provided.
9. Click the **Next** button.
10. Complete the following fields: **New Password** and **Confirm New Password**.
11. Click the **Next** button.
12. Click the **Continue** button to log in.

Change Your Password

1. Click **My Profile** link.
2. Click the **Change Password** link.
3. Complete these fields: **Current Password**, **New Password** and **Confirm Password**.
4. Click the **Save** button.

Change an Employee Password

1. Select **Employees > Manage**.
2. In the **User ID** column, click the link to the employee for whom you want to change a password.
3. Click the **User Access** tab.
4. Click the **Change Password** link.
5. Complete these fields:

   Temporary Password
   Enter a new password for the employee. This temporary password is case sensitive, must be exactly eight characters in length, must contain at least one alpha and one numeric character, and must not contain any special characters.

   Confirm Temporary Password
   Re-enter the new password for the employee.
6. Click the **Save** button.

NOTE: The phrase PASSWORDEXPIRED displays in the User Status filed until the user changes, their temporary password. Once the user changes their temporary password, the phrase changes to ACTIVE.

Menu Bar

The menu bar, located across the top of the screen, lists the primary PaymentNet modules you are authorized to access. Menu options include:

- **Transactions:** From this menu, you can view, review, and dispute a transaction.
- **Reports:** From this menu, you can view, create, schedule, download, and delete reports.
- **Accounts:** From this menu, you can view card account detail, create a new card account, issue a new card account, change card account status, and manage card account spend and MCC group limits.
- **Employees:** From this menu, you can view the user account profile, add a new user account, change user account information, assign or change user access roles, and unlock or change a user account password.
- **Help:** From this menu, you can quickly and conveniently access online information and step-by-step instructions on using PaymentNet.

Toolbar

The toolbar, located at the top-right of the screen, provides shortcuts to basic user interface options. The toolbar can be accessed from all PaymentNet screens.

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

Create a Card Account

You can create a card account using an existing account as a template. This way, you can duplicate account settings, limits, and MCC Groups as necessary. The account template saves you time on data entry.

1. Select **Accounts > Manage**.
2. In the **Account Number** column, click the link to the account number you want to use as a template for the new card account.
3. Click the **Create New Account** button.
4. From the Type of Account drop-down list, select **Individual**.
5. From the Type of Employee drop-down list, select the employee type:

   An **Employee** is defined as any PaymentNet user. To access PaymentNet, user must be set up as an Employee in PaymentNet and assigned a user id and password.

   New Employee
   This option is applicable if the card is being created for an employee that does not currently exist in PaymentNet. A new employee profile is created for the cardholder.

   Select **Generate Login Information** checkbox and PaymentNet will automatically generate a system default temporary password. Cardholder will be set up in the Employee section with the ‘cardholder’ role and their scope of view will be ‘self’. Email from JPMorgan will automatically be sent to the email address assigned to the cardholder’s account containing the log in criteria.

Existing Employee
This option is applicable if the card is being created for an existing employee that already exists in PaymentNet.

Same Employee
If the account is for the same employee on the account template, select this option. If you select this option, the General Information fields automatically populate with the employee information.

No Employee
This option is applicable if the card is not being created for an existing employee and card holder will not be logging in to PaymentNet.

6. Complete the required fields that display in the **General Information** screen.

   NOTE: Do not use the employee’s actual full 9-digit SSN. Use the last four digits of employee ID or SNN preceded by 999-99-
7. If applicable, complete the **Transaction Defaults.**
8. Click the **Continue** button.
9. *PaymentNet displays the Application Acknowledgement window.* Select the checkbox and click the **Continue** button to indicate that you have read and accept the Acknowledgement.
10. Modify the **MCC Group, Credit Limit** (billing cycle limit) and/or **Single Amount Limit** (per transaction limit) if necessary.
11. Click the **Continue** button.
12. Click the **Save** button. PaymentNet saves the account settings and displays a confirmation message.

Change Account Controls

Change Limits or MCC Group for the Account

1. Select **Accounts > Manage.**
2. In the **Account Number** column, click the account you want to edit.
3. Select the **Controls** tab.
4. Enter the desired **Credit Limit** (billing cycle limit) and/or **Single Amount Limit** (per transaction limit).
5. Choose the appropriate **MCC Group** from the drop down list.
6. Click the **Save** button.

Change Card Status

1. Select **Accounts > Manage**.
2. In the **Account Number** column, click the link to the account number for which you want to change the card status.
3. From the **Status** drop-down list, select the card status.

   Active
   Select this option to activate the card.

   Lost or Stolen
   Select this value if the card is lost or stolen. When you select this field, the **Date of Last Seen**

field displays. In this field, enter the date when the card was last seen. This status closes the account and automatically creates a new card with a new account number.

Suspended
Select this value to temporarily suspend the card. You have the option to enter a **Suspend Begin Date** and **Suspend End Date**, if desired. To manually reactivate a suspended card, change the status back to Active.

Closed
Select this card status to permanently close the card. Once you select this option, a drop-down list displays reasons for closing the account. Select a value from this drop-down list.

4. Click the **Save** button.

Issue a New Card

Only issue a new card if the existing card no longer works. This feature does not create a new account or an account number. Do not use this feature for lost or stolen accounts.

1. Select **Accounts > Manage**.
2. In the **Account Number** column, click the link to the account number for which you want to issue a new card.
3. Click **Issue New Card** button.

Print a Statement

1. Select **Accounts > Manage**.
2. On the **Account List**, click on the **Statement Icon** for which you want to print a statement.
3. On the **Statement Detail** screen, click **Download Statement**.
4. The statement opens in your default PDF viewer.
5. Print the statement.

If the account has had no activity during the statement period, a statement for that time period will not be generated.

To print a previous statement, select a different billing date from the **Billing Date** drop-down menu. You will have access to 24 months of history.

NOTE: Cardholders that log on to PaymentNet can access their statement by selecting **Transactions > Statements.**

View Transactions

1. Select **Transactions > Manage**. The **Transaction List** screen displays transactions for the last 30 days.
2. Click the desired transaction.
3. On the Transaction Detail screen, select the appropriate tab to view additional information:
   - **General Information**
   - **Addendum**
   - **History**

View Authorizations/Declines

1. Select **Transactions > Authorizations/Declines.**

2. Select a query value from the **New Query** drop-down list. As needed, enter any related information in the text box.
3. Click the **Go** button.
4. Click the account number for which you want to view authorizations and declines.
5. Review the fields that display.

Dispute a Transaction

You can dispute a transaction up to 60 days after the transaction date.

1. Select **Transactions > Manage**.
2. Click the transaction you want to dispute.
3. Click the **Dispute** button.
4. Enter your email address in the **E-mail Address** field.
5. Select a dispute reason from the **Dispute Reason** drop-down list.
6. Click the **Submit** button.

A yellow icon displays next to the transaction on the **Transaction List** screen when you submit a transaction dispute. The yellow icon indicates that a dispute has been submitted but not yet processed by J.P. Morgan.

A red icon displays next to the transaction to indicate that the dispute is in process.

A green indicator displays next to the transaction to indicate that the dispute is resolved.

Query - Transactions

Quick Query

A quick query allows you to perform a basic search for information using system-defined fields. Quick query results are limited to the last 30 days.

1. Select **Transactions > Manage**.
2. Select the appropriate query field from the **New Query** drop-down list. **Quick Query** options that are available from the **Transaction List** screen include:

   Account Number, Approval Status, Cardholder Last Name, Diverted To, Merchant Name, Parent Merchant Name, Post Date, and **Transaction ID.**
3. In the text box, enter the characters or digits of the search criteria.
4. Click the **Go** button.

Advanced Query

You can perform complex searches for transaction information using advanced search options.

1. Select **Transactions > Query**

   OR

   Select **Transactions > Manage**. Click the **Advanced Query** button.
2. Complete the **Date Range** section fields **(Required)**:

   Field
   Select either **Post Date** or **Transaction Date** from the drop-down list.

   Operation
   Select the operation that you want to measure the **Field** value. Operation values include: **Cycle Is, Is Between, Is Equal To,** and **Is Relative.**

Value

The values that display vary based on the operation you select. Select a value from the drop-down list or enter a value.

3. Optionally, to add additional date ranges, click the **Add** link and then complete the added **Date Range** fields.
4. Complete the **Criteria** section fields **(Optional)**:

   Field
   Select a value from this drop-down list that identifies the field by which you want to search.

   Operation
   Select the operation that you want to measure the **Field** value. The operations that display vary based on the **Field** value you select. Possible operation values include: **Begins With, Contains, Is Equal To, Is Greater Than, Is Greater Than or Equal To, Is Less Than, Is Less Than or Equal To,** and **Is Not Equal To.**

   Value
   The values that display vary based on the **Operation** value you select. Select a value from the drop-down list or enter a value.
5. Optionally, click the **Add** link in the **Criteria** section to add additional rows of criteria.
6. Optionally, click the **Add** link in the Hierarchy section to add a hierarchy.
7. Complete the **Hierarchy** section fields **(Optional)**:

   Hierarchy ID
   Enter the name of the hierarchy by which you want to search. Alternately, you can click the **Hierarchy ID** link and select a hierarchy from the pop-up window.

   Include Children
   If you want to include hierarchy children in the search, select this check box. When you select this check box, all users under the select hierarchy point are included in the search.
8. Optionally, click the **Add** link in the **Hierarchy** section to add additional rows of hierarchy.
9. Optionally, if you want to sort the search results, click the **Add** link in the **Order By** section.
10. Complete the **Order By** section fields if you want to sort the search results **(Optional)**:

    Field
    Select a value from this drop-down list to determine how you want the search results to display.

    Order Sequence
    Select the order display from this drop-down list. You can select either **Ascending** or **Descending**.
11. Optionally, click the plus icon in the **Order By** section to add additional rows of order by.
12. Click the **Process** button.

Query - Accounts

Quick Query

You can perform a basic search for card account information using pre-selected fields and values.

1. Choose **Accounts > Manage**.
2. Select the appropriate query field from the **New Query** drop-down list. **Quick Query** options that are available from the **Account List** screen include:

   Account Number, Cardholder First Name, Cardholder Last Name, Diverted To, Hierarchy ID, and **User ID.**

3. In the text box, enter the characters or digits of the search criteria.
4. Click to **Go** button.

Advanced Query

You can perform complex searches for card account information using advanced search options.

1. Select **Accounts > Query**

   OR

   Select **Accounts > Manage**. Click the **Advanced Query** button.
2. Complete the **Criteria** section fields:

   Field
   Select a value from the drop-down list that identifies the field by which you want to search.

   Operation
   Select the operation that you want to measure the **Field** value. The operations that display vary based on the Field value you select. Possible operation values include: **Begins With, Contains, Is Equal To, Is Greater Than, Is Greater Than or Equal To, Is Less Than or Equal To,** and **Is Not Equal To.**

   Value
   The values that display vary based on the operation you select. Select a value from the drop-down list or enter a value.
3. Optionally, click the **Add** link in the **Criteria** section to add additional rows of criteria.
4. Optionally, click the **Add** link in the **Hierarchy** section to add a hierarchy.
5. Complete the **Hierarchy** section fields **(Optional)**:

   Hierarchy ID
   Enter the name of the hierarchy by which you want to search. Alternately, you can click the **Hierarchy ID** link and select a hierarchy from the pop-up window.

   Include Children
   If you want to include hierarchy children in the search, select this check box. When you select this check box, all users under the selected hierarchy point are included in the search.
6. Optionally, click the **Add** link in the **Hierarchy** section to add additional rows of hierarchy.
7. Complete the **Order By** section fields if you want to sort the search results **(Optional)**:

   Field
   Select a value from this drop-down list to determine how you want the search results to display.

   Order Sequence
   Select the order display from this drop-down list. You can select either **Ascending** or **Descending**.
8. Optionally, click the plus icon in the **Order By** section to add additional rows of order by.
9. Click the **Process** button.

Save a Query

You can save a query for future use. This way, you can avoid the task of creating a new query each time you want to find specific PaymentNet data.

Once you save a query, you can access the query from the **Query** drop-down list.

1. Perform an advanced query.
2. On the **List** screen where the query results display, click the **Save Query** link.

3. In the text box, enter a unique name for the query.
4. Click the **Save** button.

Set a Default Query

You can set a default query by saving an advanced query. The query you set as the default automatically filters the data that displays on the corresponding **List** screen. Set a default query to quickly sort through and identify the data you want to review. Before you can set a default query, you must create an advanced query and save an advanced query.

1. Navigate to the **List** screen where you want to create a default query.
2. Select the query you want to set as the default from the **Query** drop-down list.
3. Click the **Default Query** link.

Delete a Saved Query

1. Navigate to the appropriate **List** screen.
2. From the **Query** drop-down list, select the query you want to delete.
3. Click the **Delete Query** link.
4. Click the **OK** button.

Create a Report Instance

1. Select **Reports > Create**.
2. Find the report you want to generate. You can narrow your search by clicking the **Report Type** drop-down and selecting the report category. This displays only those reports in that category.
3. Click the name of the report you want to generate.
4. From the **Report Format** drop-down list, select one of the following options - **Adobe PDF, MS Excel,** or **CSV.**
5. If you want to customize the report, modify the **Criteria, Hierarchy** and/or **Order By** fields. If you customize the report, you must enter a unique report name in the **Name** field.
6. Click the **Save** button.
7. Click the **Process Report** button.

The **Available Downloads** screen opens. The report you have just processed is displayed, as are any past reports. You can click the **Refresh** button to update what is listed in the **Status** column. When you first process the report, the status moves from **Submitted**, to **Processing,** and finally to **Successful**. You can open the report once the status is set to **Successful**.

Schedule a Report to Run Automatically

1. Select **Reports > Create**.
2. Find the report you want to generate. Do one of the following:
   - If you saved a report, you can select **My Saved Reports** from the **Report Type** drop-down list and then select the report.
   - Click the name of the report that needs to be scheduled.
3. Select the **Schedule to Run Automatically** checkbox.
4. Select one of these options from the **Frequency** drop-down menu:

Weekly
If you select this option from the **Frequency** drop-down list, then you must select the weekday on which you want the report file to run. Select a day from the **Day** drop-down list.

Monthly
If you select this option from the **Frequency** drop-down list, then you must select the day of the month on which you want the report to run. Select a day of the month from the **Day** drop-down list.

Daily
If you select this option from the **Frequency** drop-down list, then you must select the day on which you want the report to run. Select either **Every Day** or **Every Week Day** from the **Day** drop-down list.

Cycle
If you select this option from the **Frequency** drop-down list, then you must select when you want the report to run during each cycle. Select a value from the **Cycle** drop-down list. Then, select the **First** day of current period or **Last** day of current period option.

5. Click the **Save** button.

Download a Report

1. Select **Reports > Download**.
2. Click the name of the report you want to download. You can click the **Refresh** button to update what is listed in the **Status** column. When you first process the report, the status moves from **Submitted**, to **Processing**, and finally to **Successful**. You can open the report once the status is set to **Successful**.
3. In the **File Download** dialog box, click **Open**.

   Open
   Click this button to open the report.

   Save
   Click this button to save the report to your computer.

   Cancel
   Click this button to return to the **Available Downloads** screen.

Delete a Report Instance

1. Select **Reports > Create.**
2. Click the name of the report you want to delete.
3. Click the **Delete** button.

Delete a Report Output

1. Select **Reports > Download.**
2. Select the checkbox(es) next to the report(s) you want to delete.
3. Click the **Delete Selected** button.