Logging On

1. Open your Internet browser and enter the following in your address bar: www.paymentnet.jpmorgan.com
2. Enter the following on the PaymentNet **Log On** screen:
   - **Organization ID:** Enter your Organization ID
   - **User ID:** Enter your User ID
   - **Password:** Enter your Password

> Note: Your password is case-sensitive.

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

> Note: If you are accessing PaymentNet from a public computer, J.P. Morgan discourages selecting this option.

4. Click **Log On**.

Navigating PaymentNet

PaymentNet is comprised of four navigation areas. These areas, and detailed descriptions of each navigation option, include the following:

- Menu Bar: The menu bar, located at the top of the screen, lists the PaymentNet modules you are authorized to access.
- Icons: The icons, located at the top right of the screen next to the menu options, lists shortcuts to basic navigation options. These icons can be accessed from all PaymentNet screens. Icon options include:
  - **Home ( ).** Returns you to the **Welcome** screen.
  - **Contact Information ( ).** Lists important contact information for your program.
  - **My Profile ( ).** Directs you to your PaymentNet profile information.
  - **Logout ( ).** Allows you to securely end your PaymentNet session.
- Items Awaiting Your Action: Located on the right side of the **Welcome** screen, it provides you with quick links to such key actions as; transactions to be reviewed, or approved, as well as files available for download. This section displays the word *none* if there are no items awaiting your attention.
- Customizable Messages: Located on the **Welcome** screen in the **Messages** section are the following types of messages:
  - **Message from Program Administrators to their users -** Important messages from your program administrator
  - **Message from J.P. Morgan to all users -** Important updates from J.P. Morgan to all PaymentNet users.

Changing Your Password

1. From the main menu, select the **My Profile** icon.
2. Click the **Change Password** link.
3. Enter the **Old Password**.
4. Enter and confirm the **New Password**. Passwords are case-sensitive and must conform to the password constraints that display on the screen between the New Password and Confirm New Password fields.
5. Click **Save**.

Changing E-mail Address for Notification

PaymentNet can send you notification email messages. For example, you can be notified when your statement is available.

1. From the main menu, select the **My Profile** icon.
2. From the **General Information** tab, enter the email address in the **E-mail Address** field.
3. Click **Save**.

Performing a Query

1. Select **Transactions > Query**.
2. Enter your criteria:
   - **Field** - Available fields are listed in alphabetical order. Select a field from the drop-down.
   - **Operation** - Options depend on the field selected.
   - **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.”

3. If additional rows of criteria are desired, click the **Plus** (+) icon. To delete a row of criteria, click the **Trash Can** icon.
4. To limit the search by hierarchy level:
   - Click the **Plus** (+) icon in the **Hierarchy** section.
   - Enter the Hierarchy ID.
   - Select the **Include Children** checkbox to include all levels of hierarchy below the entered hierarchy ID.
5. To view the data in a specific order:
   - Click the **Plus** (+) icon in the **Order By** section.
   - Select the **Field**.
   - Select the **Order Sequence**.
6. Click **Process** to run the query. Query results display on the **Transaction List**.
7. Click **Reset** to clear all query settings and begin again.

Viewing Transactions

1. Select **Transactions > Manage**. The **Transaction List** screen displays your transactions for the last 30 days.

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

2. If necessary, perform a query to locate the desired transaction.
3. Click the desired transaction.

Your session will automatically “time out” after 15 minutes of inactivity.

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4. On the **Transaction Detail** screen, select the appropriate tab to view additional information:
   - General Information
   - Receipts
   - Addendum

Splitting Transactions

1. Select **Transactions > Manage**.
2. On the **Transaction List** screen, click the transaction you want to split.
3. On the **General Information** tab, click **Add Lines**.
4. Enter the number of lines to add in the field that displays and click **Add**. The total transaction amount will be divided evenly among each line.
5. Make any necessary changes, including description, percentage/amount, and code allocation for each line.
6. Click **Save**.

Allocating Transactions

1. Select **Transactions > Manage**.
2. On the **Transaction List** screen, click the transaction you want to allocate.
3. On the **General Information** tab, select the Chart of Accounts from the **Chart of Accounts** field in the **Accounting Codes** section.
4. Enter the appropriate Accounting Code information.
5. Enter the appropriate information in the available fields on the **Transaction Custom Fields** section.
6. Enter applicable information in the **Transaction Notes** field if needed.
7. Click **Save**.

Disputing Transactions

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

1. Select **Transactions > Manage**.
2. On the **Transaction List** screen, click the transaction you want to dispute.
3. On the **Transaction Detail** screen, 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 Undo or Resolve your dispute.

Selecting Statement Delivery Method

1. From the main menu, select the **My Profile** icon.
2. Select the **Accounts** tab
3. Select the desired delivery method from the **Statement Delivery** drop-down list.
4. Click **Save**.

Viewing Statements

1. Select **Transactions > Statement**. The current billing cycle statement displays.
2. If you have more than one account number, use the **Account Number** drop-down box to view other statements.

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

Downloading and Printing Statements

1. Select **Transactions** > **Statement** to display the **Statement Detail** screen.
2. From the **Statement Detail** screen, click **Download Statement**.
3. Once the Adobe PDF file is open, you can save or print the statement.

Making a Payment

Note: Before you can make a payment, you must first have an account set up. For steps on setting up an account, see PaymentNet online help.

1. Select **Payments** > **Create** to display the **Payments Detail** screen.
2. From the drop-down list, select the account for which you want to make a payment.
3. Select the correct bank account.
   - To modify or create a bank account:
     1. Select the **My Profile** icon
     2. Select the **Bank Information** tab.
4. Enter the **Payment** amount.
5. Select the **Payment Date**.
6. Click **Submit**. A dialog box opens and verifies the payment information.
7. Click **OK**.

Running Reports

1. Select **Reports > Create**.
2. On the **Report List**, select the report you want to run.

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

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3. On the **Report Detail** screen, enter the following report information:
   - **Name**. Enter a name for your report.
   - **Report Format**. Output formats include Adobe® PDF, Microsoft® Excel® and CSV.
   - **Compress Output.** Reports that contain sensitive data are automatically compressed and encrypted.
4. To filter the report using criteria, click the **Plus** (+) icon 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.

5. If additional rows of criteria are needed, click the **Plus** (+) icon. To delete rows of criteria, click the **Trash Can** icon.
6. To limit the report by hierarchy level:
   - Click the **Plus** (+) icon in the **Hierarchy** section.
   - Enter the desired Hierarchy ID or use the **Hierarchy ID** link to select the hierarchy level from the Hierarchy list.
   - Select the **Include Children** checkbox to include all levels of hierarchy below the entered Hierarchy ID.
7. To view the report in a specific order:
   - Click the **Plus** (+) icon in the **Order By** section.
   - Select the **Field**.
   - 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.

Cardholder Support

To contact the Cardholder Support Team, call the phone number on the back of your card. The Cardholder Support Team is available 24 hours a day.

If you do not have your card, contact your program administrator.

Possible inquiries include:
- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support cannot assist with questions specific to PaymentNet.

PaymentNet Support

For company-specific program inquiries, information or for help with navigating in PaymentNet, contact your organization’s assigned program administrator.

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