JPMorganChase

PaymentNet™

For EMU PCard Cardholders and Supervisors

Quick Reference Guide

ICT/ATCS
Learning Series

EMU PCard Billing, Verification, and Approval Cycle

1. Email notifications reminding Cardholders and Supervisors to allocate transactions via PaymentNet will be sent on the 5th and 20th of the month.
2. Transactions will be uploaded into Banner on the 10th and 25th of the month.
3. Transactions cannot be allocated via PaymentNet once they have been uploaded into Banner. Instead, you will need to contact the Accounting department with the necessary information to process a manual journal entry.

Logging On to PaymentNet

1. Using a browser, navigate to the **PaymentNet** login page at https://www5.paymentnet.com.
2. Type **emu0001** in the **Organization ID** field.
3. Type your **my.emich Username** in the **User ID** field.
4. Type your pass phrase in the **Pass Phrase** field.
   Note: *The first time you log in you will be required to change the pass phrase supplied to you by your Program Administrator. Type and confirm your new pass phrase to complete this change.*
5. Click the Go button.

Changing Your Pass Phrase

1. Click the **My Profile** button on the menu bar.
2. Click the **Change Pass Phrase** link.
3. Type your current pass phrase in the **Old Pass Phrase** field.
4. Type your new pass phrase in the **New Pass Phrase** and **Confirm New Pass Phrase** fields.
   Note: *Do not use your my.emich password as your pass phrase.*
5. Click the Save button.
   Note: *An **Information was saved successfully** message displays.*

Viewing Transactions

1. Place your mouse pointer over **Transactions** on the menu bar and click **Manage**.
   Note: *The **Transaction List** displays a list of transactions from the past 30 days. To view transactions older than 30 days, see **Creating and Saving a Query**.*
2. Click anywhere on a transaction row to view the **Transaction Detail** page.
   Note: *Use the **Transaction Detail** page to allocate, split, and dispute transactions.*

Allocating Transactions

Allocate a transaction to change the Fund/Org or Account codes being charged. If no action is taken, transactions will be charged to default codes.

1. From the **Transaction Detail** page, review the information in the **Accounting Codes** section.
2. If necessary, change the default **Fund/Org/Program Code** or **Account** by clicking the respective pull-down arrow and making another selection.
3. Click the Save button and then the **List** link.

Adding Lines/Splitting Transactions

Split transactions when charging to multiple Fund/Org codes.

1. From the **Transaction Detail** page, click the **Add Lines** button.
2. Click in the **Enter # of Lines** field and type the desired number of lines.
3. Click the **Add** button and then the **Expand** button.
   Note: *The total amount will be divided evenly among each line.*
4. Review and make any necessary changes to the line details.
5. Click the Save button and then the **List** link.

Disputing Transactions

You must first attempt a resolution with the merchant directly.

1. From the **Transaction Detail** page, click the Dispute button.
2. Click the **Dispute Reason** pull-down arrow and select the most appropriate reason for the dispute, from the list.
   Note: *Click the **Other: Detailed information attached describing dispute** item from the list to create a custom reason.*
3. Verify your email address is correct.
4. Click the Submit button.
5. Click the **Return to Transaction Detail** link and then the **List** link.

Creating and Saving a Query

Supervisors will see all transactions for Cardholders they supervise. Use queries to filter by Cardholder name.

1. Place your mouse pointer over **Transactions** on the menu bar and click **Query**.
2. Click the **Field** and **Operation** pull-down arrows then select the desired field name and operator.
3. Click in the **Value** field and type the search data.
   Note: *To add additional criteria for your query, click the* ***Add Line*** *button and repeat steps 2 - 3. To delete a line of criteria, click the* ***Trash*** *button.*
4. Click the Process button to run the query.
   Note: *Query results will display via the* ***Transaction List*** *page.*
5. Click the **Save Query** button
   

6. Click in the **Save Query** field and type a name for your query.
7. Click the Save button.
   Note: *The saved query can now be accessed via the* ***Query*** *field pull-down arrow.*

Viewing and Printing a Statement

1. Place your mouse pointer over **Transactions** on the menu bar and click **Statement**.
2. Click the **Submit Print Request** button.
3. Click the **Statement Type** pull-down arrow and select **Standard (with Addendum Details)** from the list.
4. Click a report link from the **Name** column.
   Note: *If the link does not display, wait a few minutes and then click the browser's* ***Refresh*** *button.*
5. Click the **OK** button from the **Open** dialog box.

Cardholder Responsibilities

- Verify that the transactions listed on your paper statement match the original itemized receipts.
- When appropriate, dispute transactions via PaymentNet.
- If necessary, split and allocate any transaction(s) listed in PaymentNet by the upload dates.
- Any relevant comments should be written on the original receipt(s).
- Write any relevant comments on the original itemized receipt(s) ant attach them to the paper statement.

Cardholder Responsibilities (cont.)

- Obtain the Supervisor's signature on the paper statement.
- Ensure the signed statement and attached receipts are maintained/stored for seven (7) years.

Supervisor Responsibilities

- Supervisors who are also Cardholders will need to follow the Cardholder responsibilities listed above.
- Review and sign paper statements for any Cardholders that directly report to you.

Quick Tips

- Your session will automatically "time out" after 15 minutes of inactivity.
- Any comments recorded on the original itemized receipt can also be typed in the **Transaction Notes** field of the **Transaction Detail** page.
- The **Merchant Category Codes (MCC)** is used to determine the default **Account** Code.
- Charging meals to your University PCard is generally allowed if someone who is not an EMU employee is present and their presence is for a specific business purpose that benefits the University (e.g. recruiting prospective employees).
- Meals related to overnight business travel are covered under the per diem rules and should not be charged to a University PCard.
- The University PCard is not to be used for personal purchases.

Additional Help

- If you have questions or you need assistance logging on and navigating PaymentNet, contact Cynthia Palombit (734.487.6936) in the Purchasing department.
- Contact the Cardholder Support Team 24 hours a day at 800.270.7760 for help with:
  - Reporting Lost/Stolen Cards
  - Balance Inquiry
  - Disputes Assistance
  - Fraud Inquiry
  - Declined Cards

Note: *The Cardholder Support Team is unable to assist with PaymentNet specific questions.*