

## Transactions must be reviewed and approved by the 10th and 25th of the month

### Logging In

Using your web browser, navigate to the PaymentNet Login page:

**<http://www5.paymentnet.com>**

- **Organization ID** = emu0001
  - **User ID** = My.Emich username
  - Check with your PaymentNet administrator in Accounts Payable for your **Pass Phrase**
1. Click on the **Go** button.
  2. The Welcome page is displayed. Your PaymentNet session will “timeout” after 15 minutes of inactivity.

### Navigation

There are four navigation buttons in the gray menu bar across the top of the screen:

1. The **Home** button returns you to the PaymentNet home page.
2. The **Contact** button shows contact information for the EMU Pcard administrator.
3. The **Profile** button defaults to show your email address on the right-hand side.
  - Make sure your My.Emich username is used in this address (adaniels@emich.edu), rather than an email alias (andrew.daniels@emich.edu).
  - Click on the Accounts tab of the Profile screen. Then click on the last four digits of your account number. This will show you available balance, monthly credit limit and single transaction limit.
  - The correct billing address for EMU is 112 Hover (NOT your department address).
4. The **Logout** button logs you off the system.

### Viewing Transactions

1. Move the mouse pointer over **Transactions** on the gray menu bar and select **Manage** from the list.

**Note:** By default the transaction list displays the last 30 days of transactions.

The most recent transactions are displayed at the top of the list.
2. Click anywhere on a transaction row to view the Transaction Detail page.

### Allocating Transactions

You can change the Fund/Org code for a transaction, and/or the Account code. This is called Allocating a transaction.

1. On the **Transaction Detail** page, review the information in the Accounting Codes section.
2. To change the **Fund/Org/Program** code, click on the default code and delete it. The system will load a list of Fund/Orgs that you have access to. Click on a Fund/Org code to select it.

**Note:** Contact the EMU PaymentNet administrator to add more Funds/Orgs to this list.
3. To change the **Account** code, click on the default code and delete it. The system will load a list of eligible Account codes to select from. Click on an Account code to select it.
4. Click on the **Save** button.

### Adding Lines/Splitting Transactions

You can split a transaction between two or more Funds/Orgs.

1. On the Transaction Detail page, click the **Add Lines** button.
2. Click in the **Enter # of Lines** field and type the desired number of lines (two for a two-way split).
3. Click the **Add** button. The system will reload the Transaction Detail page with new accounting information at the bottom.
4. Scroll to the bottom and click one of the small triangles next to the records. This will open the accounting information and allow you to change the codes.
5. Click the **Save** button to save your changes.

### Adding Lines/Commodity Details


Some vendors provide a detailed list of the items that you buy, and you can charge different items to different accounts.

1. Click on the **Addendum** tab in the upper-left of the Transaction Detail page.
2. Click the **Add to Line Items** button. This will add accounting lines for each item, and move you back to the General Information tab.
3. Click the **Line Item Level Accounting** checkbox.
4. Scroll to the bottom and click one of the small triangles next to the records. This will open the accounting information and allow you to change the codes.
5. Click the **Save** button to save your changes.

## Reviewing Transactions

As an official way for the cardholder to verify a transaction, they are required to mark each transaction Reviewed in the upper right-hand corner of the Transaction Detail page.

1. Once you have verified that the transaction details are correct (date, merchant, amount) and the proper codes are being charged, click the **Reviewed** button in the upper right-hand corner.

Approval	Status New
Reviewed	

2. Click the **Save** button.

## Printing a Statement

1. Move the mouse pointer over **Transactions** on the gray menu bar and select **Statement** from the list.
2. Click the **Submit Print Request** button.
3. Click the **Statement Type** pull-down menu and select Standard from the list.

**Note:** You can select **Standard (with Addendum Details)** to print itemized details on your statement.

4. Click the **Continue** button.

**Note:** Click the Refresh button after 15-30 seconds. It takes that long for the PDF file to be generated. You will see “Successful” in the status column once the file is ready.

5. Click on the first report name on the list to view your report as a PDF file. You can print out the PDF file by clicking the Print button on the Acrobat toolbar.
6. **Note:** If part of your statement is cut off when printing, adjust the margins in your printer dialog box.

## Creating and Saving a Query

You can use queries to filter transactions by card holder.

1. Move the mouse pointer over **Transactionson** in the menu bar and select **Query** from the list.
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 term.

**Note:** To add additional criteria for your query, click the Add Line button and repeat steps 2 - 3.

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. Type a name for the query in the **Save Query** field.
7. Click the **Save** button.

**Note:** The saved query can now be accessed via the **Query** field pull-down menu.

## Cardholder Responsibilities

- Cardholder collects itemized receipts as they charge transactions throughout the month.
- Cardholder reallocates Fund/Org and/or Account code in PaymentNet by the upload dates (if necessary).
- Cardholder reviews transactions to make sure they match the itemized receipts. Transactions must be marked Reviewed by the upload dates.
- Cardholder prints out statement after the 25th of the month.
- Cardholder writes business purpose on each itemized receipt and attaches to printed statement.
- Statements, with attached receipts, signed by Reporting Authority (approver) and submitted to Accounts Payable by the 15th of the following month.
- Approvals can be performed online instead, but statement with receipts is still due in Accounts Payable by the 15th of the following month.

## Additional Help

Contact Accounts Payable if you have questions or you need assistance logging on and navigating PaymentNet.

- Email: [accounts.payable@emich.edu](mailto:accounts.payable@emich.edu)
- Phone: (734) 487-3600
- Web: <http://www.emich.edu/finserv/payable>

Contact the Cardholder Support Team 24 hours a day at 800.270.7760 for help with:

- Reporting Lost/Stolen Cards
- Disputes Assistance
- Fraud Inquiry

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

## Disputing Transactions

You must first attempt a resolution with the merchant directly. If you are not satisfied with that, you can report the problem directly to Chase:

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 and then the Return to Transaction Detail link.