PaymentNet Quick Reference Guide

Getting Started

Log on to PaymentNet for the first time

1	Open Internet Explorer
2	Enter the following in your address bar: http://www.paymentnet.jpmorgan.com
3	Enter the following on the PaymentNet Login Screen: **Organization ID:** UNDCARD **User ID:** Enter your NetID (or PaymentNet ID if provided) **Password:** Provided to you on the information sheet attached to the initial communication from Procurement Services.
4	Select the **Remember my Organization ID** checkbox. PaymentNet saves the Organization ID so you do not have to enter UNDCARD each time you log on.
5	Click **log on.**

Register your Computer

1	Select the **I have an email address on file with J.P. Morgan** option.
2	Click **Next**. J.P. Morgan sends the Activation Code to the email address in your PaymentNet profile.
3	**Register Machine Screen:** Enter the **Activation Code** from the email.
4	Click **Next** … Welcome to PaymentNet

Change your Temporary Password

1	Enter the following on the **Password Setup: Change Password Screen:** • Organization ID: UNDCARD • User ID: Enter net ID/Paymentnet ID • Enter **new password** – password must be 6-8 characters with at least one number and one letter. Passwords are case sensitive. • Re-enter password
2	Click **Next.**
3	**Select Authentication Questions**: complete 3 questions.
4	Click **Submit**.

Forgot your Password?

If you forget your password, you can request a temporary one by answering your authentication questions.

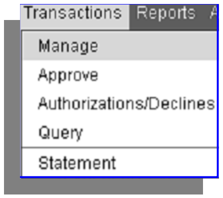
1	From the log in screen, click the link **Forget your password**?
2	Enter the following on the Log On screen. • **Organization ID**: UNDCARD • **User ID**: Enter Net ID/PaymentNet
3	Click Submit
4	Select two of the Authentication Questions you previously answered from the drop-down list and enter the answers to the questions.
5	Click **Submit.** PaymentNet sends a temporary password to your email.
6	Click the **Return to Login Page** link and log in with your temporary password.

Email Notification Setup

Email can be sent to you when your statement is ready to view in PaymentNet, **but you have to enable this option**.

1	Click **My Profile**  located in the upper right of the screen
2	Click on the **Accounts** tab and chose your method of statement delivery in the **Statement Delivery** dropdown.
3	Click **Save**.

View Transactions

1	From the main menu, choose **Transactions**, then select **Manage.** 
2	This will take you to the **Transaction List**, displaying all of your transactions for the last 30 days.

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3	To view transactions older than 30 days, see **Advanced Query for Transactions**.

> Extra detail on transactions may be available; if icons are displayed in the Trans ID column (such as), click the icon to view the line item detail.

Advanced Query for Transactions

1	From the main menu, choose **Transactions**, then select **Query**.
2	On the **Advanced Query – Transactions** page, click on the [+] to the right of the Criteria row.
3	Select the **Field** to query.
4	Select the **Operation** for the query.
5	Enter the desired data in the **Value** field.
6	To add or delete additional rows of criteria, click the [+] or [delete] buttons.
7	Click **Process** to run the query on all transactions within your entire hierarchy. Query results will be displayed on the Transaction List.

Dispute Transactions

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

1	From the Transaction List, click on the transaction you need to dispute.
2	Click **Dispute**.
3	Select a dispute reason from the drop down list.
4	Confirm your **E-mail Address** and enter the **Merchant State**, if requested.
5	Enter any additional information required and click **Submit**.

> Track the status of your dispute online on the Transaction List:
> Red = Dispute Submitted   Yellow = Dispute in Process
> Green = Dispute Resolved

For security reasons, you session will automatically time out after 15 minutes of inactivity.

View Statement

1	On the **Transactions** menu, select **Statement**.
2	The statement from the current billing cycle will be displayed.
3	To print the current statement, click **Download Statement.**

Making a Payment in PaymentNet

You can set up a one-time payment or a recurring payment in PaymentNet. Monthly balances must be paid in full by the statement due date. Finance charges will be added to your balance for late and missed payments. Finance charges are not reimbursable by the University.

Enter your bank information in PaymentNet:

1	Click **My Profile** located in the upper right of the screen.
2	Click on the **Bank Information** tab and click **Add Bank** to add your financial institution's information.
3	Add your Bank's ABA Routing Number.
4	Select the Bank Account Type from the drop down.
5	Add your Bank Account Number.
6	Add a description of your account for your reference. (ex: checking account).
7	Click **Save**.

Make a One-Time Payment:

1	Click on **Payments** tab in the grey bar at the top of the screen.
2	Click **Create**.
3	Choose the appropriate **Account Number** from the drop down if you have more than one Chase Travel Card.
4	Select the appropriate **Bank Description** from the drop down.

5	Input the amount of your payment in the **Payment Amount** box.
6	Select the **Payment Date**.
7	Click **Submit**.
Create a Recurring Payment:	
1	Click on the **Payments** tab
2	Click **Manage**.
3	Under the **Payment List**, click **Recurring**.
4	Click on **Schedule New Recurring**.
5	Choose the appropriate **Account Number** from the drop down if you have more than one Chase travel card.
6	Select the appropriate **Bank Description** from the drop down.
7	Choose **Pay in full on due date** or **Pay on last day of billing cycle.**
8	Click **Save**.
Once a recurring payment is set up, you should not try to make any additional payments throughout the billing cycle.	
View Payment History:	
1	On the **Payments** menu, select **Manage**.
2	Select the **History** tab
3	The Payment History List will be displayed. Click on an existing payment to see the details.
4	To create a new payment from the payment history list, click **Submit New Payment**

Navigating PaymentNet

The icons at the top right of the screen will take you to specific areas within Payment Net.

Click on each icon for more information.

Cardholder Support

The **JP Morgan Chase** cardholder support team (800-316-6056) is available 24 hours a day for assistance with:

- Make a payment over the phone
- Out of town travel notification
- Card is lost/stolen
- Fraud charges/disputed charges
- Transaction declined

Procurement Services (574-631-4289) is available during the University's regular business hours for assistance with:

- Problems accessing PaymentNet
- Password reset
- Credit limit changes
- Cash advance set up/change
- Overpayment made and cardholder needs refund
- Help with making an online payment in PaymentNet
- Cardholder changes department
- Card suspended or closed
- Cardholder employment status change