Homeland Security

Logging In

1. Open your Internet browser and enter the following in your address bar: **https://gov1.paymentnet.com**
2. Enter the following on the PaymentNet Login Screen:
   - **Organization ID:** DHS0001
   - **User ID:** Enter the following DHS approved User ID using the following format:
     - First initial of your first name.
     - First 15 letters of your last name. If your last name is less than 15 characters, use your full last name.
     - Last four digits of your Social Security Number.

> Note: USCG cardholders will use their USCG ID as their User ID for PaymentNet.

   - **Pass Phrase:** Enter your case-sensitive pass phrase. (As defined by your agency)
3. Click **Go**.

> Note: If you are logging in for the first time, PaymentNet guides you through registering your device and setting up security questions. For more information, see the *PaymentNet Department of Homeland Security Cardholder Quick Reference Guide for Travel*.

Changing Your Pass Phrase

1. From the main menu, click the **My Profile** icon. The General Information screen displays.
2. Click the **Change Pass Phrase** link.
3. Enter the current **Login Pass Phrase**.
4. Enter and confirm the **New Pass Phrase**.
5. Click **Save**.

Using Quick Links

The Welcome screen, in the Items Awaiting Your Action panel, has links that take you directly to a task, if applicable.

Setting Up Your Bank Information

1. Select the **My Profile** icon.
2. Click the **Bank Information** tab.
3. Click **Add Bank**.
4. Enter the following fields:
   - ABA Routing Number
   - Bank Account Type (Checking or Savings)
   - Bank Account Number
   - Description (between four and 50 characters)
5. Click **Save**. A confirmation message verifies the bank information is saved.

Making a One-Time Payment

> Note: Review payment closely before submitting. One-time payments cannot be canceled.

1. You must first set up your bank account information to complete a payment.
2. Select **Payments > Create**. The Payment Detail screen displays.
3. Select the **Account Number** for which you are making the payment.
4. If more than one bank account is set up, select the **Bank Description** from the drop-down list.
5. Choose one of the **Payment Options**:
   - **New Balance**: Select this option to pay the most recent statement balance. The amount to be paid displays in the Payment Amount field. This option is not available if the amount is a credit amount.
   - **New Balance + Recent Activity**: Select this option to pay the most recent statement balance plus any additional account charges incurred after the account last cycled. This option accounts for debits and credits to the card account. The amount to be paid displays in the Payment Amount field. This option is unavailable if the amount is a credit amount.
   - **Other**: Select this option to elect the amount to be paid. Enter the amount in the Payment Amount field. You cannot enter a negative number or leave this field blank.
6. Enter the **Payment Date** using MM/DD/YYYY format.
7. Click **Submit**. A confirmation message verifies the payment information.
8. Click **OK**.

Scheduling a Recurring Payment

1. Select **Payments > Manage**. The Payment List screen displays.
2. Click the **Recurring** tab.
3. Click the **Schedule New Recurring** button. The Payment Recurring Detail screen displays.
4. Select the **Account Number** for which you are scheduling the payment.

5. If more than one bank account is set up, select the **Bank Description** from the drop-down list.
6. If your **E-Mail Address** is either missing or incorrect, enter or update it now.
7. Click **Save**. A confirmation message verifies payments will be made on an ongoing basis.
8. Click **OK**.

Canceling Recurring Payments

> Note: Recurring payments can be canceled between 48 hours after the payment is submitted and the date of the scheduled payment. Neither the date nor the amount on a recurring payment should be modified once the payment is in a pending status.

1. Select **Payments > Manage**. The Payment List screen displays.
2. Click the **Recurring** tab. The Payment Recurring Detail screen displays.
3. Select the recurring payment you would like to cancel.
4. Click **Delete**. A confirmation message verifies that the pending payments associated with the recurring payment may not be impacted by canceling the recurring payment.

> Note: Please be aware that the next scheduled payment using recurring payments may still be processed. If this occurs, please contact J.P. Morgan Customer Service to reverse the payment.

Viewing Payment History

1. Select **Payments > Manage**. The Payment List screen displays.
2. The **History** tab displays a summary list of past payments.
3. Select the payment row to view more information regarding the payment. A read-only version of the Payment Detail screen displays showing more information regarding the payment.

> Note: Once your payment has posted, it is also available for review under Transaction > Manage.

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:** Select an operation.
   - **Value:** Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.
3. If additional rows of Criteria are desired, click the **Add Criteria** (+) button. To remove a row of criteria, click the **Delete Criteria** button.
4. Click **Process** to run the query. Query results display on the Transaction List screen.

Managing Transactions

Viewing Transactions

1. Select **Transactions > Manage**.
2. Sort this screen by clicking any of the column headings. For example, to sort by the transaction amount click the **Transaction Amount** column header.
3. Optionally, if you need to attach a receipt to a transaction, see the "Attaching Receipts" topic in this section.

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

Attaching Receipts

1. Select **Transactions > Manage**.
2. Click the transaction you want to approve.
3. Click the **Attach Receipt** button. PaymentNet displays the File Name field and Browse button.
4. Click the **Browse** button. PaymentNet displays the Choose file dialog box and the Information icon.
5. Select the receipt file you want to upload.
6. Click the **Open** button.
7. Click the **Upload** button. PaymentNet displays a confirmation window.

8. Once the receipt is successfully uploaded, a confirmation message displays on the General Information tab and the receipt download link displays in the Receipt section.

> Note: The Attach Receipt button does not display for transactions that already have a receipt attached.

Disputing Transactions

> Note: It is a best practice to contact the merchant in an attempt to resolve any issues before initiating a dispute through J.P. Morgan or PaymentNet.

1. Select **Transactions > Manage**. On the Transaction List screen, click the transaction you want to dispute.
2. Click **Dispute.**
3. Select the **Dispute Reason** from the drop-down list.
4. Enter any additional information, if necessary.
5. Click **Submit**. A dispute confirmation screen displays.
   If your email address is populated under the My Profile: General Information screen, you will automatically receive an email notification of any dispute status changes.
6. Click the **Return to Transaction Detail** link to continue.

To Cancel a Disputed Transaction

1. Access the Transaction Detail screen to select the transaction.
2. Click the **Cancel Dispute** button.

> Note: The Transaction List indicates dispute status with these two color indicators:
>
> = Disputed or = Resolved

Managing Statements

Viewing Your Statement

1. Select **Transactions > Statement.**
2. If you have more than one account, use the **Account Number** drop-down to view another statement.
3. The current statement information displays on the Statement Detail screen.

Downloading and Printing Statements

1. Select **Transactions** > **Statement**.
2. Click **Download Statement**.
3. Enter and confirm a password to open the statement file. This password can be different than your PaymentNet login pass phrase.
4. Click **OK**. The Available Downloads screen displays.
5. When the **Status** is **Successful**, click the statement name.
6. On the **File Download** window, click **Open**. When opening the WinZip® file, you are prompted to enter the password used in step 3.
7. Once the PDF file is open, you can save or print the statement.

Creating a Report

1. Select **Reports > Create.** The Report List screen displays.
2. Click the report you want to run from the list.
3. Select the format from the **Report Format** drop-down list.
4. Enter your **Criteria**. Options for each of the criteria fields vary based on the report selected.
   - **Field:** Select a field from the drop-down.
   - **Operation:** Select an operation.
   - **Value:** Enter or select the value in the appropriate boxes. Dates are MM/DD/YYYY.
5. If additional rows of Criteria are desired, click the **Add Criteria** (+) button. To remove a row of criteria, click the **Delete Criteria** button.
6. Click **Process Report**. The Reports > Download screen displays.

Scheduling to Run a Report

When you create a report, you can select the option to have the reports automatically available on the Reports > Download screen.

Use the criteria options to limit the time frame for your report. For example, when you run a weekly report, add the criteria to include the post date is relative to the last seven post days to narrow your results.

1. Select **Reports > Create**
2. Click the report name to open the Report Detail screen.
3. In the Report Name field, enter a unique name for the report.
4. Select the report format and desired criteria.

5. Select the **Schedule to Run Automatically** checkbox. The Frequency and Day fields display.
6. Set the **Frequency,** and **Day** or **Cycle** for the report.
7. Click **Save**. The report displays in the Report List and runs automatically according to the settings entered.

> **Note:** The Pending Review and Approve report provides the approval status and transaction details. This report is helpful when you need a summary of transactions that are in specific transaction approval status (e.g., Approved, Rejected, Reviewed).

Refer to the report samples in the *PaymentNet Online Help* system for examples of the reports you can generate and a list of the fields in each report.

To access the report samples in online help, click Contents then select Report > Reporting Reference > Report Samples.

Obtaining Additional Support

For site-related questions, or questions about your card account, please contact J.P. Morgan Customer Service using the phone number on the back of your card.