GSA Cardholder FAQs

June 2009

It's easy to find the answers to your questions about PaymentNet!

PaymentNet Login

- How do I obtain my login ID (Organization ID or User ID)?
- My User ID is not functioning. What should I do?
- I forgot my pass phrase. How do I reset it?
- My pass phrase requires special characters. What is considered a special character?
- How often will I need to change my pass phrase?
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Statements & Payments

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- How do I select my statement delivery options (paper or electronic statements)?
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- My recurring payments are not functioning properly. What should I do?
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- My payment information is incorrect. How can I change my bank information?
- I did not receive a payment confirmation. How can I see if my payment was submitted?
- I have already submitted my payment, can I make changes to it now?

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PaymentNet Login

How do I obtain my login ID (Organization ID or User ID)?

To obtain your Organization ID or User ID please contact your A/OPC.

My User ID is not functioning. What should I do?

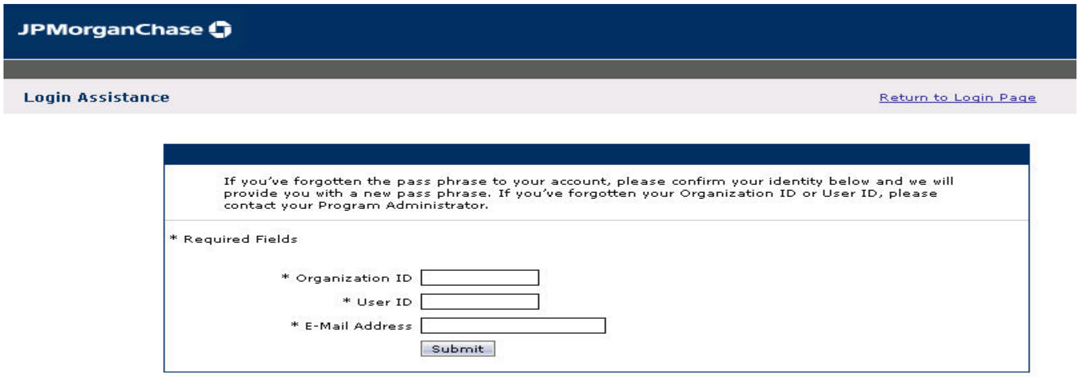
If your User ID is not functioning, please verify that your Organization ID, User ID, and Pass Phrase are correct and try logging in again. If your account has been disabled, contact your A/OPC to have your PaymentNet user access reactivated.

I forgot my pass phrase. How do I reset it?

1. On the PaymentNet login page, select the **Forgot your Pass Phrase** link.
2. On the Login Assistance page, enter your Organization ID, User ID, and E-Mail Address.
3. Click **Submit**. An e-mail with a new temporary pass phrase will be sent to the e-mail address associated with the User ID. If the e-mail address is incorrect or does not match the e-mail address entered on your application, please contact your A/OPC to unlock and reset your PaymentNet account.

Login Assistance

In order to reset your own pass phrase, you must enter the e-mail address that is associated with your account.



My pass phrase requires special characters. What is considered a special character?

Special characters for pass phrases include: !, @, #, $, %, ^, &, *, +, =, -, and ?.

How often will I need to change my pass phrase?

The duration of your pass phrase depends on your agency/organization.

How do I change my e-mail address associated with my PaymentNet User ID?

1. In order to change the e-mail address associated with your PaymentNet ID, click the My Profile icon ( ).
2. On the **General Information** tab of the **My Profile** screen, you can update your e-mail address in the **E-Mail Address** field.
3. Click **Save**.

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Statements & Payments

How do I access my statement?

To view your most recent statement:

1. Click the My Profile icon ( ).
2. On the **My Profile** page, select the **Accounts** tab.
3. Click the statement icon ( ).
4. The current billing cycle statement is displayed on the **Statement Detail** page.

Statements

The Statement Detail screen provides detail of the transactions that appear on your statement. To get the current balance due, download the statement.

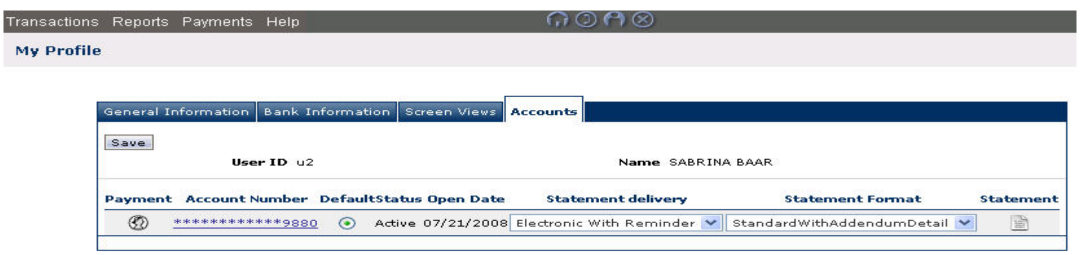
How do I select my statement delivery options (paper or electronic statements)?

Your statement can be delivered electronically or via the mail (paper).

1. In order to select your statement delivery options, click the My Profile icon ( ).
2. On the **My Profile** page, select the **Accounts** tab.
3. From the **Statement Delivery** drop-down list, select Electronic, Electronic with Reminder, or Mailed.
4. Click **Save**.

Statement Delivery

You can receive an electronic or mailed statement with or without transaction addendum detail.



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How do I view my correct statement balance?

In order to see your correct statement balance, you can either look at your paper statement or download an electronic statement. To download the electronic statement:

1. Select **Statement** from the **Transactions** menu.
2. On the **Statement Detail** screen, click **Download Statement**.
3. Enter the **Password**. This password is used only to download the statement and protect sensitive information.
4. Enter the password again in the **Confirm Password** field.
5. Click **OK**. You will be directed to the **Available Downloads** screen.
6. Once the status of the submitted statement is successful, click on the statement name.
7. On the **File Download** window, click **Open**.
8. To open the file, enter the **Password** and click **OK**. The downloaded statement will be identical to a mailed statement and displays the current amount due.

Statement Balance

The current amount due or statement balance is viewed by downloading the statement.

How do I set up a one-time payment?

In order to make a payment using PaymentNet, your bank information must first be configured. Please see *How do I add my bank information?*

To make the one-time payment:

1. Select **Create** from the **Payments** menu.
2. On the **Payment Detail** screen, select the **Account Number** for which you are making the payment.
3. If more than one bank is set up, select the **Bank Description** from the drop-down list.
4. Enter the **Payment Amount**.
   - The Payment Amount should be the amount found on your statement.
   - To view your most recent statement, see *How do I view my correct statement balance?*

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5. Enter the **Payment Date** (MM/DD/YYYY format).
6. Click **Submit**. A dialog box appears verifying the payment information.
7. Click **OK** to continue with the one-time payment.

One-Time Payments

Use the amount on your statement when making one-time payments.

How do I add my bank information?

In order to make a payment using PaymentNet, your bank information must first be configured. To do this:

1. Click the My Profile icon ( ).
2. On the **My Profile** page, select 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 4-50 characters)
5. Click **Save**.

How do I make a payment by phone?

Please call 1-888-297-0781 to make a payment by phone. The Customer Service team is available 24 hours a day. Payments made by the phone are listed on the **Transaction List**. To access the **Transaction List**, select **Manage** from the **Transactions** menu.

My recurring payments are not functioning properly. What should I do?

If your recurring payments are not functioning correctly, please disable the recurring payments and make a one-time payment via PaymentNet or by phone. (See *How do I set up a one-time payment?* and *How do I make a payment by phone?* for more information.)

To disable recurring payments:

1. From the **Payments** menu, select **Manage**.

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2. On the **Payments List**, select the **Recurring** tab.
3. Select the recurring payment you would like to cancel.
4. On the **Payment Recurring Detail** screen, click **Delete**.
5. A dialog box appears stating that the pending payments associated with the recurring payment may not be impacted by canceling the recurring payment.
6. Click **OK**.
   - **NOTE:** Please be aware that the next scheduled payment using recurring payments may still be processed. If this occurs, please contact Customer Service at 1-888-297-0781 to reverse the payment.

My payment incorrectly deducted from my bank account? Who should I contact?

If your payment was incorrectly applied, please contact Customer Service at 1-888-297-0781 for assistance.

My payment information is incorrect. How can I change my bank information?

If your bank information in PaymentNet is incorrect:

1. Click the My Profile icon ( ).
2. On the **My Profile** page, select the **Bank Information** tab.
3. Select the existing bank from the list.
4. Update the bank information as necessary:
   - ABA Routing Number
   - Bank Account Type (Checking or Savings)
   - Bank Account Number
   - Description (between 4-50 characters)
5. Click **Save**.

I did not receive a payment confirmation. How can I see if my payment was submitted?

Payments made via PaymentNet are listed on the **Payment List**. To view payments submitted via PaymentNet:

1. Select **Manage** from the **Payments** menu.
2. The status of the payment is displayed on the **Payment List**.
3. If the payment is listed, the payment was submitted. If you do not see your payment on the **Payment List**, please re-submit your payment.
   - You may re-submit your payment via a one-time payment using PaymentNet or by submitting a payment by phone. (See *How do I set up a one-time payment?* and *How do I make a payment by phone?* for more information.)

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I have already submitted my payment, can I make changes to it now?

If the payment is pending, changes to the amount, date, and bank may be made. If the payment is complete, you may call Customer Service at 1-888-297-0781 with questions.

To change a pending payment:

1. Select **Manage** from the **Payments** menu.
2. If the payment is pending, select the payment from the **Payment List**.
3. On the **Payment Detail** screen the **Payment Amount**, **Payment Date**, and **Bank Description** can be edited.
4. Click **Submit** to save the changes to the pending payment. A dialog box appears verifying the payment information.
5. Click **OK** to continue.
6. Click **Delete** to cancel the payment.

Changing a Payment

The amount, date, or bank may be changed on pending payments.

Transactions & Reports

How do I view my transactions?

To view your transactions, select **Manage** from the **Transactions** menu. The **Transaction List** displays the last 30 days of all your transactions by default.

A query can be used to search for a specific transaction. To search for a transaction:

1. Select the **Advanced** link on the **Transaction List**.
2. On the **Advanced Query - Transactions** screen, enter the criteria for the search.
   - **Field** - Available fields are listed in alphabetical order.
   - **Operation** - Options depend on the field selected.
   - **Value** - Enter or select the value in the appropriate field boxes. Dates should be in the MM/DD/YYYY format.
3. Click **Process** to run the query. Results are displayed on the **Transaction List**.

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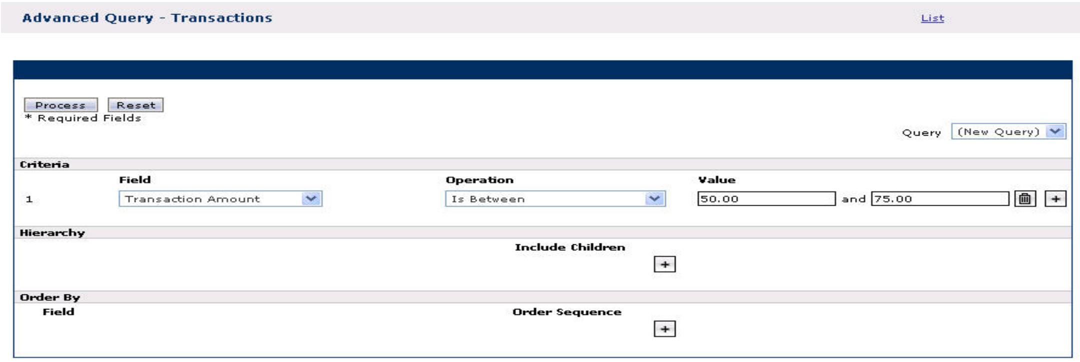
Searching for a Transaction

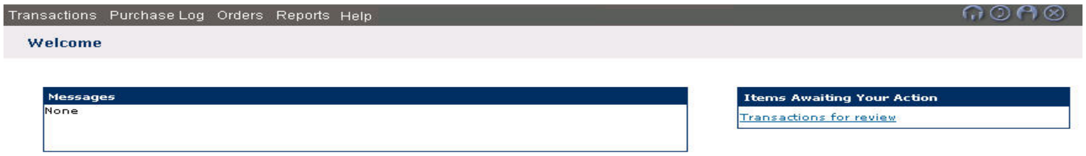
To find a specific transaction, you can perform a query.



How do I view transactions that are awaiting my review?

1. On the **Welcome** page, select **Transactions for review** in the **Items Awaiting Your Action** section.
2. On the **Transaction List**, select a transaction.
3. Compare the transaction details (e.g., amounts) with your receipts.
4. Review accounting code allocations (default codes will appear) and make any changes.
5. Add any details to the **Transaction Notes** field, if needed.
6. Select the **Reviewed** check box, if applicable.
7. Click **Save**.

Transactions for Review
To find a specific transaction, a link is available on the Welcome Screen.



I do not see a detailed image of the convenience checks that I have used online. What should I do?

Please call 1-888-297-0781 for assistance with images of used convenience checks. The Customer Service team is available 24 hours a day.

How do I enable notifications for reports?

E-mail notifications are available in PaymentNet. In order to receive an e-mail when a report is available:

1. Click the My Profile icon ( ).
2. In the **Available Downloads** section of the **My Profile** page, select the **Reports** check box.
3. Click Save.

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Other Questions

Where can I find additional information about PaymentNet?

Each screen in PaymentNet has a help section. Simply select **Help For This Page** from the **Help** menu. Additionally, tutorials are available for cardholders via the Learning Web Site (http://jpmorganlearning.com). Please contact your A/OPC to gain access.

Cardholder User Guides are available for your use. Click on the product type to open the guide:

- Fleet
- Integrated
- Purchasing
- Travel

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