

Logging In

- 1) Open your Internet Browser.
- 2) Enter the following in your address bar:
www.paymentnet.com
- 3) Enter the following on the PaymentNet Login Screen:
Organization ID: **us63405(Drexel)**
or **us63406(DUCOM)**
User ID: <Enter ID> e.g. ABC123
Pass Phrase: < Pass Phrase>
- 4) Click Login Now.
- 5) On the left-hand side toolbar of the Welcome Screen, select **PaymentNet**.

Viewing Transactions

- 1) **Cardholders:** You will first see the Transactions for the current cycle of your card, displaying all of your transactions.
- 2) **Managers:** You will first see the All Transactions screen, displaying both your transactions and the cardholders who report to you.

Extra details on transactions may be available; if the following icons are displayed in the Trans ID column, click them to view detail:



CARDHOLDERS: Reviewing Transactions

- 1) Click on a transaction.
- 2) Compare the transaction details (e.g., amounts) with your receipts.
- 3) Review accounting code allocations (defaulted codes may appear) and make any changes. If an accounting code is not listed contact administrator prior to reconciliation.

- 4) Add detailed description of purchase to the **Transaction Notes** field. Descriptions must state what was purchased and explain reason of purchase. **Example:** meetings with who attended with business purpose, seminar(name of seminar), travel arrangements (passenger's name with dates), book & periodical titles or indicate invoice/order numbers)

- 5) Check the **Reviewed** box.

- 6) Click **Save** button.

Your session will automatically “time out” after 5 minutes of inactivity.

Splitting Transactions

- 1) From the Transactions screen, click on the transaction.
- 2) Click **Split**.
- 3) Select the number of splits from the drop-down box. The amount will be divided evenly among all rows.
- 4) Click on the first **Edit Row**
- 5) Select any changes to that row's allocations. Split by either percentage of dollar amount. Click **Save Row**
- 6) Click **Edit Row** on any other row and follow Step 5.
- 7) Add transaction notes.
- 8) Check **Reviewed** box.
- 9) When finished, click **Save Split**

Two splits—the remaining amount will be automatically added to the other row.

Three or more splits—Any changes to the first row, whether adding to or subtracting from the amount, will be added to or subtracted from the last row's amount.

Deleting rows—Change the number of splits from the drop-down box. Be aware that this will reset your split and remove any previous changes!

Canceling a split—To cancel an entire split, click
Undo/Cancel Split

Disputing Transactions

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

- 1) From the Transaction screen, click on the transaction.
- 2) Within your transaction enter **Transaction Notes** with reason for dispute.
- 3) You must assign a **Fund, Organization and Account numbers, then save**
- 4) Click **Dispute** button.
- 5) Confirm your **E-mail Address** is correct and enter the **Merchant State**, if empty
- 6) Choose the **Dispute Reason** from the drop-down box. PaymentNet will refresh and may require additional field input.
- 7) Enter text in **Additional Information** about your dispute.

- 8) Click **Save** button.
- 9) Red text will appear, providing a link to a pre-populated Adobe PDF form to be signed and faxed to JPMorgan Chase.

Track the status of your dispute on the All Transactions Screen—

Row	Trans ID	
1	380451	● = Awaiting Documentation
Row	Trans ID	
1	380451	● = Disputes In Process

Click the colored squares and follow steps to Undo or Resolve your dispute.

Resolved Disputes

Once dispute has been credited (-) back on transaction screen:

- 1) From the All Transaction screen, click on the merchant transaction, enter the same **Fund, Organization** and **Account** numbers when original dispute was generated. Add **Transaction Notes** indicating which cycle the original dispute was initiated.

PRINTING STATEMENT OF ACCOUNT

Scan & email: pcard@drexel.edu, or
FAX to 215-895-2877

1. Log on to PaymentNet.
2. Select **[PaymentNet]** (left hand frame).
3. Go to Menu (**very top**) click on pull- down menu & highlight **[Reporting]**.
4. Under the Select a category screen **[Transaction]**.
5. At “Transaction Reports” select **[Statement of Account]**, the description on the right is custom report.
6. At “Report Criteria for Statement of Account” screen, change the pull-down menu to read: **[Accounting cycle] - [is equal to] - [Month that the cycle began]** , ex. November 200_ .

7. Click on **[Process Criteria]**
8. At “Report Statement of Account” from the format options select **[Click on green arrow Adobe PDF format]**. A page will display with Available download files. You can then go on to other things and wait for your email and check back at available downloads OR keep hitting **[Refresh]** until the report is displayed (text will be in blue and it will show a creation date and time).
9. Click on the report...Adobe will automatically open and display the report. **PRINT**
10. You can then save the report to a file on your computer and/or print it out.

To print the statement, click on the printer icon on the ADOBE (lower) toolbar.

Please make sure you keep a copy of this report for your records and with original receipts

Customer Service

JPMorgan Chase's 24-hour Customer Service Team is available for assistance at **1-800-270-7760** with:

- ▶ Reporting Lost/Stolen Cards
- ▶ Balance Inquiry
- ▶ Disputes Assistance
- ▶ Fraud Inquiry
- ▶ Declined Cards
- ▶ Lost Receipts

The Customer Service Team does not provide assistance on PaymentNet—if you are experiencing difficulties with credit limit or password reset issues, please contact your Program Administrator or Trainer.

<u>University Guidelines:</u> Refer to the Procurement Department: http://www.drexel.edu/procurement/ All transactions must be for the use and benefit of Drexel University. Personal purchases are strictly forbidden. Fraudulent use will not be tolerated. If fraudulent use occurs, the Purchasing Card privileges will be terminated for that cardholder and the cardholder will be required to reimburse the University for any and all fraudulent purchases. Disciplinary action will be taken according to University policy. <u>ITEMS, WHICH CANNOT BE CHARGED TO DREXEL UNIVERSITY PURCHASING CARD:</u> - Personal charges; even with the intent of reimbursing the University. - Traveler's checks or cash withdrawals, from ATM machines. - On-campus purchases of any sort, or for services that can be performed by another on-campus department, e.g., Copy Shop. - Any purchase that would require Facilities Services to deliver, install or engineer the space in which the item is going. - Purchases presenting significant potential risk or exposure to liability for the University. For example: items or services that present special health, safety, occupational, or environmental risks (e.g. radioactive materials and animals). - Any contract, agreement or arrangement whereby the University is required to sign any type of agreement (e.g., leases, independent contractors, and consultants). - Any item that exceeds your transaction limit (generally \$2000) or would cause your monthly limit to be exceeded (generally \$7,500). - Any purchase that will cause you to overspend your available budget. - Alcoholic Beverages. Exceptions may be requested by directing an e-mail to PCard@drexel.edu and are at the discretion Director of Operations or their delegates.	<u>Transaction/Monthly Limit Requests:</u> The standard transaction limits are \$2000/single-transaction; \$7500/monthly; 8 transactions/day. If you should need to higher or lower limits may be requested using the Drexel University Purchasing Card Change Form (available from the Web or the Purchasing Card Office). <u>Budget Charges:</u> Your Card is assigned the Departmental account cost center (fund/org), as the default charges will be posted there if you do not assign them via Paymentnet Software. Accounting has been notified NOT to reallocate any purchasing related charges. Charges will be uploaded into Banner Finance at month end. Note: All Research Grants must be approved prior to purchasing product. http://www.drexel.edu/procurement/about/forms.a.spx <u>Preferred Vendors:</u> To ensure that you will receive superior customer service and competitive prices, Purchasing is working to identify preferred vendors for selected commodities and services. This information is now available via the Purchasing Department website: http://www.drexel.edu/procurement/ <u>Using Your Purchasing Card:</u> Present the Card to a vendor in person, by telephone, by fax, via the web – be sure the site is secure (the page where credit card information is entered should begin https:), or by authorizing its use on a mail order form. Whenever possible, cardholders should use Drexel's Preferred Vendors.	<u>Computer hardware, peripherals & expendable supplies:</u> Must be IRT supported or approved and installed by IRT. If unsure, contact IRT. <u>Billing Address:</u> 3201 Arch Street, Ste 340, Philadelphia PA 19104-2737 <u>When Ordering:</u> - State that you are going to be using a Drexel University Purchasing Card for the order. NO INVOICE SPLITTING - Advise the vendor that we hold a PA sales tax exemption and provide the vendor with the number (printed on the top of your card). Should they require a Sales Tax Exemption Certificate, contact Purchasing Administrator. Please contact John Butler in Office of Tax Compliance: 215-895-1463 - Clearly indicate that you must have a receipt or confirmation of your order and that it should be mailed or faxed directly to you. - Ask the vendor to CLEARLY indicate your last name & last 4-digits of your Purchasing card, i.e.JONES1234 on the outside of box with recipient's DEPARTMENT as well as your location. - Drexel Main campus 3141 Chestnut St. Bldg-Rm# - All other campuses should use their street address and your office number. - Ask for a confirmation/reference number from the vendor as well as the full name of the person who took the call. <u>Returns:</u> - Contact vendor for their procedures. - Watch for credit in PaymentNet.	<u>Cardholder's Responsibilities:</u> - All Disputes are the cardholders responsibility - Before making a purchase, determine your available funds. - Supplying Procurement with Statement of Accounts - Lost or Stolen Cards: Notify JPMorgan Chase (1-800-270-7760). Also, notify the Purchasing Card Office (267-228-6342) to report lost or stolen cards. - If you transfer from one department to another and still require use of a card, a Change Request Form should be completed (available from the Purchasing Department website or contact the Purchasing Card Office). Otherwise, cut your Card in half and return it to your Department Head or the Purchasing Card Office. If you leave the University, your Card should be cut in half and returned to your Department Head or the Purchasing Card Office. Notify our office through the disable account procedure. <u>Deadlines:</u> Always refer to the monthly email at the end of every cycle to clarify posting dates ➤ Monthly Accounting Cycle runs from the 21st of one month to the 20th of the next month (e.g. November 21 – December 20 is called the November cycle). However, if the 20th of the month ends on Saturday the cycle end date will be the Friday 19th. This goes for cycles ending on Sunday, the cycle will run until the 21st. ➤ All accounting reconciliation information and notes are due in PaymentNet™ by the 26th of each month. ➤ Statements of Account are due in Purchasing by the designated due date as stated in the monthly email. Example, July 2008 Statement of Accounts due 9-12-08, to Procurement Office interoffice mail or scan & email to pcard@drexel.edu. If not received, privileges may be suspended.	<u>Policy Statement:</u> The University reserves the right to terminate the Drexel University Purchasing Card at any time. Misuse of the Card (i.e., not in accordance with this procedure guide) could subject the cardholder to disciplinary action under standard University policy. All Cards are issued through, and with the concurrence of, the Purchasing Card Office. A Card may be rescinded at any time. The Purchasing Card Office is responsible for maintaining a file of the individuals authorized to conduct charge card transactions, assisting in resolution of problems, and administering the overall program. Approving Authorities are responsible to ensure the proper use of the Drexel University Purchasing Card by their designated cardholders. <u>Purchasing Card Contact Information</u> **Email: pcard@drexel.edu** Purchasing Card Administrator Una Massenburg - 215-895-6433 Purchasing Card Asst. Administrator Michele Arias-Ramos - 215-895-6431 Emergency only: 267-228-6342 PaymentNet™ owned by: JPMorgan Chase & Co  The Official Purchasing Card Policies & Procedures can be found at www.drexel.edu/procurement/
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