

PROGRAM ADMINISTRATOR QUICK REFERENCE CARD

Overview

This Quick Reference Card is intended for users who are assigned a Program Administrator role in PaymentNet. It explains how to perform the tasks that are typically the responsibility of program administrators, including creating and maintaining card accounts, managing transactions, printing statements, changing employee passwords and hierarchy, and running reports.

PA Dashboard

Each time you log in to PaymentNet, the PA Dashboard displays on the Welcome screen to give you a quick snapshot of information about accounts, cardholder transactions, and users.

The following figure shows an example of the PA Dashboard on the PaymentNet Welcome screen.

Figure 1: PA Dashboard

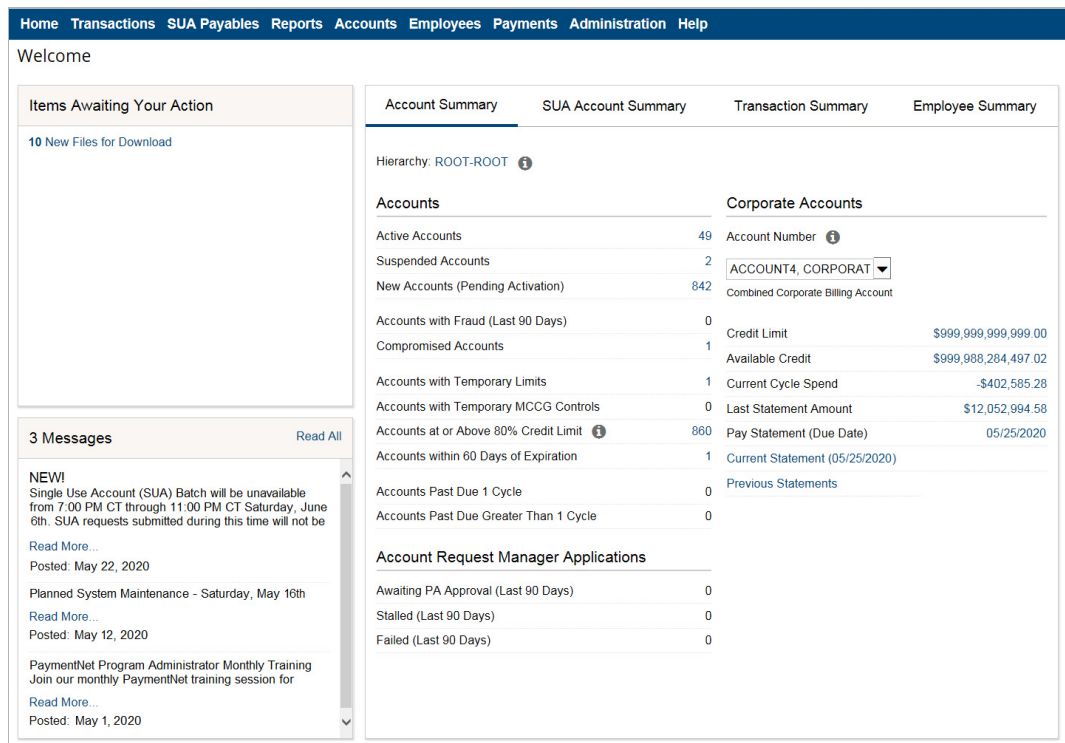


Table 1: PA Dashboard Tabs

Tab	Description
Account Summary	Displays information about individual and corporate accounts in the selected hierarchy. Also displays information about the status of applications that have been submitted online if your organization uses Account Request Manager.
SUA Account Summary	Displays information about corporate single-use accounts (only if the Payables module is enabled for your organization).
Transaction Summary	Displays information about transactions in the selected hierarchy, such as the total dollar amount and number of transactions that have been posted to all cardholder accounts in the past 30 days. If a transaction approval process is configured for the hierarchy, also displays the number of transactions that are awaiting review or approval or that have become stalled.
Employee Summary	Displays information about your users' recent login activity in PaymentNet.

You can set the default hierarchy, tab, and corporate account for the PA Dashboard by editing your user profile. Refer to the PaymentNet Online Help for detailed information about the PA Dashboard.

Performing a Query

To locate specific transactions, accounts, or employees you need to work with, you can perform an Advanced Query.

1. Select the **Query** option from the **Transactions, Accounts, or Employees** menu.

[Return to Transaction List](#)

[Process](#) [Reset](#)

* Required Fields

Query (New Query) v

Date Range

ID	Operator	Field	Operation	Value	Action
1		Post Date v	Is Relative v	Last Days v 30	Add

Criteria

ID	Operator	Field	Operation	Value	Action
1		Approval Status v	Is Equal To v	Approved v	Delete Add

Hierarchy

ID	Hierarchy Name	Include Children	Action
	Nothing Selected.		Add

Order By

ID	Field	Order Sequence	Action
	Nothing Selected.		Add

[Process](#) [Reset](#)

- For a transaction query, complete the **Date Range** fields.

Field

Select **Post Date** or **Transaction Date** from the list.

Operation

Select an operation to measure the field value. The available operations vary based on the selected **Field**. For example, **Is Relative** is a date range or period of time that is relative to the current date; **Last Week** is a relative date range.

Value

Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.

- Complete the **Criteria** fields.

Field

Select a field from the list. Available fields are listed in alphabetical order.

Operation

Select an operation to measure the field value. The available operations vary based on the selected **Field**.

Value

Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.

Note: To improve query results, enter the minimum number of characters for the criteria value to identify text fields. For example, use the **Begins With** operation and enter “Banana” instead of “Bananas”, “Banana’s”, “Bananas, Inc.” or “Bananas Store #2342”. As a best practice, use the **Begins With** operation to define criteria values.

- If you need additional rows of criteria, click **Add** and enter additional criteria. To delete a row, click **Delete**.
- To limit the search by hierarchy level, click the **Add** button in the Hierarchy section and complete the following fields.

Hierarchy ID

Enter the hierarchy ID by which you want to search.

Include Children

Select this option if you want your search to include all levels of the hierarchy below the specified hierarchy ID.

- To sort the search results, click **Add** and complete the Order By fields.

Field

Select the field by which you want the search results to be sorted.

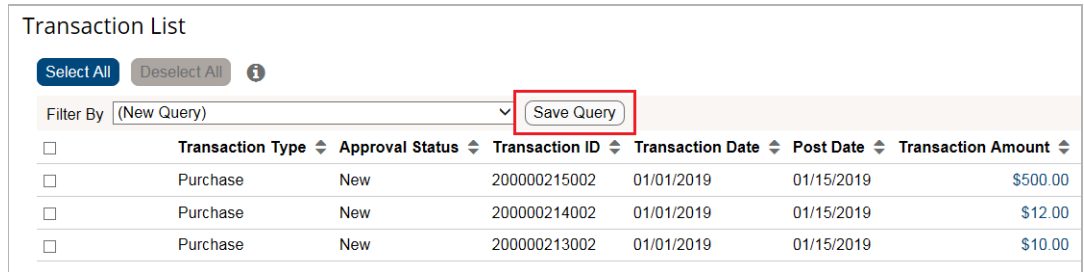
Order Sequence

Select the display order, either Ascending or Descending.

- To run your query, click **Process**. The results display on the List screen.

After running your query, you can save it so that it is available to run again any time you need it.

1. Click the **Save Query** button located next to the **Filter By** list on the List screen.



The screenshot shows a 'Transaction List' interface. At the top, there are buttons for 'Select All' and 'Deselect All', along with an information icon. Below these is a 'Filter By' dropdown menu currently set to '(New Query)'. To the right of the dropdown is a 'Save Query' button, which is highlighted with a red rectangular box. Below the filter area is a table with columns: Transaction Type, Approval Status, Transaction ID, Transaction Date, Post Date, and Transaction Amount. The table contains three rows of purchase transactions.

<input type="checkbox"/>	Transaction Type	Approval Status	Transaction ID	Transaction Date	Post Date	Transaction Amount
<input type="checkbox"/>	Purchase	New	200000215002	01/01/2019	01/15/2019	\$500.00
<input type="checkbox"/>	Purchase	New	200000214002	01/01/2019	01/15/2019	\$12.00
<input type="checkbox"/>	Purchase	New	200000213002	01/01/2019	01/15/2019	\$10.00

2. Enter a name for the query in the text field.
3. Click **Save**. The saved query is now available to select from the **Filter By** list.
4. The results of the default query display every time you view the List screen. Click the **Set as Default Query** button to make the current query the default.

Updating an Account

To update an existing account:

1. Select **Accounts > Manage** to display the Account List screen. If necessary, you can perform a query to locate a specific account. See [“Performing a Query” on page 2](#).
2. Click the account number you want to update.
3. On the Account Detail - General Information screen, enter the new information in the appropriate fields.
4. Click **Save**.
5. If you made changes to the **Full First Name, Last Name, Date of Birth, or Home Address** fields, the Application Acknowledgement window displays. Read the Acknowledgement, then select the check box and click **Continue** to indicate your acceptance.

Viewing Information Related to an Account

You can quickly display information related to a specific account by using the **Take me to list** to navigate to various modules in PaymentNet.

On the Account List screen, the **Take me to** column includes a drop-down list of options for each account in the list. On other screens, the **Take me to** button displays a drop-down list of options related to the account you are currently viewing.

The table below describes the options that are available in the **Take me to** list, depending on your organization settings, user role, and scope of view.

Table 2: Take Me to Options

Option	Description
Account Detail	Displays the Account Detail - General Information screen for the account.
Account List	Displays the full list of card accounts.
Authorizations/Declines List	Displays a list of the transaction authorizations and declines for the account.
Employee Detail - General Information	Displays the Employee Detail - General Information screen for the employee associated with the account. If no employee is associated with the account, this option is not available.
Employee Detail - User Access	Displays the Employee Detail - User Access screen for the employee associated with the account. If no employee is associated with the account, this option is not available.
Payment List - Activity	Displays a list of payments that have been made to the account.
Statement Detail	Displays the current statement for the account.
Transaction List - Last 30 Days	Displays a list of the transactions that have been posted to the account within the last 30 days.

Managing Card Status

You can change the status of an existing card. For example, you might need to mark a card account as Lost or Stolen, Closed, or Suspended.

Note: The card status displays as New until the card is activated by the cardholder.

1. Select **Accounts > Manage** to display the Account List screen. If necessary, you can perform a query to find a specific account. See [“Performing a Query” on page 2](#).
2. Click the account number you need to manage.
3. On the Account Detail - General Information screen, set the card account status by selecting one of the following from the **Status** list.

Active

Select this option to activate the card.

Closed

Select this status to permanently close the account. You must also select a reason from the **Status Reason** list.

Suspended

Select this status to temporarily suspend the card, and use the **Suspend Begin Date** and **Suspend End Date** fields to specify when the suspension should begin and end. To suspend the card indefinitely, leave both fields blank; the account will be suspended immediately.

Lost or Stolen

Select this status if the card is lost or stolen, and use the **Date Last Seen** field to enter the date when the card was last seen. The account will be closed and a new card with a new account number will be created.

4. Click **Save**.

Issuing a Replacement Card

Follow these steps to send the cardholder a new card for an existing account. If you need to create a new account for a Lost or Stolen account, follow the steps under [“Managing Card Status” on page 6](#).

1. Select **Accounts > Manage** to display the Account List screen. If necessary, you can perform a query to find a specific account. See [“Performing a Query” on page 2](#).
2. Click the account number for which you need to issue a new card.
3. If rush card delivery is available, select **Rush Card Delivery Information** if you need to expedite delivery of the card. Note that a fee may apply if you select this option.
4. Click **Replace Card**.
5. If you selected the rush delivery option, enter the address where the card should be delivered and click **Send Rush Delivery**. A new copy of the card is mailed to either the address on file or to the entered alternative address.

Viewing a Transaction

1. Select **Transactions > Manage** to display the Transaction List screen. By default, this screen displays transactions for the past 30 days. If necessary, perform a query to locate a specific transaction. See [“Performing a Query” on page 2](#).

Note: Additional information about transactions may be available if icons are displayed on the Transaction List screen. Click an icon to view addendum information.

2. Click the transaction you need to view.
3. Click the following tabs on the Transaction Detail screen to view additional information.

General Information

Displays basic information about the transaction and lets you perform management functions such as approving the transaction, entering tax information, and applying accounting codes.

Receipts

Lets you view, attach, update, download, and delete receipts (available only if Receipt Imaging is enabled for your organization).

Addendum

Displays details such as a tracking number associated with an order and the anticipated delivery date (if the vendor has provided this information).

History

Displays additional transaction audit data.




Disputing a Transaction

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

You can dispute a charge to your card account. For example, if you see an incorrect charge or a billing error, or if the merchandise you received is not as described, you can dispute the charge.

1. Select **Transactions > Manage** to display the Transaction List screen. If necessary, you can perform a query to locate a specific transaction. See [“Performing a Query” on page 2.](#)
2. Click the transaction you want to dispute. The Transaction Detail - General Information screen displays.
3. Click **Dispute**.
4. Confirm your **E-mail Address**.
5. Select a reason from the **Dispute Reason** list and provide any additional information as requested.
6. Click **Submit**.

Note: On the Transaction List screen, transactions that have been disputed are marked with an icon to indicate the status of the dispute. Click the icon and follow the steps to cancel or resolve your dispute.

-  = Dispute in Process
 -  = Dispute Initiated
 -  = Dispute Resolved
-

Viewing and Printing Statements

1. Select **Accounts > Manage** to display the Account List screen. If necessary, you can perform a query to locate the account. See [“Performing a Query” on page 2.](#)
2. From the **Take me to** list, select **Statement Detail** for the account.
3. Select a date from the **Billing Date** list.
4. Click **View Statement (PDF)**.
5. When prompted, indicate whether you want to open the statement in a new browser tab or save a local copy. Use your Adobe PDF viewer to print the statement if desired.

Running a Report

Your assigned role determines which reports you can run. See the PaymentNet Online Help for detailed information about specifying report criteria.

To run a report:

1. Select **Reports > List**.
2. Find the report you want to run. You can use the filters and keyword search on the Report List screen to locate a report. You can also click the Plus icon to display detailed information about a specific report.
3. Click the name of the report you want to run.
4. Use the tabs on the Report Detail screen to view and change the report settings as desired.
5. If you want to be able to run the report again with the same criteria, enter a new name for the report and click **Save**. Saved reports are available to select and run on the Report List screen.
6. To run the report, click **Run**.

Report results are displayed on the Available Downloads screen. To view this screen, select **Reports > Downloads**. When the report has finished running, the **Status** column on this screen changes to Successful and a link to the report output appears in the **Output** column. Click the link to download the output to your local machine.

Changing an Employee’s Password

1. Select **Employees > Manage**. If necessary, you can perform a query to find a specific employee. See [“Performing a Query” on page 2.](#)
2. Click the employee whose password you need to change.
3. On the Employee Detail screen, click the **User Access** tab.
4. Click **Change Password** and complete the following fields.

Temporary Password

Enter a new password for the employee.

Confirm Temporary Password

Re-enter the temporary password in exactly the same way.

This temporary password is case-sensitive. It must be exactly eight characters in length and must contain at least one uppercase letter, one lowercase letter, and one numeric character. In

addition, the password cannot include three or more repeated numbers or letters (for example, 555 or aaa) or three or more consecutive numbers or letters in ascending order (for example, 123 or xyz). Special characters are allowed but not required.

5. Click **Save**. PaymentNet changes the password and displays PASSWORDEXPIRED in the **User Status** field until the user changes their password, after which the status changes to ACTIVE.

Changing an Employee's Hierarchy

1. Select **Employees > Manage** to display the Employee List screen. If necessary, you can perform a query to find a specific employee. See [“Performing a Query” on page 2](#).
2. Click the employee whose hierarchy needs to be changed.
3. On the Employee Detail - General Information screen, enter the hierarchy ID in the **Hierarchy ID** field, or click the **Hierarchy ID** link and select a node from the hierarchy tree.
4. Click **Save**. A message displays, giving you the option to also move the employee's accounts to the new hierarchy.
5. Click **OK** if you want to move the employee's accounts to the new hierarchy. Once you change the account hierarchy, you might also need to change the employee's assigned role hierarchy under the User Access tab. If you want to change the hierarchy ID for the employee but leave the accounts unchanged, click **Cancel**.

Support

You can find answers to most of your questions by using PaymentNet Online Help. To access the online help, click **Help > Help Index** on the PaymentNet menu bar.

If you have additional questions about your card program, please contact your J.P. Morgan program administrator. If you have additional questions about PaymentNet, please contact J.P. Morgan Client Application Support.

