Logging In

1) Open your Internet Browser.
2) Enter the following in your address bar:
   www.paymentnet.jpmorgan.com
3) Enter the following on the PaymentNet Login Screen:
   Organization ID: us63405
   User ID: <Enter ID> e.g. ABC123x
   Password: automatically generated upon user id creation
4) Click [Log On].
5) On the left-hand side above the Welcome Screen, select **Transaction** then **Manage.**

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) Once **Transaction** then **Manage** is selected.
2) Compare the transaction details (e.g., amounts) with your receipts from **Last 30 days.**
3) Click on **Merchant Name** to review Transaction Detail by updating/plugging in your allocations to **ORGN/FUND/ACCT** & **ACTV (if applicable).** However, accounting code allocations (defaulted codes may appear), this is your time to make any changes. If an accounting code is not listed contact pcard@drexel.edu prior to reconciliation.

4) Add detailed description of purchase to the **Transaction Notes** field. Descriptions must state purpose, 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 Transaction List screen, click on the transaction.
2) Click **[Add Lines].**
3) Type the number of lines needed in the box next to your Dispute button, displayed as **[Enter # Lines].** Click **[Add];** then scroll down your page to where Line Item Level Accounting is displayed.
4) Click ▷ under each item description; Accounting Codes box will display to allocate **ORGN/FUND/ACCT & ACTV (if applicable),** verify split amount of **transaction and** click **Reviewed ☑ box, then move on to the next item by clicking** ▷
5) Importantly, input **Transaction Notes as stated above in reviewing transactions.**
6) **Final Step,** click [Save] button.

If you find that you need to cancel the Split; there is a **[Remove Lines]** button which will prompt you to proceed OK or Cancel.

Disputing Transactions

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

1) From the **Transaction List** screen, click on the transaction.
2) **You must first complete steps under Cardholders: Reviewing Transactions**
3) Within your transaction enter **Transaction Notes** with reason for dispute.
4) Click [Save] button. Now you are ready to Dispute your transaction through JPMorgan online. **Note: you have 60 days from the transaction date to Dispute online for possible reimbursement.**
5) Click [Dispute] button.
6) Confirm your **E-mail Address** is correct.
7) Choose the **Dispute Reason** from the drop-down box. PaymentNet 4 will refresh and may require additional field input.
8) Enter text in Additional Information about your dispute, if applicable.
9) Click [Save] button.
10) On your **Transaction List** next to Cardholder name a yellow box will appear and an email will be sent from JPMorgan (nonreplies@paymentnet.jpmorgan.com); then a red box will follow

> 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

Resolved Disputes

Once **Dispute** has been credited (-) back on transaction list screen:

Your **Merchant Name** will not have the merchant referenced with whom you had completed the dispute with; it will now display **Merchant Name** "Chargeback"

1) Click on the Merchant Name transaction, enter the same allocate **ORGN/FUND/ACCT & ACTV (if applicable)** numbers when original dispute was generated. Add **Transaction Notes** indicating which cycle the original dispute was initiated.
2) Click **Reviewed ☑ box**
3) **Final Step,** click [Save] button.

PRINTING TRANSACTION DETAIL REPORT

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

4) Log on to www.PaymentNet.JPMorgan.com
5) Select **[Report]** then **[Create].**
6) On Report List screen set Report Type to **[Transaction].**
7) The report will display "**Transaction Detail with Accounting Codes and Notes"** select.
8)
9) Under Date Range: Field:**[Post Date]** - Operation:**[Cycle is]** - Value: **[Accounting Cycle];** you will click the down arrow & **select the correct cycle to process**.
10) ex. November 201_ .
11) Note: if you create reports for other cardholders connected to Login, continue to next Step

Under Criteria:

1. Field: click down arrow find **[Cardholder Last Name]**
2. Operation: **[Is Equal To]**
3. Value: Type in box cardholder name.
4. Importantly, the format must be printed in PDF.
5. Click **[Process Report],** 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
6. Click on the report...Adobe will automatically open and display the report. **PRINT**
7. You can then save the report to a file on your computer and/or print it out.
8. **After printing the report, Cardholder and Approver will sign the last page of the report which states the total number and amount of transactions. Note: there are no lines referenced, so print your name under each signature.**

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:

► **Password Resets (or PaymentNet 4 after 2 attempts)**
► Reporting Lost/Stolen Cards
► Balance Inquiry
► Disputes Assistance
► Fraud Inquiry
► Declined Cards **(on PaymentNet 4)**

University Guidelines:

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.

ITEMS, WHICH CANNOT BE CHARGED TO DREXEL UNIVERSITY PURCHASING CARD:

- 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.

Transaction/Monthly Limit Requests:

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).

Budget Charges:

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.aspx

Preferred Vendors:

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/*

Using Your Purchasing Card:

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.

Computer hardware, periphals & expendable supplies:

Must be IRT supported or approved and installed by IRT. If unsure, contact IRT.

Billing Address:

Your Office location, per your application. Ex. Drexel Main campus will be 3141 Chestnut St Building #- Room #

When Ordering:

1. State that you are going to be using a *Drexel University Purchasing Card* for the order. NO INVOICE SPLITTING

2. 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**

3. Clearly indicate that you must have a receipt or confirmation of your order and that it should be mailed or faxed directly to you.

4. 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.

5. Ask for a confirmation/reference number from the vendor as well as the full name of the person who took the call.

Returns:

- Contact vendor for their procedures.
- Watch for credit in PaymentNet.

Cardholder's Responsibilities:

- 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.

Deadlines:

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.

Policy Statement:

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.

Purchasing Card Contact Information

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

VISA

The Official Purchasing Card Policies & Procedures can be found at www.drexel.edu/procurement/

PaymentNet™

Cardholder / Manager Guide

Side Two

JPMorganChase