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Minimum required procedures: (Marked with a ▶)

1) Login to PaymentNet™ ............................................................................................................................ 3
2) Review Transactions ................................................................................................................................. 6
   a) Check authorization .......................................................................................................................... 6
   b) Review Account assignment ............................................................................................................. 7
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What is PaymentNet™?

PaymentNet™ is the on-line tool for reviewing, approving and reporting on transactions with the Muskingum College Purchasing Card (P-Card). PaymentNet™ is a web-based application that can be run from any PC with a connection to the Internet and a web browser.

Muskingum College P-Card users will need to access PaymentNet™ at least once in any month where they have incurred transactions to review & approve these transactions.

How to Access PaymentNet™

A. **System Requirements** *(or “What do I need to be able to run this application?”)*

- An Internet Browser that supports Secure Socket Layers (Netscape 4.00 or greater, or Microsoft Internet Explorer 4.0 or greater)
- 800x600 screen resolution (or greater)
- A “gateway” to the Internet (You must have access out of any “firewalls” your company has placed.)
- Adobe Acrobat Reader 3.01 or higher
- WinZip or PKZip (All files downloaded from PaymentNet™ are enclosed in a .zip file.)

*You can access the Internet Application from outside of your work environment, simply by having your own ISP (Internet service provider).*

B. **Accessing PaymentNet™**

To access PaymentNet™:

- Enter the URL: [https://www.paymentweb.com](https://www.paymentweb.com)
- Enter your login information and click Login Now.
Welcome to Paymenttech's PaymentWeb.

**PaymentNet 2.0 is coming soon.**

<table>
<thead>
<tr>
<th>Organization ID</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
<td></td>
</tr>
<tr>
<td>Pass Phrase</td>
<td></td>
</tr>
</tbody>
</table>

![Login Screen](image)

Figure 1.B. – Login Screen

Muskingum College’s Organization ID is “us00962”. User ID is your 6-digit employee ID. Your password will be assigned to you. You will want to change your password.

You may receive a message that you are being directed to an insecure site. Click “yes” to continue.

**Changing Password**

After you login in to PaymentNet, you will see three options. The second option is to “Change Pass Phrase.” After selecting this option, there are three boxes. As prompted, type your current password and the new password twice. When finished click the “Update Password” button to confirm your changes. If you lose you password, contact the System Administrator in the Business Office to reset your password.

**Navigating through PaymentNet™**

There are 4 levels of access set up for Muskingum College. What you view in PaymentNet™ depends on the access level. These levels are:

<table>
<thead>
<tr>
<th>User Access Level</th>
<th>Access Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 0/Cardholder</td>
<td>Cardholder has very limited access. Can look up merchant information or their own employee profile. Will have access to view and allocate own transactions within their department. Cardholder is able to view only those reports made accessible by the Program Administrator.</td>
</tr>
<tr>
<td>Level 1/Manager (Department only)</td>
<td>Has access to transactions and employee profiles within the manager’s own department. Level 1 also has access to the Merchants and Reports hyperlinks in the Navigator on the left side of the screen. Level 1 has reporting capabilities determined by the Program Administrator.</td>
</tr>
<tr>
<td>Level 2/Manager (Department and below)</td>
<td>Has access to information relating to the manager’s own department as well as all departments below. Will see the Transactions and Employee folders as well as the Merchants and Reports hyperlinks in the Navigator on the left side of the screen. Has access to transactions and employee profiles within their own department as well as all departments below. Level 2 has reporting capabilities determined by the Program Administrator.</td>
</tr>
<tr>
<td>Level 4/Program Administrator</td>
<td>Has unrestricted access to all aspects of the site. Has access to all transactions and all employee profiles and can edit the default accounting codes for all cardholders. Has the ability to determine which reports are</td>
</tr>
</tbody>
</table>
available and to what level. Can add, edit and delete accounting codes. Can group accounting information by date and download it to a text file. Can assign default accounting codes to individual MCC codes. Can view the Merchant profile, edit the Merchant information, assign default accounting codes, and change Default Screen Views. Also has access to the Administrative Module in the Main Menu and Available Features including List Users, Add Users and Change Password.

On the top of each screen in PaymentNet™ is the PaymentNet™ navigator. This feature enables you to quickly access each screen within PaymentNet™. For User Level 3 and 4, the Navigator appears as pictured below. For User Levels 1 and 2, the Navigator shows the Transactions and Employee selections as well as the Merchants and Reports hyperlinks, but does not show the Administrative Tools or corresponding hyperlinks.

Hyperlinks are on-screen buttons or titles which when clicked with the mouse link the current screen to another page or document.

Level 0 users have access only to their own transactions and profiles.
Transactions

The Transaction screen enables users to review those transactions that have posted. Users may assign accounting codes to each transaction, split transactions to multiple accounting codes, perform queries, dispute transactions, and complete checkbox fields. Access to transactions depends on user level.

- Level 0 users have access to their own transactions
- Level 1 and 2 users have access to others transactions as well as their own
- Level 3 and 4 users have access to all transactions

A list of all transactions appears when you click on “All Transactions”. (Level 0 users will see only their own transactions). To view only your own transactions, click on “My Transactions.”

The following navigational tools will help you in the Transaction, Employee Profile and Merchant screens:

- Up and down arrows within the column headings allow you to re-sort the display in either ascending or descending order. The user will need to choose a column of data as the sort criteria.

- In the upper right part of the screen, there are arrows which when clicked take you either to the next page, previous page, last page or first page. The options available are dependent on the current page.

- The “Go To Page #” feature displays the number of pages that are available for viewing and when you click on a page number, the selected page and its page number will be displayed on the screen.

- To sort data by category, click on one of the double arrows located to the right of the header in each column. The arrow pointing up sorts data in an ascending order; the arrow pointing
down sorts data in a descending order. For example, to sort data by Transaction Date in a Descending order, click on the bottom arrow in the Tran Date column.

The Trans ID number remains fixed to a transaction. As new transactions are posted to PaymentNet™, the Row number will change relative to the transaction.

Different icons are visible in the Trans ID column. Clicking on the airplane, car or bed icon will allow the user to view additional detail pertaining to air travel, car rental or lodging. The Post-It note icon indicates a note is attached to the transaction. The note can be used to communicate a message to a manager or Program Administrator or may be sent by the Program Administrator or a manager with specific instructions. To leave a Post-It note, click on any field in the Trans ID column, and click on the “Notes” button located near the “Save” and “Split” buttons.

Users can re-assign accounting codes to transactions in one of three ways: a drop down selection box, a free form text box in which the user manually keys in an accounting code, or a combination of both. Department and object (expense code) information will be entered via drop down box. A description/Project number may be entered as free form text.

To edit accounting code allocation, click on any field within the transaction you would like to edit. A table containing accounting information will appear in the bottom portion of the screen.

In the example above, the accounting code fields are General Ledger Account, Cost Center (Div Loc), Site and Expense Code. Use the arrow to the right of each accounting code field to select from a drop down list of available accounting codes. After you select a code, descriptions will appear directly below each code. (Accounting Codes can be entered into the system by importing an ASCII file or through the configurations/Admin screen, Accounting Codes.)

Once the user has reviewed the transaction, the checkbox column can be used to indicate that the transaction has been reviewed.
A. Splitting a Transaction

If a transaction must be split into multiple accounting codes, click on the transaction in the Transaction List. In the upper left corner of the Transaction screen, click on the Split Button.

<table>
<thead>
<tr>
<th>Transaction Split for Record #37332:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
</tr>
<tr>
<td>Merchant: DOMINO'S PIZZA</td>
</tr>
<tr>
<td>State: TX</td>
</tr>
<tr>
<td>Zip: N/A</td>
</tr>
</tbody>
</table>

Select Number of Splits: 2

<table>
<thead>
<tr>
<th>General Ledger Account</th>
<th>Cost Center (Div. Loc)</th>
<th>Site</th>
<th>Expense Code</th>
<th>Percent</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>9001</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.00%</td>
<td>0.50</td>
</tr>
<tr>
<td>9001</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.00%</td>
<td>0.50</td>
</tr>
</tbody>
</table>

Notes:

The upper table on the screen displays detailed transaction information. Click on the arrow to the left of the “Select Number of Splits” field to choose the number of lines the transaction should be divided into. Transactions can be split up to a maximum of 10 splits. If no other number is chosen, the system will default to two splits per transaction.

To edit a particular row, click the “Edit Row” button. This enables the user to edit accounting codes and allocate the transaction billing amount by percentage or dollar amount.

To allocate by percentage, click on the Percent field and type the percentage that will be allocated to the line’s accounting codes. The Allocated Amount field will update accordingly.

To allocate by dollar amount, click on the Allocated Amount field and type amount that will be allocated to the line’s accounting codes. The Percent field will update accordingly.

When you finish allocating a row, click the Save Row button. This will refresh the screen and enable you to edit any additional rows. When you have finished the entire split, click the Save button up above the transaction. If you would like to cancel the changes you have made, click the Undo button. When you are ready to return to the transaction listing, click the Return to Transaction Listing Button located at the top of the screen.

B. Dispute

If you have an issue with any of your transactions, PaymentNet allows you to dispute transactions on-line.

*If you have a dispute on a transaction, you should first contact the merchant to attempt to resolve the dispute. MOST DISPUTES CAN BE RESOLVED DIRECTLY WITH THE MERCHANT WITHOUT INVOLVING PAYMENTECH/MASTERCARD/VISA. If you are unable to resolve the dispute directly with the merchant, you may contact the Program Administrator in the Business Office or dispute it on-line as follows:*
To dispute a transaction, click on the transaction to be disputed. Once the transaction has been displayed as a full screen, click on the “Dispute” button located in top left corner of the screen.

You may select a reason for the dispute from the drop-down list. Type any additional information concerning the dispute in the “Remarks” window. Click “Save”.

If a transaction needs to be disputed, select the transaction and then click the “Dispute” button located in top left corner of the screen.

You may select a reason for the dispute from the list provided.

Additional Information:
Click “Mark as resolved/Undo”. Your dispute will be filed on-line to Paymentech and you will receive email confirmation. “Click “Return to the Transaction Listing.”

A “Stop Sign” will appear in the Trans ID column for the disputed transaction. To view the detail on the dispute, click on the “Stop Sign”. Addendum detail will be displayed.

C. Creating Queries

The Create Query function enables you to view certain items that meet specified criteria you enter. Queries are available on the Transaction Screen, Employee Profiles Screen, and Merchant Screens. This feature is available to all user levels. Click on the Create Query button at the top of the Transaction Listing screen. A screen will appear in which you can create a query.

You can enter multiple criteria for your query. If the query results must meet all of the criteria you specified, select “All” in the “Find Records Where ____ of the Following Apply” field. If query results must only meet at least one item of your criteria, select “Any” in this field.

In the fields below this, enter the actual criteria that will define the query. Complete the fields according to the information you would like to see displayed on the Transaction, Cardholder, or Merchant Listing screen.

Note the three fields beneath “Find Records Where…” Default settings say “Trans ID” and “is equal to”. You will choose, using the arrows just to the right of the fields, which criteria will be used to define the query. If your query needs to be defined by multiple parameters, click on the button with three dots (right side of the screen) to add additional field lines. When the query is complete, click Done to return to the listing screen and view the results of the query. The Reset button enables you to clear the query and start again. The Cancel button will return you to the query screen without invoking the query you created.

Example:
If you would like to view all American Airlines transactions that posted during the first quarter of 1999, your query would look like the following:
Query by Hierarchy

A new enhancement introduced in Release 2.0 allows you to run an advanced query by hierarchy. To run by hierarchy only, enter a letter in the field “Find hierarchy level(s) starting with:”. Click on the “Find Hierarchies Now” button. Select a department from the drop-down list “Search All Available Hierarchies”. If you want all departments within and below this level to be included within the query, click on the check box “Include all departments below this level.”

Click the “Hierarchy Only” button located at the top of the screen to run the query based only on the selected department. If you want the query to include information from all hierarchies, click on the “Process Query” button located at the top of the screen.

Query by Post-it Notes

Users may create a query of post-it notes. A query using the post-it note as the criteria looks specifically at the contents of each note and checks for matches in characters. To use this tool effectively, you will need to train users to use a common character in the beginning of each note.

To perform a Query on Post-it Notes, each note must begin with a common character.

Click on the Query button at the top of the transaction screen. Select Notes in the first field, “begins with” in the second field and insert the character common to each post-it note in the third field. Click “Done”.

The queried list of transactions with post-it notes will be displayed.
D. Troubleshooting Problems

Desired transaction doesn’t appear in Transaction Screen:

Perform a Query for the desired transaction. If the Transaction has posted, it will appear in the Query. If the transaction has been downloaded to the company account system, the transaction will be identified by the word “POSTED” in the Trans ID column.

- If transaction is current, wait 2-3 days for transaction to post on PaymentNet™.

Changes need to be made to a transaction that has been downloaded:

- You can make any changes in the downloaded ASCII file or in the accounting system.

“No Transactions are Found” appears instead of showing the transactions:

- Verify current accounting cycle has been set up correctly.

Transactions were downloaded accidentally and cannot be viewed in the Transaction screen:

- You may do a Query to view the transaction or call the PaymentNet™ Technical Support hotline at (801) 281-5876.

After splitting a transaction, accounting codes are not recorded correctly:

- After each row change, click Apply Change. When finished with all row changes, click Save.

Correct Account Number to post split to isn’t available (this may also happen on transactions not being split):

- Check for availability of that accounting code.

In the Transaction Screen, the Default Accounting codes are consistently incorrect:

- Verify that the default accounting codes are set up correctly. There are three locations where the default accounting codes may be assigned: Employee Profile Screen, Merchant Screen and MCC Screen.
Employee Profiles

The Employee Profile screen enables you to view detailed information about the cardholders within your company. Within the Employee Profile screen, you may change personal information, leave notes and set usage controls. The amount of information that can be accessed depends on user level.

- Level 0 users have access to their own profile
- Level 1-3 users have access to other employee profiles as well as their own
- Level 4 users have access to all employee profiles and can edit the default accounting codes.

A list of all employee profiles appears when you click on the “All Employee Profiles” hyperlink. (Level 0 users will see only “My Employee Profile”)

To view detailed information about any cardholder, click on that cardholder’s line. To view detailed information about your own account, click on My Profile from the main navigator drop down list.

To sort account profiles, choose the field (column) you wish to sort the data by. Then, choose the ascending arrow (up arrow) or descending arrow (down arrow) located next to the header in each column.

To run a query, refer to Creating Queries Instructions on pp. 15-16.

An enhancement with Version 2.0 allows for “Alpha Searching.” This feature, located in the top right corner of the Employee Profile and Merchant screens, enables users to search for employees or merchants by choosing the alpha character that corresponds to the employee’s last name.

The Employee Profile detail screen includes general Cardholder information including billing address, email address and default account codes. The Remarks field may contain additional information about the Cardholder. Appropriate user levels can edit the Default Accounting Codes.
for users within their hierarchy. After making changes to codes, click on the “Save” button located in the top left corner of the detail screen.

The Employee Profile Detail screen will also display usage and transaction limits and any cash advance privileges. Only the Program Administrator can make changes to these defaults.

To illustrate usage and transaction limits, if the daily usage amount is set at 6 transactions per day, any transaction over this number will be denied or the user will be asked by a merchant to prove identify (fraud protection). Spend Limit determines how much the cardholder may spend in one billing cycle. Daily amount Limit can limit the size of each purchase.

Email Notification, an enhancement introduced in an earlier release, notifies designated users of any new transactions posted to their PaymentNet that have not been reviewed. In addition, users can edit the email addresses and can send email to managers or to the Program Administrator. In earlier releases, most configurations for Email Notification had to be done internally at Paymnetech. However, with Release 2.0, you may configure Email Notification for your users in both the Employee Profiles and the Approval Level/Email Configuration views.
Merchant

The Merchant Screen enables you to view detailed information about the merchants that have provided goods and services to your cardholders. Levels 0-2 Users will only be able to view Merchant Information. Level 3 users can view the Merchant profile but will be unable to edit the data. Level 4 users can view the Merchant profile, edit the Merchant information, and assign default accounting codes.

When you select Merchants from the drop-down list, the Merchant Profile Listing appears.

To sort Merchants choose the field (column) you wish to sort the data by. Then choose the up arrow (for ascending order) or the down arrow (for descending order) located next to the header in the column.

To view detailed information about a merchant, click on that merchant’s line in any field.

The top portion of the Merchant detail screen includes general merchant information. You can edit and save information in any of the above text fields. The Merchant Category Code (MCC) for that merchant will be displayed as well. A Remarks window may contain notations on that merchant.
In addition, Release 2.0 allows for “Alpha Searching”. This feature located in the top right corner of the Merchant screen enables users to search for merchants by choosing the alpha character that corresponds to the merchant name.

The Program Administrator can edit the Default Accounting Codes for all merchants. After making changes to the codes, click on the “Save” button in the top left corner of the screen.

The Merchant Status fields are used for merchant classification. The PREFERRED INDICATOR and 1099 Indicator checkboxes are standard status fields within PaymentNet. Using the Merchant Categories feature, you can add up to 10 additional status fields.
Reporting

The Reporting feature is available to all users.

As mentioned in the Report Maintenance section, Reports are divided into three categories. Select the report you would like to view by clicking on the down arrow and click the “Proceed with report” button. This gives the user the opportunity to narrow the information that will appear on the report.

By entering criteria, the report will pull data defined and print it in a reportable form. For example, if you wanted to view all of the cardholders with the first name of James, you would choose “Employee first name”, “is equal to” and type in the first name of “James” then click on “Process Criteria”.
On the following screen, click on the text highlighted in blue to view the report. If you would like
to download the report, use your left mouse button to click on the text highlighted in blue and then
click Save File As. The Adobe Acrobat Reader will come up automatically to display your report.
If you do not have the Adobe Acrobat Reader installed on your computer, you can download it

Or, you can install Acrobat Reader by click on the orange icon “Get Acrobat Reader”. (Instructions
are included in “Installing Acrobat Reader” in this help file.) To print out the desired report, click
on the Printer button within the Acrobat Reader.

Click here to view your report on-line. If you are using a PC you can
right click and select save as to download the report. If you are using a
Macintosh you can press and hold the control key and click with the
mouse to download the file.

If viewing your report online, please allow a few minutes for the file to
download to the viewer.

Your report is in Adobe PDF file format. If you do not have or are not
sure if you have Adobe Acrobat® Reader click here to download a
free copy from Adobe.
REPORTING

PaymentNet Demo

CARDHOLDER INFORMATION REPORT

<table>
<thead>
<tr>
<th>CARDHOLDER NAME</th>
<th>ACCOUNT #</th>
<th>ADDRESS</th>
<th>BUSINESS #</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABNESS, JAMES E</td>
<td>XXXXXX000600102014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOND, JAMES J</td>
<td>XXXXXX00001003774</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BROADBENT, JAMES I</td>
<td>XXXXXX00060101215</td>
<td></td>
<td>COMMERCE CITY, CO 80022 303-287-8043</td>
</tr>
<tr>
<td>CAMERON, JAMES I</td>
<td>XXXXXX000100066794</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEAN, JAMES X</td>
<td>XXXXXX00000100307</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DYE, JAMES J</td>
<td>XXXXXX00000001006761</td>
<td>ALPHARETTA, GA 30004 770-603-3909</td>
<td></td>
</tr>
<tr>
<td>HAMILTON, JAMES H</td>
<td>XXXXXX000000090578</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JOYCE, JAMES E</td>
<td>XXXXXX000000010285</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KIRK, JAMES T.</td>
<td>XXXXXX0000000102744</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LONGSTREET, JAMES E.</td>
<td>XXXXXX000000007314</td>
<td>BR AMENT, TX 77775 409-842-5031</td>
<td></td>
</tr>
<tr>
<td>WORTHY, JAMES M</td>
<td>XXXXXX0000000100754</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Although your users may print reports using Browser 3.x, they will not have full functional capability of the Report Printer unless they have either Microsoft Explorer 4.x or Netscape 4.x. Also, browsers will vary in how features are displayed. While Microsoft Explorer will allow your users to select specific pages to be printed, Netscape will only allow your users to print a report in its entirety.

Troubleshooting Problems

On the Report screen, report cannot be accessed:
- Users will be notified to contact you. Report may be turned off or report may be assigned to higher user levels.

When printing reports, right margin is cut off:
- Check orientation of report located on right side of screen. To Change layout, click on the Printer button, choose properties, landscape. If orientation is already set at Landscape, make adjustments in the margins in the Properties section of the Print Menu.