



**SAN DIEGO STATE  
UNIVERSITY**

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**Research Foundation**

**Procurement Card Program  
Training and Reference Guide**

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# Introduction and Purpose

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## I. Introduction and Purpose

### A. Introduction

PaymentNet is the database of record for all PCard transactions. Access to PaymentNet is password-restricted to ensure safekeeping of information. Cardholder and Manager hierarchies are maintained in PaymentNet to ensure proper segregation of the review and approval process. The ability to post fund information to transactions is maintained and monitored in PaymentNet.

PaymentNet, JPMC's web-based program provides cardholders and AOs a convenient method of querying information and transaction detail for purchasing activity on each PCard, allocating transactions to one or more funds, and accessing monthly statements on the first working day of each new month. Transactions generally appear in PaymentNet within approximately 24 hours after processing by the bank.

### B. Purpose

This guide, used in conjunction with the PCard Policy and Procedure Manual, explains the detailed procedures for Cardholders and AO's to use in reviewing transaction, assigning fund information, documenting transaction notes and justification, approving transactions, and preparing the Monthly Remittance Packet.

# System Requirements

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## II. System Requirements

In order to access PaymentNet, your computer requires:

- An Internet Browser that supports Secure Socket Layers (SSL). Recommended browsers are: Internet Explorer 4.x and greater, or Netscape 4.x or greater. Netscape 6 is not supported.
- Adobe Acrobat Reader software installed on your computer in order to view and print reports. Free copies of Adobe Acrobat Reader can be downloaded from <http://www.adobe.com/>.
- Word 95 or greater and Excel 95 or greater are recommended to view reports.
- A "gateway" to the Internet (users must have access out of any company placed firewalls). PaymentNet™ may be accessed outside of the work environment simply by having access to an ISP (Internet Service Provider).
- 800x600 (or greater) screen resolution recommended.

# The Monthly Remittance Packet

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## III. The Monthly Remittance Packet

Each month after the cardholder and AO review and approve transactions on PaymentNet, a remittance packet must be prepared and forwarded to the PPA for review and audit within the designated time requirements. The Monthly Remittance packet is the official documentation of compliance with internal controls, including validation of expenditures, record keeping, and reconciliation. The Monthly Remittance Packet consists of the following:

- A completed and signed **PCard Program Remittance Form**
- Printed Copy of monthly electronic **Cardholder Statement**
- Original, itemized receipts and documentation supporting each transaction
- Dispute Item Records, if applicable

Procedures for completing the monthly remittance packet are summarized below and covered in detail in other sections of this manual.

### A. Summary of cardholder procedures:

1. Print the monthly electronic **Cardholder Statement** from ESP in PaymentNet  
(See section **V. A. – Print Monthly Statements**). Reconcile original itemized receipts to the transactions on the monthly statement.
2. Review transactions on-line in PaymentNet.  
Allocate to appropriate funds (See section **V. C. – Review Transactions, Assign Fund Information, and Document the Nature of Each Expense**).
  - Compare to itemized receipts
  - Allocate to appropriate funds
  - Document nature of transaction
  - Check the “Reviewed” box
3. Attach the original itemized receipts to the **Cardholder Statement**.



Individual receipts should be taped to 8 1/2 x 11” sheets of paper to ensure they are not lost in transit.

4. Print the **PCard Program Remittance Form**  
(Available at <http://www.foundation.sdsu.edu/PDF/remitform.pdf>)

## Monthly Remittance Packet

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5. Attach the PCard Program Remittance Form to the statement and original itemized receipts.
6. Sign the PCard Program Remittance Form certifying that all charges made with your PCard are allowable and appropriate in nature and have been made in accordance with the Procurement Card Program Policy and Procedure Manual and other applicable SDSU Research Foundation policies.
7. Forward the completed monthly remittance packet to the Approving Official (AO) for review and approval.  
(See section **VI - Approving Official (AO) Procedures**).

### **B. Summary of Approving Official (AO) Procedures:**

1. Verify that each of your designated cardholders has submitted their monthly remittance packets for your review and approval within the published deadlines.
2. Review cardholder statement and receipts to ensure charges are appropriate, allowable and that no prohibited items have been purchased.
3. Verify that supporting receipts for each transaction have been reconciled and attached to the statement.
4. Approve transactions in PaymentNet. Ensure the cardholder has performed the PaymentNet on-line review process within the established timeframe and assigned appropriate fund information  
(See section **VI-Approving Official (AO) Procedures**).
5. Sign the PCard Program Remittance Form certifying that you have reviewed the cardholder purchases for appropriateness and allowability in accordance with the Procurement Card Program Policy and Procedure Manual and all other SDSU Research Foundation policies and approve the transactions for posting to the designated funds.
6. Forward the Monthly Remittance Packet to the PPA within published deadlines (See section **VI-Approving Official (AO) Procedures**).

## Monthly Remittance Packet

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In certain circumstances, the cardholder and AO may be the same (i.e., cardholder is the PI or Project Director). In these cases, the cardholder must also perform the procedures described in section **VI - Approving Official (AO) Procedures**.

# Logging into the PaymentNet System

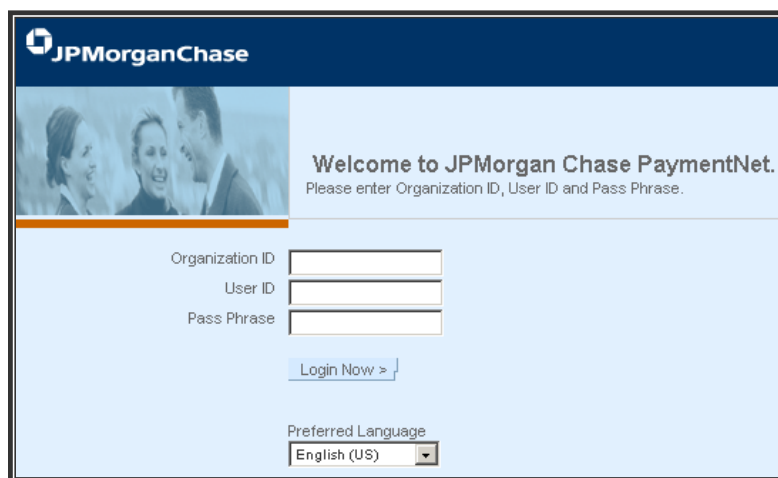
## IV. Logging into the PaymentNet System

### A. The Login Screen

Using your browser, go to: <http://www.paymentnet.com>.

Note that you may also access PaymentNet from the SDSU Research Foundation Homepage by selecting the Procurement Card Program link.

This will bring you to the **Login Screen**.



Enter the login information required:



Login information is case sensitive. The Organization ID, User ID, and default Pass Phrase are all lower case.

- Enter Organization ID (provided at time of card issuance)
- Enter User ID (assigned at time of card issuance)
- Enter Pass Phrase (temporary pass phrase assigned at time of card issuance)
- Click **Login Now**.



The PPA assigns a temporary pass phrase to each new cardholder and AO upon completion of training. This temporary pass must be changed the first time the user logs into PaymentNet. Select the “Change Pass Phrase” option on the Navigation bar in the Welcome Screen to update your pass phrase.

The next screen you will see is the **Welcome Screen** for the PaymentNet System.



# Logging into the PaymentNet System

## B. The Welcome Screen



The **Welcome Screen** is the gateway to all PaymentNet modules and services. The links and services that you will use as Cardholders and AOs are described below:

### MODULE

### DESCRIPTION/USE

#### **PaymentNet**

- Cardholders validate on-line transactions to original receipts, document the nature of each expense, and assign the fund(s) to which the expense will be charged. Also used to process disputed transactions.

AOs review and approve cardholder transactions for allowability, propriety, and proper fund allocation, and approve for payment against cardholder designated funds.

#### **Electronic Statement & Payment (ESP)**

- Used by cardholders to print the monthly electronic statement when preparing the monthly remittance packet.

#### **Local Settings**

- Allows cardholders and AOs to define personal preferences for language (English or French) and date formats.

#### **Change Pass Phrase**

- Allows cardholders and AOs to change/update

## Logging into the PaymentNet System

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pass phrases. Must be used by all users 1.) to immediately update temporary pass phrases assigned by the PPA 2.) anytime the user believes the confidentiality of the pass phrase may have been compromised and 3.) on a regular basis to maintain the integrity and confidentiality of the pass phrase.

### Links

- Provides a drop down list of useful and related links to frequently used websites and documents (i.e., PI Profile, SDSURF Homepage, Procurement Program Policy and Procedure Manual, Project Administration Guide, etc.).

### Logoff

- Logs user out of the PaymentNet system. For security purposes, users should log off each time they have finished their session.



See section **VII – Navigating in PaymentNet** and section **VIII – Creating Custom Queries in PaymentNet** for detailed instructions on advanced navigation and query techniques within the PaymentNet module.

# Cardholder Procedures

## V. Cardholder Procedures

### A. Print Monthly Statements

The first step in preparing the monthly remittance packet is to print the electronic statement. Each cardholder receives an electronic statement for all PCard transactions the first business day of each month via the Electronic Statement & Payment module in PaymentNet. To view and print your monthly statement, select the **Electronic Statement & Payment** option in the navigation bar on the **Welcome Screen** (see Section IV.B – The Welcome Screen).

The screenshot shows the JPMorgan Chase Statement page. A blue box labeled "Account number" points to the "Account Number" dropdown menu. Another blue box labeled "Select Billing Cycle" points to the "Billing Date" dropdown menu. The page displays the following information:

Account Number	Billing Date	Due Date	Total Amount Due	Amount to Pay
640530000549506	3/31/2003	4/25/2003	0.00	0.00

Account Name: DEREK WILTON  
Spend Limit: 7,500.00  
Available to Spend: 7,500.00

Page 1 of 4

Post	Tran	Reference	Description	City	State/Prov	MCC	Amount
03/03	02/27	68541583059000221350919	S DIEGO GLASS COATING	SAN DIEGO	CA	\$	160.00
03/03	02/28	68470823061900306213406	TOP VALUE TIRE	SAN DIEGO	CA	\$	631.41
03/13	03/11	68470823071900307113603	TOP VALUE TIRE	SAN DIEGO	CA	\$	216.56
03/13	03/11	68541863071010174889060	THE HOME DEPOT 659	LEMON GROVE	CA	\$	107.10
03/25	03/24	68480773084207542004021	CALIFORNIA INSPECTION	LA MESA	CA	\$	60.00
03/31	03/29	68417343089600890206583	TRADER PUBLISHING SAN	SAN DIEGO	CA	\$	40.00

Average Daily Balance	Monthly Periodic Rate	Annual Percentage Rate	Annual Percentage Rate	Account Summary	
Purchases	0.00	0.0000%	0.00%	Previous Balance	0.00
Cash Advances	0.00	0.0000%	0.00%	Purchases	+ 0.00
				Cash Advances	+ 0.00
				Credits	- 0.00
				Payments	- 0.00
				Other Charges	+ 0.00
				Finance Charge	+ 0.00
				New Balance	= 0.00

\*\*\*\*\* THE ABOVE LISTED TRANSACTIONS HAVE TRANSFERRED TO THIS ACCOUNT'S ASSOCIATED CENTRAL BILL ACCOUNT. THE NET BALANCE WAS

#### 1. View the Statement

Select the desired Account Number from the drop down menu. The list will be limited to the account number(s) assigned to your PaymentNet User ID at the time your account was set-up. The screen will then display the most current statement information for the specified card. The statement includes cardholder name, account number, billing and due dates, amount due, and transaction detail.





To view a prior month's statement select the billing date desired from the drop down menu.

## Cardholder Procedures


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### 2. Print the Statement

To print the statement select one of the following buttons (either format is acceptable for the monthly remittance packet):

- 
- 



Merchants have the option of providing various levels of details with the transaction information. The level of transaction detail in PaymentNet will match the level provided by the merchant. If the merchant has reported transaction detail, a green dollar icon  appears next to the Trans ID on the Transaction List screen. By clicking on the icon (or the “View Transaction Detail” link), the Purchase Detail will be displayed.

The following box appears:



- **Click OK**
- **Click the Green arrow at the top right of the screen–  
“Download statement in PDF Format”**

Adobe Acrobat will open and the statement will be displayed.  
To print the statement:

- **Select File**
- **Click Print**
- **Click Ok**

Once the statement has been printed, exit ESP by clicking the “Home” button on the top right side of the screen.

This will return you to the **Welcome Screen** and you will be able to access and review your transactions in the PaymentNet module.



## Cardholder Procedures

### B. Reconcile Itemized Receipts to the Monthly Statement

Once the statement has been printed, compare each itemized receipt to the transaction listed on the statement to ensure they are in agreement. If the amount on the statement does not agree to the itemized receipt, follow the instructions under section **V.F. – Dispute Transactions** to resolve the disagreement. If a receipt is lost or not itemized, you must complete a Lost/Non-Itemized Receipt form, available at <http://www.foundation.sdsu.edu/PDF/lostreceipt.pdf>.



Tape individual receipts to 8 1/2 x 11 sheets of paper to ensure they are not lost in transit.

When the receipts are reconciled to the statement, you are ready to assign the appropriate fund information (Org, fund, and account codes) to each transaction in the PaymentNet module.

### C. Review Transactions, Assign Fund Information, and Document the Nature of Each Expense

Use the PaymentNet module to review each transaction, document the nature of the expense, and designate the fund(s) where the transaction should be charged. This can be done anytime throughout the month, but not later than the published deadlines as described at <http://www.foundation.sdsu.edu/PDF/processingdeadlines.pdf>.

#### 1. Access the PaymentNet Module

From the **Welcome Screen** (see section **IV.B. – Welcome Screen**), select PaymentNet from the navigation bar on the left side of the screen. This brings you to the **Transaction List** screen.

Row	Trans ID	User ID	Trans Merchant Name	Transaction Amount	Transaction Date	Post Date	Employee Last Name	Employee First Name	MCC	Reviewed	Approved
1	1355	dwlton	TOP VALUE TIRE	\$479.51	04/07/2003	04/09/2003	WILTON	DEREK	7538	<input type="checkbox"/>	
2	1286	DWILTON	TRADER PUBLISHING SAN	\$40.00	03/29/2003	03/31/2003	WILTON	DEREK	7311	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	1233	DWILTON	CALIFORNIA INSPECTION	\$60.00	03/24/2003	03/25/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	1099	DWILTON	THE HOME DEPOT 659	\$107.10	03/11/2003	03/13/2003	WILTON	DEREK	5200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	1098	DWILTON	TOP VALUE TIRE	\$216.56	03/11/2003	03/13/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	1002	DWILTON	S DIEGO GLASS COATING	\$160.00	02/27/2003	03/03/2003	WILTON	DEREK	1799	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	1001	DWILTON	TOP VALUE TIRE	\$631.41	02/28/2003	03/03/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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## Cardholder Procedures



See **Section VII – Navigating in PaymentNet** for additional details and instructions regarding other tools to assist you while navigating around PaymentNet.

2. View transactions and compare to original Itemized receipts  
From the **Transaction List** screen, you can view all transactions that have posted to PaymentNet. Compare each PaymentNet transaction to your original itemized receipts. Research and resolve any differences.

**Reviewed Indicator**

**Transaction Detail**

**Return to Transaction List link**

**Org, Fund, Acct Codes**

**Add Transaction Notes**

Transaction Detail Record 1171	
Reviewed	<input type="checkbox"/>
Approved	
Customer Code	9138762089000
Trans Merchant Name	STAPLES #990
Trans Merchant City	800-333-3330
Merch. State / Prov	CA
Originating Currency	U.S. Dollar
Orig Currency Amt	\$14.72
Subtotal	\$14.23
Sales Tax Amount	\$0.49
Total	\$14.72

User ID:   
Organization:   
Fund:   
Account:   
PO # (Purchase Dept Only):

Transaction Notes:

3. Assign the fund, org, and account code(s) where the expense should be charged.

For each transaction, **click on the blue text**. This will bring you to the **Transaction Detail Record** screen where you can assign org, fund, and account information.

- **Organization**  
Using the drop down menu, select the appropriate org.
- **Fund**  
Using the drop down menu, select the appropriate fund.



Organization and Fund drop-down lists are customized for each user at the time of account set-up. The org code options list is defined at the time Cardholder and AO applications are processed. Once an org is selected, the system will populated the fund drop-down list with all the funds eligible for use with that org code.

## Cardholder Procedures

- **Account**

Enter the appropriate 4-digit account code. Be sure to verify that there is sufficient budget available in the specified account code.



Access PI Profile to view a listing of account codes and their available budget for the fund and org you are using. If you do not have access to PI Profile, contact your Approving Official for a listing of eligible account codes and their current budget status.



In some cases, it will be appropriate to allocate the transaction to more than one fund, org, and account combination. Refer to section **V.E. – Split Transactions** for detailed procedures.

4. Document the Nature of the Expense

An explanation regarding the nature of the expense is required in the Transaction Notes box on the **Transaction Detail Record** screen. Document the specific nature of the expense and how it supports the project's goals and how it adheres to sponsor and SDSURF guidelines.

**Example:**

When purchasing supplies, the types of supplies, purpose, and intended use must be documented. For example, on an Office Depot transaction, the 'Transaction Notes' field might be populated as follows: "Office Depot – purchase offices supplies (pens, paper, sticky pads) to be used on XYZ training grant for interviews with subjects."

5. Check the "Reviewed" Indicator

Mark the "Reviewed" checkbox on the **Transaction Detail Record** screen to indicate the review is complete. This action certifies that you have completed the following:

- Reconciled original, itemized receipt to PaymentNet transaction detail
- Reviewed each transaction for allowability and appropriateness
- Allocated each transaction to one or more funds for posting
- Properly documented the nature of each transaction in accordance with published policies and procedures

Reviewed	<input checked="checked" type="checkbox"/>
Approved	<input type="checkbox"/>

## Cardholder Procedures

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Note that the “Approved” checkbox is blocked to cardholders. Only the Approving Official is able to check the “Approved” checkbox.

### 6. Save Transaction

After all fund information and transaction notes have been assigned and the review indicator has been checked, click the **Save** button to retain information entered. Failure to save the transaction will result in lost information.



After the 10<sup>th</sup> business day of each month, these transactions will be posted to the designated funds and no further changes can be made in PaymentNet. However, the information will remain in PaymentNet and be available for query. Refer to section **VII – Navigating in PaymentNet**.

### D. Submit the Remittance Packet to the AO

Once all receipts are in agreement with the statement and all transactions have been reviewed in PaymentNet:

1. Print the **PCard Program Remittance Form**.  
The remittance form is available on-line at <http://www.foundation.sdsu.edu/PDF/remitform.pdf>.
2. Sign and attach the Remittance form to the statement and related original itemized receipts.
3. Attach disputed item documentation if applicable. Refer to section **V.F – Disputed Transactions**.
4. Forward completed packet to the AO by the deadline.  
Packets must be received by the AO no later than the 6<sup>th</sup> working day of the month following the statement date.  
See published deadlines at <http://www.foundation.sdsu.edu/PDF/processingdeadlines.pdf>

### E. Split Transactions

In some instances, it may be necessary to allocate a purchase among multiple funds. To begin dividing the total amount of the transaction between two or more funds, select the desired transaction from the **Transaction Detail Record** screen and click on **Split >**. This will bring you to the **Transaction Split** screen.

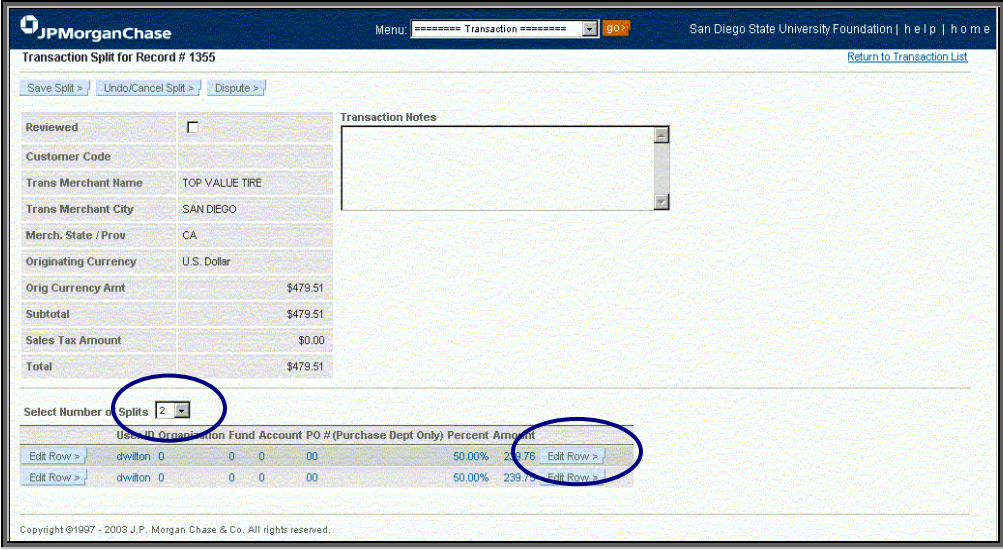


Transactions can only be split among the org/fund/account combinations defined for each user at the time of account set-up.



# Cardholder Procedures

1. Select the number of splits  
You may select up to 15 splits from the drop-down list



Transaction Split for Record # 1355

Save Split > Undo/Cancel Split > Dispute >

Reviewed ☐

Customer Code

Trans Merchant Name TOP VALUE TIRE

Trans Merchant City SAN DIEGO

Merch. State / Prov CA

Originating Currency U.S. Dollar

Orig Currency Amt \$479.51

Subtotal \$479.51

Sales Tax Amount \$0.00

Total \$479.51

Transaction Notes

Select Number of Splits 2

Use ID	Organization	Fund	Account	PO # (Purchase Dept Only)	Percent	Amount	
Edit Row >	dwlton	0	0	00	50.00%	239.76	Edit Row >
Edit Row >	dwlton	0	0	00	50.00%	239.75	Edit Row >

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2. Edit a row  
Click **Edit Row >**. This enables you to edit fund information and allocate the transaction amount by either percentage or by dollar amount.
3. Allocate by percentage  
Click on the **Percent** field and type the percentage that will be allocated to the line's fund information. The **Allocated Amount** field will update accordingly. When allocating transaction expenses to various accounting codes, PaymentNet™ will automatically balance the last split proportionally based on the percentages allocated to other accounting codes.
4. Allocate by dollar amount  
Click on the **Amount** field and type the amount that will be allocated to the line's accounting codes. With PaymentNet's™ auto balance feature, the **Percent** field will update automatically.



The last split row is not editable. It will adjust to the other edited rows.

5. Complete the split  
When you are finished allocating the fund information for the row click **Save Row >**. This will refresh the screen and enable you to edit any additional rows.

## Cardholder Procedures

When you have finished the entire split, click [Save Split >](#) button located at the top of the screen.

If you would like to cancel the changes you have made, click the [Undo/Cancel Split >](#) button located at the top of the screen.

When you are ready to return to the transaction listing, click the **Return to Transaction Listing** link located at the top right of the screen.

### F. Disputed Transactions

If you are unable to resolve a disputed item directly with the merchant, dispute the transaction in PaymentNet.



If questionable items appear in PaymentNet, refer to the **Procurement Card Program Policy and Procedure Manual – Section IX – Fraudulent and Disputed Transactions** for additional information.

#### 1. Submit a Disputed Item claim in PaymentNet

- **Select the transaction from the Transaction Detail Record screen and populate dispute information.**

Click the [Dispute >](#) button. Most fields will populate automatically. You will need to populate the following:

- **Email Address**  
Enter your email address
- **Merchant State**  
Enter the state where the purchase was made
- **Dispute Reason**  
Select the reason for dispute from the drop down menu
- **Additional Information**  
Enter any information which may clarify the reason of the dispute

Dispute for Record # 260370

[Undo >](#) \* Denotes required information

[Return to Transaction Edit](#)  
[Return to Transaction List](#)

Name	JOHN
Transaction Date	11/07/2002
Trans Merchant Name	ENTERPRISE RENTACAR
E-Mail Address*	John.Doe@MyCompany.com
Trans Merchant City	LOS ANGELES
Merch. State / Prov*	CA
Dispute Entry Date	12/13/2002
Transaction Amount	\$129.89
Micro Reference	0943425271522659

Dispute Information

Dispute Reason \*

[Select a reason for dispute](#)

Additional Information

I am testing the Thanks.

I have been billed more than once by the same merchant.  
I have been charged for a purchase that was paid for by other means. (Other Credit Card, Check, Cash, Etc.)  
I have been billed for the wrong amount on my account.  
I do not recognize this charge.  
I did not authorize this charge.  
Merchant was to issue credit for goods returned, or attempted to be returned on \_\_\_\_\_. This credit has not posted to my account.  
I have not received the Service/Merchandise I've been charged for.  
I Canceled: Service, Airline Ticket, Hotel Reservation, on \_\_\_\_\_, Cancellation # \_\_\_\_\_  
I have received my dispute with the merchant.





## Cardholder Procedures

- **Save the transaction**

Click [Save >](#) after all of the required information has been entered. The following message appears (in blue):

The dispute reason chosen will not be processed on-line due to the additional information needed. Please click here to view and print the pre-populated form to which you may attach the needed information and fax or mail to the J. P. Morgan Chase dispute team.


After the record has been saved, a yellow square immediately appears next to the transaction on the **Transaction List** screen, indicating that the dispute has been initiated.

1	260375	\$		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/07/2002	11/08/2002	\$13.49	\$0.00	FEDEX SHP 11/01/02 AB#
2	260370			<input type="checkbox"/>	<input type="checkbox"/>	11/07/2002	11/08/2002	\$129.89	\$0.00	ENTERPRISE RENTACAR
3	260366	\$		<input type="checkbox"/>	<input type="checkbox"/>					BOISE OFFICE*IN#728465

Yellow Square

- **Print the Disputed Item Form**

The message above provides a hyperlink to the online form required. A new window will pop-up with the form, generated in Adobe Acrobat reader. The form is pre-populated with the transaction information and dispute reason. A sample form is shown below:



Dear Cardholder,

The Dispute Reason that you chose through PaymentNet requires that additional documentation be supplied to enable us to work your dispute, therefore this dispute could not be completed through PaymentNet and we are providing this dispute form for your convenience. Once we receive this form and the needed documentation back via fax, we will place the charge in dispute and begin our investigation on your behalf. Regulations require that you notify us in writing within 60 days of your receipt of the statement reflecting the disputed charge. You are not required to use this form to notify us of your dispute; you may write us a separate letter instead. Please be advised that **Visa & MasterCard require that attempts be made to resolve your dispute with the merchant before notifying us.**

Any response received after the above-mentioned time frame may result in our inability to assist you with your dispute.

~Please fax this notification and needed documentation to : 1-801-590-1316 ~

NAME: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

ACCOUNT# \_\_\_\_\_ MERCHANT NAME: BOISE OFFICE\*IN#728465

AMOUNT: 72.54 TRANSACTION DATE: 11-06-2002 POST DATE: 11-08-2002

**I have contacted the merchant in an attempt to resolve my dispute, but continue to dispute the above charge for the following reason:**

I do not recognize this charge

**Additional Information:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\* ABOVE "INFORMATION/DOCUMENTATION" IN BOLD & BETWEEN ASTERISKS IS REQUIRED \*

~~ DISPUTE NOTIFICATION NEEDS TO BE SIGNED BY THE "CARDHOLDER" ~~

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE


## Cardholder Procedures


---

This form must be printed, signed, and faxed or mailed with any additional criteria (i.e. receipts, invoices, etc.) to the JPMorgan Chase Dispute department. A copy must be attached to the monthly remittance packet. You may also save the file for your records.

Once the JPMorgan Chase Dispute department has processed all required information, the yellow square next to the transaction (in the **Transaction List**) will be replaced with a red square (■), indicating that the transaction is currently in the dispute process.

- **Undo and Resolve a Dispute**

The cardholder can cancel the dispute at any time prior to the yellow dot indicator turning red by clicking the  button in the **Dispute** screen. The yellow square will be removed and the dispute will be dropped.

Cardholders may resolve disputed transactions online with the  button. This option will appear for transactions already displaying the red dot indicator. Mark the transaction as resolved if the transaction was disputed in error, or at anytime once you become aware that the transaction has been resolved.

After the  button is clicked, PaymentNet displays the following message:

**This record has been sent to the dispute department for resolution**

Once the resolution has been processed, the red square will automatically be removed by JPMorgan Chase.

2. Allocate the fund information to the disputed transaction as you would if the item was not in dispute.

Using PaymentNet, allocate the fund information to the disputed transaction as you would if the item was not in dispute. This is where the item will be charged, if applicable, upon resolution of the dispute. While the dispute is pending, the fund will NOT be charged, unless proper dispute documentation is not submitted with the monthly remittance packet.

Document that the transaction is in dispute, and summary of actions taken in the "Transaction Notes" field.

## Cardholder Procedures

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### 3. Process credit transactions

In some cases, disputed transactions will result in a credit transaction in PaymentNet and on the monthly electronic statement. Allocate the credit transaction to the same fund that the disputed transaction was allocated to. Use the "Transaction Notes" field to reference that this is a credit to a previously disputed item.

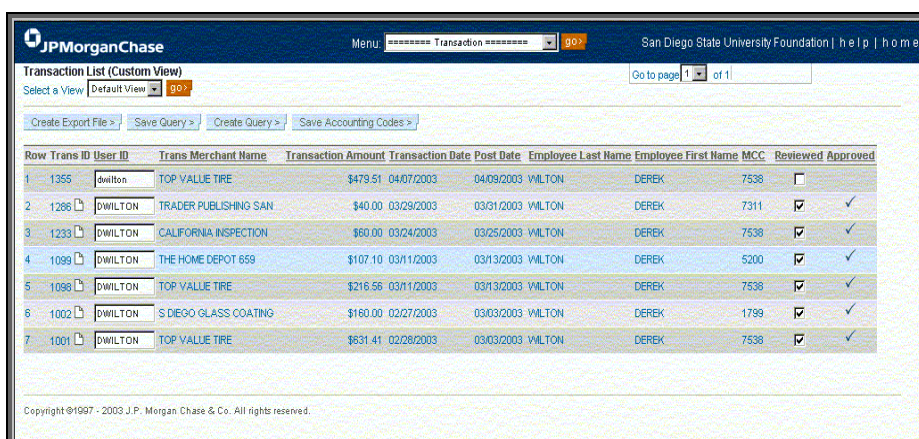
# Approving Official Procedures

## VI. Approving Official (AO) Procedures

### A. Review Cardholder Transactions

Each month, the cardholder forwards the monthly remittance packet to the AO for review and approval. As AO, you must review the packet for completeness, review the fund information assigned in PaymentNet, sign the remittance form, and forward the packet to the PPA.

1. Review each original itemized receipt  
Review each receipt and ensures the amount on the receipt agrees to the amount on the statement. Review each receipt to ensure charges are appropriate, allowable, and that no prohibited items have been purchased.
2. Review and approve transactions in PaymentNet.  
Access PaymentNet to review the cardholder fund allocations and documentation of the nature of expense for each transaction.
  - **Log into PaymentNet.** Refer to Section IV – Logging into the PaymentNet System.
  - **Access the PaymentNet Module**  
From the **Welcome Screen**. Refer to Section IV.B. – **Welcome Screen**, select PaymentNet from the navigation bar on the left side of the screen. This brings you to the **Transaction List** screen.



Row	Trans ID	User ID	Trans Merchant Name	Transaction Amount	Transaction Date	Post Date	Employee Last Name	Employee First Name	MCC	Reviewed	Approved
1	1355	DWILTON	TOP VALUE TIRE	\$479.51	04/07/2003	04/09/2003	WILTON	DEREK	7538	<input type="checkbox"/>	<input type="checkbox"/>
2	1286	DWILTON	TRADER PUBLISHING SAN	\$40.00	03/29/2003	03/31/2003	WILTON	DEREK	7311	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	1233	DWILTON	CALIFORNIA INSPECTION	\$60.00	03/24/2003	03/25/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	1099	DWILTON	THE HOME DEPOT 659	\$107.10	03/11/2003	03/13/2003	WILTON	DEREK	5300	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	1098	DWILTON	TOP VALUE TIRE	\$216.56	03/11/2003	03/13/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	1002	DWILTON	S DIEGO GLASS COATING	\$160.00	02/27/2003	03/03/2003	WILTON	DEREK	1799	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	1001	DWILTON	TOP VALUE TIRE	\$631.41	02/28/2003	03/03/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



See **section VII – Navigating in PaymentNet** for additional details and instructions regarding other tools to assist you while navigating around PaymentNet.

## Approving Official Procedures

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On the Transaction List screen, review each transaction and mark the “Approved” checkbox on the **Transaction Detail Record** screen to indicate that the review is complete and you approve the transaction. This action certifies that you have completed the following:

- Verified that the cardholder has acquired the goods or services within published policies and procedures and that the expenses are allowable within guidelines of applicable award documents.
- Verified cardholder has allocated the transactions to the appropriate org, fund, and account code(s) and that sufficient budget is available for each transaction to post. If necessary, make appropriate adjustments. Refer to Section **V.C. - Review Transactions, Assign Fund Information, and Document the Nature of Each Expense**.
- Verified that the cardholder has properly documented the nature of each expense in the ‘Transaction Notes’ field in accordance with published policies and procedures.
- Verified that the cardholder has checked the ‘Reviewed’ box certifying that they have completed their transaction review responsibilities.
- Acknowledged that as an authorized signer, you approve the expense and authorize payment against the designated funds.

### B. Review the Monthly Remittance Packet

1. Review the monthly remittance packet
  - Verify that the PCard Remittance Form is properly completed and signed by the cardholder.
  - Verify that the electronic monthly statement is attached
  - Verify that an original, itemized receipt (or a properly completed **Lost/Non-Itemized Receipt Form**) is attached for each transaction listed on the monthly statement.
  - Verify that if any item(s) are in dispute, a properly completed Disputed Item form is attached.
2. Sign the PCard Program Remittance Form



## Approving Official Procedures

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certifying that you have reviewed the cardholder purchases for appropriateness and allowability in accordance with the Procurement Card Program Policy and Procedure Manual and all other SDSU Foundation policies.

### **B. Forward PCard packet to PPA**

Forward the completed packet to the PPA at:

**Olivia Ruiz**

Procurement Program Administrator

MC 1941

5250 Campanile Drive

San Diego, CA 92182



The Remittance Packet must be submitted to the PPA within the published deadlines as described in section **XI – PCard Monthly Processing Deadlines** of the **Procurement Program Policy and Procedure Manual** available at: [http://www.foundation.sdsu.edu/PDF/pcard\\_policy.pdf](http://www.foundation.sdsu.edu/PDF/pcard_policy.pdf).



# Navigating in PaymentNet

## VII. Navigating in PaymentNet

The PaymentNet system provides several tools to help you navigate through the system. These tools will be demonstrated as used in the Transaction List Screen, the most commonly used screen by Cardholders and AOs.

### A. The Transaction List Screen

The Transaction List screen displays cardholder transactions.

The screenshot shows the JPMorgan Chase Transaction List screen. It features a blue navigation bar at the top with a 'Menu' dropdown set to 'Transaction'. Below this is a 'Select a View' dropdown set to 'Default View'. A table of transactions is displayed with columns for Row, Trans ID, User ID, Trans Merchant Name, Transaction Amount, Transaction Date, Post Date, Employee Last Name, Employee First Name, MCC, Reviewed, and Approved. Callouts point to various elements: 1. Navigation Bar (the blue bar), 2. Select a View box (the 'Select a View' dropdown), 3. Page Navigator (the 'Go to page' dropdown), 4. Transaction ID (a specific ID in the table), 5. Sort Columns (the table headers), and 6. Icon Identifier (a small icon next to a transaction row).

Row	Trans ID	User ID	Trans Merchant Name	Transaction Amount	Transaction Date	Post Date	Employee Last Name	Employee First Name	MCC	Reviewed	Approved
1	1355	dwlton	TOP VALUE TIRE	\$479.51	04/07/2003	04/09/2003	WILTON	DEREK	7538	<input type="checkbox"/>	
2	1286	DWILTON	TRADER PUBLISHING SAN	\$40.00	03/29/2003	03/31/2003	WILTON	DEREK	7311	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	1233	DWILTON	CALIFORNIA INSPECTION	\$60.00	03/24/2003	03/25/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	1099	DWILTON	THE HOME DEPOT 659	\$107.10	03/11/2003	03/13/2003	WILTON	DEREK	5200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	1098	DWILTON	TOP VALUE TIRE	\$216.56	03/11/2003	03/13/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	1002	DWILTON	S DIEGO GLASS COATING	\$60.00	02/27/2003	03/03/2003	WILTON	DEREK	1799	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	1001	DWILTON	TOP VALUE TIRE	\$63.41	02/28/2003	03/03/2003	WILTON	DEREK	7538	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

#### 1. Navigation Bar

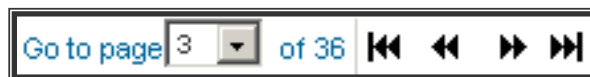
At the top of the **Transaction List** screen, you will see a blue bar (circled above), which represents PaymentNet's Main Navigation Bar. This drop-down menu navigates through all of PaymentNet's screens. When you initially open PaymentNet, the "Menu" defaults to "Transactions". Other menu options, Employee Profile and Reporting, will be discussed later in this document.

#### 2. "Select a View" Drop-Down Menu



Displays queries that have been created and saved. If no queries have been created, this will show only the Default View option. See section **V.III - Creating Custom Queries in PaymentNet** for detailed instructions on creating new queries.

#### 3. Page Navigator



## Navigating in PaymentNet

The “Go to page \_\_\_ of \_\_\_” displays the number of pages of transactions that are available for viewing. By clicking on the arrows on the upper right part of the screen, you can display the first page, previous page, next page, or last page. The options available are dependent on the current page. The drop-down feature allows you to go to a specific page number. If more than 100 pages exist, a text box will allow you to type in the desired page number.





4. The Transaction Identifier (Trans ID)  
This number is a unique reference number assigned to each transaction in PaymentNet. As new transactions are posted, the row numbers will become sequentially higher.

5. Sorting Columns



To sort data by category, click on one of the underlined column headings. This will sort the information in ascending order. To sort in descending order, click on the underlined category again. An upward or downward triangle indicator (▲ ▼) will appear next to the column that is being sorted, depending on if it is sorted in ascending or descending order.

6. Icons

 Note Icon	 Purchase Addendum Icon
 Dispute Initiated Icon (Yellow)	 Dispute in Process Icon (Red)

A variety of icons are visible in the Trans ID column. Clicking on each of these icons will allow the user to view additional detail pertaining to that transaction.

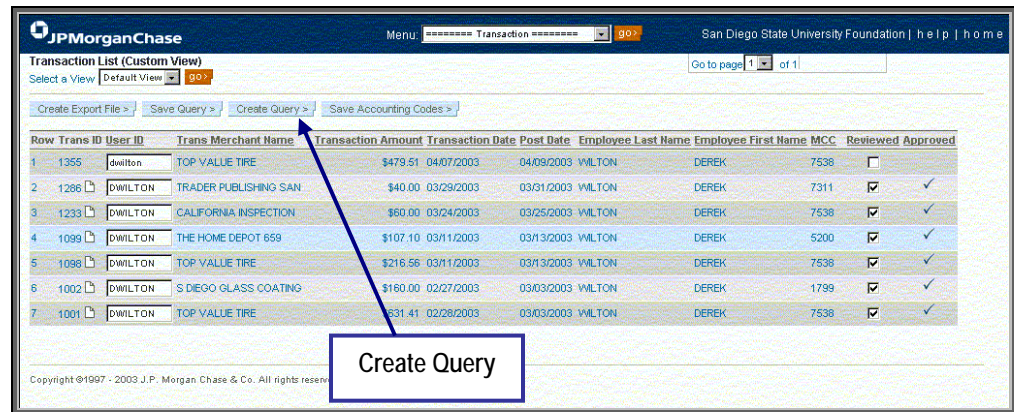
# Creating Custom Queries in PaymentNet

## VIII. Creating Custom Queries in PaymentNet

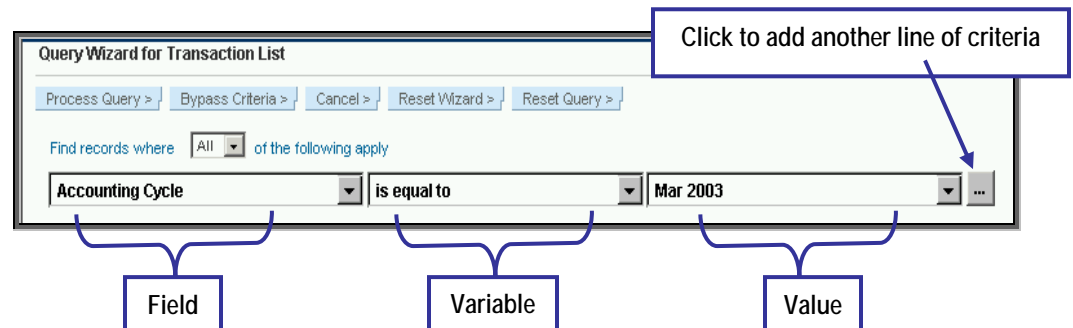
The Query function enables you to view the transactions that meet user-specified criteria. Queries are available on the **Transaction List** page as well as many other pages.

### A. Create a Query

From the **Transaction List**, click on the **Create Query** button.



This will bring you to the **Query Wizard for Transaction List** screen.



1. **Select** your choice of **All** or **Any** from the drop-down box.
  - **All** - Meets All questions asked within the query.
  - **Any** - Meets Any questions asked within the query (meaning that a transaction only has to meet one of the criteria to appear in the query).
2. **Select** the **field** to query in the first drop-down box
3. **Select** the **variable** of the query in the second drop-down box
4. **Fill** in the last box with the appropriate **value**.

## Creating Custom Queries in PaymentNet

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5. To add additional criteria rows, click the ellipsis button (...). Click **Process Query >**.

Query results will display on the **Transaction List** page.

### B. Reset Query

Click **Reset Query >** to revert to your previous query, then continue the steps described above to create another query

### C. Save Query

If you need to run this query often, you can save the query by clicking on the **Save Query >** button. You will be prompted to type in a name for the query. This saved query will then appear in the “Select a View” drop-down box.

### D. Delete Query

To delete a query, first select it from the “Select a View” drop-down box and click **go>**. Once the information has populated on the Transaction List page, click the **Delete Query >** button.

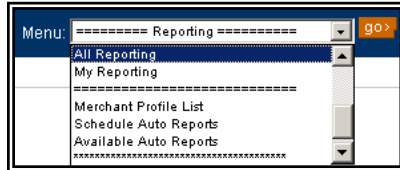
# Creating Reports

## IX. Creating Reports

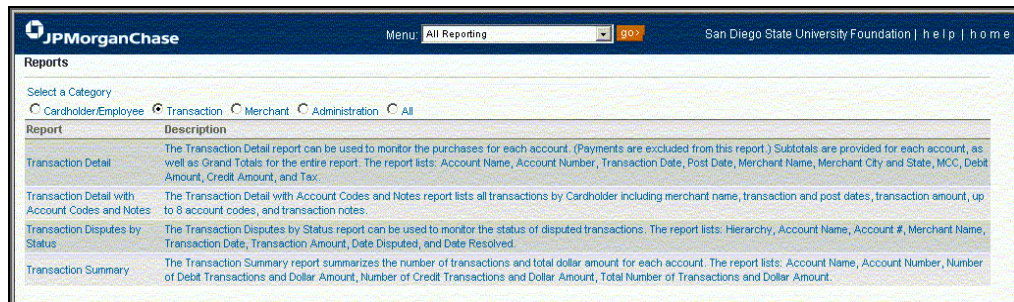
Reports can be created from transaction data in PaymentNet.

### A. Access the Reports Screen

From PaymentNet's Main Navigation Bar, scroll down to the **All Reporting** option and press "Go."



This will bring you to the **Reports** screen.



### B. Select Report Type

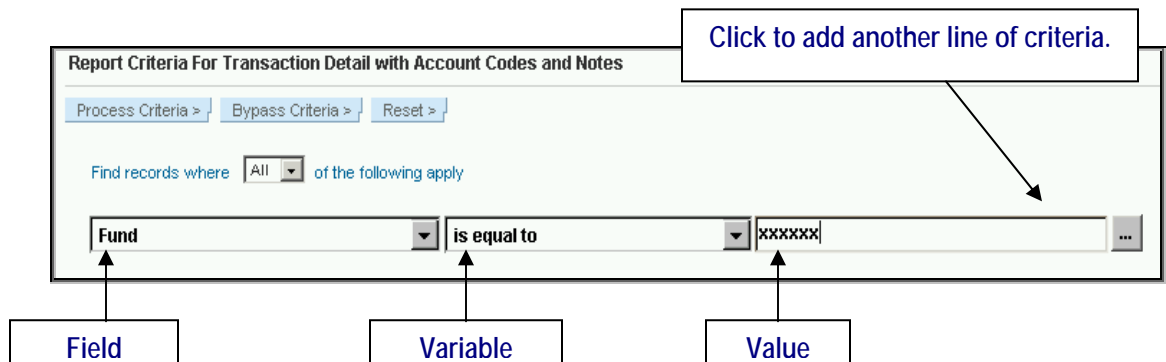
There are five different categories of reports. The most commonly used report type by Cardholders and AOs are "Transaction" reports. Detailed descriptions of available reports will display.



Select the option next to the category to display available reports.

### C. Define Report Criteria

After you select a report type, the system will take you to the next screen where you can input criteria that will help limit the results of the report. However, you can click on **Bypass Criteria >** and run a report without any restrictions.






## Creating Reports

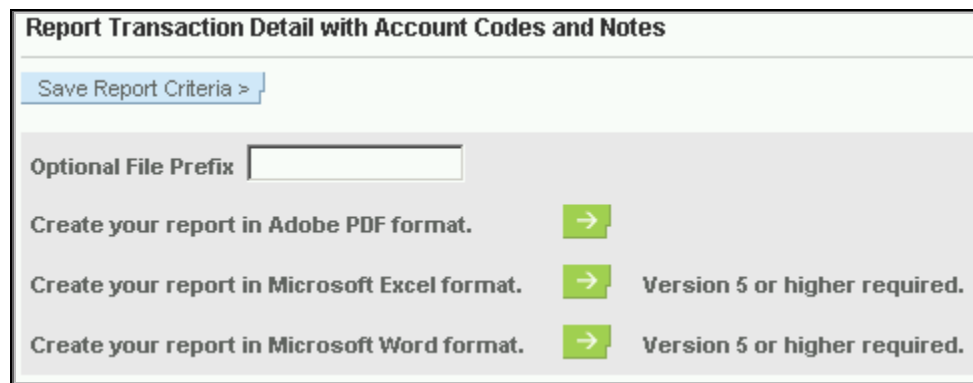
Criteria are restricted by three values: Field, Variable, and Value. You may select different criteria in the Field and Variable fields via the drop down menus. For example, to view all transactions for a particular fund:

- Change the **Field** to “Fund”.
- Change the **Variable** to “is equal to.”
- Type fund number in the **Value**.

When finished, click the [Process Criteria >](#) button.

### D. Generate the Report


Select the format you want the report generated in: Adobe PDF, Microsoft Excel, or Microsoft Word by clicking on the green arrow  next to the format type.





**Report Transaction Detail with Account Codes and Notes**

[Save Report Criteria >](#)

Optional File Prefix

Create your report in Adobe PDF format. 

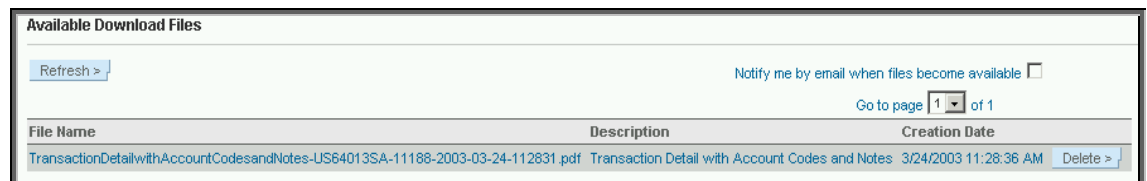
Create your report in Microsoft Excel format.  Version 5 or higher required.

Create your report in Microsoft Word format.  Version 5 or higher required.

If you want to regularly run this report, you can click [Save Report Criteria >](#) at this point. You will be prompted to enter a file name for this query.

### E. View Report On-Line

PaymentNet will automatically load the **Available Download Files** page. As soon as your report is ready, it will appear on this page. Most reports are available immediately, so you may click [Refresh >](#) until your report appears. You may also continue using PaymentNet and check back later.



**Available Download Files**

[Refresh >](#) Notify me by email when files become available ☐ Go to page 1 of 1

File Name	Description	Creation Date
TransactionDetailwithAccountCodesandNotes-US64013SA-11188-2003-03-24-112831.pdf	Transaction Detail with Account Codes and Notes	3/24/2003 11:28:36 AM

[Delete >](#)



Users may select the “Notify me by e-mail when files become available” box. Choosing this option will send a message to your e-mail account when the file is ready to view.

## Creating Reports

When the file name appears, click on the desired report. It will then generate the report in the format you selected.

The report will look similar to the following:

Print Icon

San Diego State University Foundation  
Transaction Detail with Account Codes and Notes

Date Printed: 03/24/2003 11:28:31 AM

TRANS ID	NAME	ACCOUNT NUMBER	TRAN DATE	POST DATE	MERCHANT NAME	MERCHANT CITY	STATE	MCC	SALES TAX	TRAN AMOUNT
776	AMERICAN EXPRESS	XXXXXXXXXX541511	02/06/2003	02/07/2003	VIKING OFFICE PRODUCTS	310-225-4500	CA	5964	\$0.00	\$47.88
					Supplies for central staff (tape and pens)					
					User ID					
					Organizat	14200				
					Fund	110000				
					Account	7052				
					PO # (Par	00				
385	AMERICAN EXPRESS	XXXXXXXXXX541503	12/18/2002	12/29/2002	SOCIETY 5262730393956	DALLAS	TX	3066	\$0.00	\$96.50
					Notes: J. Amison, AoA Annual Conference, January 11-15, 2003					
					User ID	JAMISON				
					Organizat	14100				
					Fund	110000				
					Account	7110				
					PO # (Par	00				
548	AMERICAN EXPRESS	XXXXXXXXXX541503	01/16/2003	01/17/2003	RENAISSANCE HOTEL 9673	SONOMA	CA	3330	\$0.00	\$670.17
					Notes: [redacted] J. Amison, AoA Annual Conference, January 11-15, 2003					
					User ID	[redacted]				
					Organizat	14100				
					Fund	110000				
					Account	7110				
					PO # (Par	00				
925	AMERICAN EXPRESS	XXXXXXXXXX541503	02/20/2003	02/21/2003	SOC RESEARCH ADMINISTR	ARLINGTON	VA	8699	\$0.00	\$325.00
					Notes: Registration for Jennie Amison for the Society of Research Administrators Western Section meeting, 5/15/03 - 5/21/03					
					User ID	JAMISON				

When you are ready to download the report, return to the **Available Download Files** page and right mouse-click over the **blue text of the report title**. Select "Save Target As" and save the file on your system.



If you know you will be using a particular report often, new reports may also be added directly in the "Schedule Auto Reports" page. This functionality is especially helpful for larger reports that may take longer to generate. Auto Reports are scheduled for generation during off hours and can be accessed at a later time.

### F. Print Report

To print the report from the screen view, click on the print icon. To print a file saved to your computer, follow the print instructions applicable to the format you selected.