

**LEHIGH UNIVERSITY**

**JPMORGANCHASE PAYMENTNET**

**CARDHOLDER**

**TRAINING MANUAL**

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# Transactions

## View Transactions

The [Transaction List](#) screen enables users to review transactions that have been posted. The transaction information shown includes general transaction data, as well as account code information.

- Cardholders have access to their own transactions
- Managers/Supervisors have access to others transactions as well as their own

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

| Row | Trans ID | Reviewed                 | Transaction Date | Post Date  | Transaction Amount | Cost Center | Sub Code | Name                |
|-----|----------|--------------------------|------------------|------------|--------------------|-------------|----------|---------------------|
| 1   | 57708    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$887.50           | 211180      | 0        | DODGER COSTUMES INC |
| 2   | 57707    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$1,590.00         | 320201      | 0        | MARTINS FURNITURE   |
| 3   | 57706    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$22.20            | 426399      | 0        | USPS 4134870611     |
| 4   | 57705    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$47.10            | 800005      | 0        | CDW                 |
| 5   | 57704    | <input type="checkbox"/> | 12/21/2004       | 12/21/2004 | \$27.85            | 800005      | 0        | AMZ*SUPERSTORE      |
| 6   | 57703    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$27.85            | 800005      | 0        | AMZ*SUPERSTORE      |
| 7   | 57702    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$27.85            | 800005      | 0        | AMZ*SUPERSTORE      |
| 8   | 57701    | <input type="checkbox"/> | 12/20/2004       | 12/21/2004 | \$500.00           | 213100      | 0        | ORACLE CORPORATION  |

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

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

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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.



A screenshot of a table header with four columns: 'Approved Transaction', 'Date', 'Post Date', and 'Transaction Amount'. The 'Date' column has a small square icon with an upward-pointing triangle next to it, indicating it is sorted in ascending order. A blue circle highlights this icon, and a blue arrow points from the circle to the text below.

**Page Navigator:** 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 dependant 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.



## Split Transactions

Up to 99 splits can be made on a single transaction; this helps allocate certain parts of the dollar amount to different accounting centers.

1. Click on the **Split >** button to begin dividing the total amount of the transaction it into multiple accounting codes.
2. Select the number of splits from the drop-down list.
3. To edit a particular row, click **Edit Row >**. This enables the user to edit accounting codes and allocate the billing amount by either percentage or by dollar amount.
4. When you are finished allocating a row, click **Save Row >**. This will refresh the screen and enable you to edit any additional rows.
5. When you have finished the entire split, click **Save Split >**. If you would like to cancel the changes you have made, click the **Undo/Cancel Split >** button.

## Disputes

Cardholders can initiate disputed transactions on-line. By choosing the appropriate reason, PaymentNet will automatically supply you with any further information fields that are required to complete the dispute.

1. When a cardholder wishes to dispute a transaction, they select the transaction, access the detail, and click the **Dispute >** button.

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- The cardholder then enters the required information and clicks [Submit](#). A yellow square immediately appears next to the transaction on the [Transaction List](#) screen, indicating that the dispute has been initiated (see below).

|   |        |    |                                     |                                     |            |            |          |        |                        |
|---|--------|----|-------------------------------------|-------------------------------------|------------|------------|----------|--------|------------------------|
| 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 checked="" 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"/>            | 11/07/2002 | 11/08/2002 | \$129.89 | \$0.00 | NOISE OFFICE*IN#728465 |

**Yellow Square Indicator**

- The cardholder can cancel the dispute at this point by clicking the [Undo >](#) button on the [Transaction Detail](#) screen. The yellow square indicator will be removed and the dispute will be dropped.
- Once the JPMorgan Chase Dispute department has processed all required information, the yellow square indicator next to the transaction will be replaced with a red square (■), indicating that the transaction is currently in the dispute process.

## Resolving a Dispute

Cardholders can resolve disputed transactions online with the [Mark as Resolved >](#) button. This option will appear for transactions already displaying the red square indicator.

After the **Mark as Resolved** button is clicked, PaymentNet displays the following message:

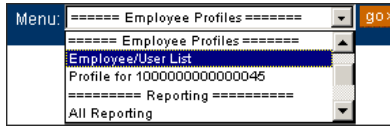
This record has been sent to the dispute department for resolution

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Once the resolution has been processed, the red square indicator will automatically be removed.

## Display and Edit Employee Profiles

Using the menu drop-down list, select [Employee/User List](#) to see a summary of cardholder information, such as accounting code assignments, cardholder status, etc.



Employee/User Profiles will help:

- Assign default accounting codes and cost centers
- Edit e-mail addresses for notification that transactions have not been reviewed or approved
- Resynchronize transactions for specific cardholders

Click on an employee to view individual details, including hierarchy, credit limits and current available balance.

The image shows the JPMorgan Chase Transaction List interface. At the top left is the JPMorganChase logo. To the right is a 'Menu:' dropdown set to 'Transaction List'. Below the logo is the title 'Transaction List' and a 'Select a View' dropdown set to 'Default View' with a 'go >' button. Below these are three buttons: 'Create Export File >', 'Save Query >', and 'Create Query >'. The main part of the interface is a table with the following columns: Row, Trans ID, Reviewed, Transaction Date, Post Date, Transaction Amount, Cost Center, Sub Code, and Name. The table contains six rows of transaction data.

| Row | Trans ID | Reviewed                 | Transaction Date | Post Date  | Transaction Amount | Cost Center | Sub Code | Name                      |
|-----|----------|--------------------------|------------------|------------|--------------------|-------------|----------|---------------------------|
| 1   | 57489    | <input type="checkbox"/> | 12/15/2004       | 12/16/2004 | \$46.24            | 214365      | 0        | LEHIGH-UNIV-BOOKSTOR#2170 |
| 2   | 57303    | <input type="checkbox"/> | 12/08/2004       | 12/13/2004 | \$8.95             | 214365      | 0        | MORAVIAN BOOKSHOP         |
| 3   | 56957    | <input type="checkbox"/> | 12/02/2004       | 12/06/2004 | \$3.00             | 214365      | 0        | WATER DELSV 800444PURE    |
| 4   | 56956    | <input type="checkbox"/> | 12/03/2004       | 12/06/2004 | (\$3.00)           | 214365      | 0        | WATER DELSV 800444PURE    |
| 5   | 56862    | <input type="checkbox"/> | 12/01/2004       | 12/03/2004 | \$11.60            | 214365      | 0        | WATER DELSV 800444PURE    |
| 6   | 56545    | <input type="checkbox"/> | 11/22/2004       | 11/23/2004 | \$160.98           | 214365      | 0        | CRUTCHFIELD.COM           |

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.



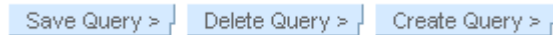
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## Create Queries

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. This feature is available to all user roles.

### Create a Query

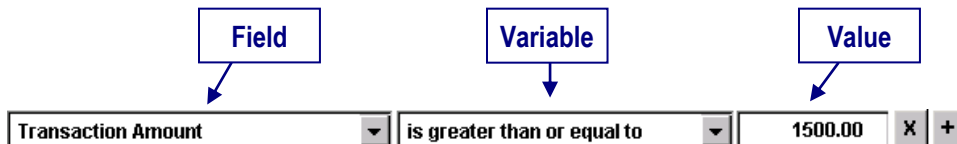
1. In order to create a query, click on the **Create Query** button.



2. Determine if the query is to:
  - a. Meet **All** questions asked within the query.
  - b. Meet **Any** questions asked within the query (meaning that a transaction only has to meet one of the criteria to appear in the query).
3. Select your choice of All or Any from the drop-down box.



4. In the first drop-down box, select the field to query.
5. In the second drop-down box, select the variable of the query:
  - a. **Is between** will create a range between two dates or two amounts.
  - b. **Contains** is recommended for all text field searches.
6. Fill in the last box with the appropriate value.



7. To add additional criteria rows, click the plus button (+). Click the delete (x) button to remove one row of criteria. Click **Reset Wizard >** to clear all information and begin a new query. Click **Reset Query >** to revert to your previous query. Repeat Steps 4-7 until your query is completed.
8. Click **Process Query >**.
9. Your results will now display on the **Transaction List** page.

### Save a Query

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If you need to run this query often, you can now 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.

### ***Delete a Query***

In order to delete a query, first select that query 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.

### **Create Reports**

Now that we’ve seen the [Transaction List](#) page, as well as the functions available for individual transactions, we are going to create reports from transaction data.

Select [All Reporting](#) from the menu drop-down list. There are five different categories of reports:

[Cardholder/Employee](#)  [Transaction](#)  [Merchant](#)  [Administration](#)  [All](#)

Selecting each option next to the category will display a different set of reports.

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