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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 transaction approver hierarchies are maintained in PaymentNet to ensure proper segregation of the review and approval process. The ability to post budget string information to transactions is maintained and monitored in PaymentNet.

PaymentNet, J.P. Morgan’s web-based program provides cardholders and transaction approvers a convenient method of querying information and transaction detail for purchasing activity on each PCard, allocating transactions to one or more budget strings, and accessing monthly statements within 24-48 hours after the close of the monthly cycle. Transactions generally appear in PaymentNet within approximately 24 hours after processing by the bank.

B. Purpose
This guide, used in conjunction with the Procurement Card Program Policy Manual, explains the detailed procedures for cardholders and transaction approvers to use in reviewing transactions, assigning budget information, verifying sales and use tax, documenting transaction notes and purchase justification, approving transactions, and preparing the monthly remittance packet for retention.
II. SYSTEM REQUIREMENTS
To optimize system performance and provide a high level of security, PaymentNet requires adherence to specific setup protocols and security standards. The following list outlines requirements to use the full functionality available in PaymentNet. If you have questions about your computer’s settings, your organization’s technology support department may be able to assist.

List 1: Required System Components

<table>
<thead>
<tr>
<th>Category</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Pentium® or Celeron® 500 MHz processor (minimum)</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>Supported Browsers</td>
</tr>
<tr>
<td></td>
<td>PaymentNet is supported for use with:</td>
</tr>
<tr>
<td></td>
<td>- Microsoft® Internet Explorer® 11 on Windows 7</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Internet Explorer 10 on Windows 7</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Internet Explorer 9 on Windows 7</td>
</tr>
<tr>
<td></td>
<td>- Mozilla® Firefox® 31 on Windows 7</td>
</tr>
<tr>
<td></td>
<td>J.P. Morgan encourages users to use a supported browser for the best experience.</td>
</tr>
<tr>
<td>Browser Requirements</td>
<td>Configure your Internet browser to accommodate the following:</td>
</tr>
<tr>
<td></td>
<td>- Enable JavaScript.</td>
</tr>
<tr>
<td></td>
<td>- Allow cookies. To view J.P. Morgan’s cookie policy, click here.</td>
</tr>
<tr>
<td></td>
<td>- Turn off pop-up blocking in your browser and within any other security software on your computer.</td>
</tr>
<tr>
<td></td>
<td>- Verify your selected browser supports AES 128-bit encryption security.</td>
</tr>
<tr>
<td></td>
<td>- Keep your “Trusted Root Authorities” up-to-date. Microsoft Internet Explorer (MSIE) users can obtain more information here: <a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=fb1f450e-9e70-435e-9f9b-20b444df53b0">http://www.microsoft.com/downloads/details.aspx?FamilyID=fb1f450e-9e70-435e-9f9b-20b444df53b0</a></td>
</tr>
<tr>
<td></td>
<td>- Support EV SSL (Extended Validation SSL) certificates.</td>
</tr>
<tr>
<td></td>
<td>- Adjust cache settings (temporary Internet files) to automatically check for updated versions of stored pages. For MSIE instructions, see: <a href="http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.mspxPEAF">http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.mspxPEAF</a></td>
</tr>
<tr>
<td>Additional Software</td>
<td>- Adobe® Acrobat® Reader® 4.0 or higher. Reader is available for free at: <a href="http://get.adobe.com/reader">http://get.adobe.com/reader</a></td>
</tr>
<tr>
<td></td>
<td>- Any file decompression software (for example, WinZip®)</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Excel® 2003 or later is required to view and download reports, imports, and maps.</td>
</tr>
<tr>
<td>Memory</td>
<td>512 Mb RAM (minimum), 1 GB RAM (recommended)</td>
</tr>
<tr>
<td>Storage Capacity</td>
<td>300 Mb available free space after installation of operating system and browser (minimum), 500 Mb (recommended)</td>
</tr>
<tr>
<td>Communication</td>
<td>Direct Internet connection. PaymentNet works best over broadband connections; dial-up connections are not recommended for performance reasons.</td>
</tr>
<tr>
<td>Monitor/Resolution</td>
<td>SVGA 1024 x 768 resolution, 256-color (minimum)</td>
</tr>
<tr>
<td>Spam Blocking</td>
<td>Check with your company or organization technical support department to verify the following email addresses and domains are not blocked.</td>
</tr>
<tr>
<td></td>
<td>Email Addresses</td>
</tr>
<tr>
<td></td>
<td>- <a href="mailto:no.replies@paymentnet.jpmorgan.com">no.replies@paymentnet.jpmorgan.com</a></td>
</tr>
<tr>
<td></td>
<td>- <a href="mailto:jjmorgan.access@jpmorgan.com">jjmorgan.access@jpmorgan.com</a></td>
</tr>
<tr>
<td></td>
<td>Domains</td>
</tr>
<tr>
<td></td>
<td>- paymentnet.jpmorgan.com</td>
</tr>
<tr>
<td></td>
<td>- jjmchase.com</td>
</tr>
<tr>
<td></td>
<td>- chase.com</td>
</tr>
<tr>
<td></td>
<td>- jjmorgan.com</td>
</tr>
</tbody>
</table>
III. LOGGING INTO THE PAYMENTNET SYSTEM

J.P. Morgan takes system security seriously and has put into place several measures to ensure all cardholder accounts are secured. As such, there are a series of screens which need to be navigated prior to being able to login for the very first time. J.P. Morgan’s PaymentNet site will register your computer for increased security the first time you log into any device.

You may need to re-register your computer each time you log into PaymentNet if your computer clears cookies on a regular basis or if you have your internet options set to delete history upon exiting the program.

A. Logging In for the First Time

The first time you log in, you will enter the organization ID, user ID, and temporary password sent to you through email or provided by your program administrator.

Your initial temporary password is only valid for a limited time; by system default, it expires after 30 days. If your initial temporary password has expired contact your program administrator to have it reset.

Once you enter the log in credentials, you are directed through a quick process to create a new password, answer security questions, and register your computer


This will bring you to the Login Screen.

Bookmark this page by clicking on the “Bookmark this Page” link in the top of the login panel. For the PaymentNet bookmark to function properly, you must use this link to add the bookmark instead of adding it through the browser menu.

Enter the login information required:

• Enter Organization ID (provided at time of card issuance)
• Enter User ID (assigned at time of card issuance)

• Enter Password (temporary pass phrase assigned at time of card issuance)

• Select the Remember my Organization ID box so you do not need to re-enter next time you login.

• Click Log In.

The next screen you will see will be the First Time Log In Setup Screen.

2. The First Time Log In Setup Screen (Create Password Screen)
Create and confirm a new password.

Passwords must be:
• Between 8 and 25 characters long
• Must contain at least one letter
• Must contain at least one number

Login information is case sensitive. The Organization ID and User ID are all lower case.

Click Next to continue.

Your new password is saved and the First Time Log In Setup – Confirm Email screen displays.
3. **First Time Log In Setup Confirm Email Screen**
Verify that the address in the **Email Address** field is correct. If the email address is not correct, please update it now. Enter the same email address in the **Confirm Email Address** field.

Click **Next**. The **First Time Log In Setup — Set Security Questions** screen displays.

4. **First Time Log In Setup – Set Security Questions Screen**
You will be prompted to answer at least three of the five questions that display.

Responses must meet these requirements:
• You can enter up to 30 characters, including spaces, for each response.

• You can enter spaces; however, when you answer security questions in the future, remember to include spaces. Also, spaces may not be used as the first character in a response.

• You can enter lowercase and uppercase letters; responses are not case sensitive.

• Click Save. The security questions and your responses display. Optionally, to edit your responses, click the Edit button. You will now be prompted to register your computer. Click Next.

After logging into PaymentNet, you can change the answers to your security questions at any time from the My Profile screen.

5. The First Time Log In Setup - Register Computer screen displays. This screen confirms security requirements and computer registration. Click Next.

6. The First Time Log In Setup - Setup Complete screen displays. Click the Get Started button.
B. Logging in from an Unregistered Computer

If you log in from an unregistered computer, you are directed through a quick process to verify your identity and given the option to register your computer to your user ID.

For security purposes, your user ID must be registered to each computer or device you use when logging in, or you must enter an access code. This helps prevent access by unauthorized users.

Other events may also require you to register your computer, including:
- Using a different Internet browser.
- Clearing the browser cookies, cache, or temporary files.
- Software or hardware profile changes.

1. Using your internet browser, navigate to:

   This will bring you to the Login Screen.
Enter the login information required:

- 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)
- Select the Remember my Organization ID box so you do not need to re-enter next time you login.
- Click Log In.

2. PaymentNet displays the Register Computer screen

Click Get Access Code. If you already have an access code, click the “I have an access code” link.
The Access Code and Password fields display on the Register Computer screen.

If you clicked the **Get Access Code** button, wait a few minutes and then check the email address associated with your profile to get your code. If you do not receive an access code, click the **Get Another Access Code** button or contact J.P. Morgan Customer Service by calling the number on the back of your card.

Copy and paste the access code from your email and enter your new password. Under **Registration Options**, select **Register my computer** if you want PaymentNet to remember this computer for future visits. Click **Next** to continue.

Note: You will need to obtain an access code for each new device you use to access PaymentNet. To ensure security of the card account, only register private computers (i.e. work computer, personal laptop).

Upon successful entry of access code and password, you will receive the **Access code verified** message.
If you registered your computer, then the message displayed verifies that your computer is registered to your user ID. If you did not register your computer, then a message verifies that future log in attempts from the same computer will require a new access code.

Click **continue**. The next screen you will see is the **Welcome Screen**.
IV. NAVIGATING 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 transaction approvers.

The Welcome screen displays each time you log in to PaymentNet; it serves as your starting point or home page. The Welcome screen displays important information from J.P. Morgan and your company or organization in the Messages panel. In addition, depending on your role and permissions, the Welcome screen displays tasks, when assigned, in the Items Awaiting Your Action panel and compliance monitoring alerts in the Alerts panel.

The Home Screen is the gateway to view transactions, update your profile, and print statements.

A. Tool Bar

The toolbar, located at the top-right of the screen, provides shortcuts to basic user interface options. The toolbar can be accessed from all PaymentNet screens.

1. Role Selector
   If you have more than one assigned role, you can use this drop-down to navigate between roles.

2. Contact
   Includes key program contact information for your organization.

3. My Profile
   Directs you to your PaymentNet profile information where you may set up email notifications and screen views.

4. Log Out
   Allows you to securely end your PaymentNet session.
B. **Menu Bar.**
The menu bar, located across the top of the screen, lists the primary PaymentNet modules you are authorized to access. Each menu option includes a set of sub-functions you can perform. Menu sub-functions are accessed by moving your cursor over each primary menu option.

C. **Messages**
Displays information from J.P. Morgan and program administrators to PaymentNet users.

D. **Items Awaiting Your Action**
Provides you with quick links to key actions such as transactions for you to review or approve, and access to files available for you to download. This panel displays regardless of whether you have items awaiting your attention.

1. **Home**
Click this tab to view the Welcome screen. This screen lists any items that require your attention.

2. **Transactions**
From this menu, you can view, review, approve, and dispute a transaction.

3. **Reports**
From this menu, you can view, create, schedule, download, and delete reports.

4. **Help**
From this menu, you can quickly and conveniently access online information and step-by-step instructions on using PaymentNet.
V. CARDHOLDER REVIEW PROCESS

A. Printing Monthly Statements
The first step in reconciling your monthly transactions and preparing the 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. If there are no transactions posted to an account within the cycle, a statement is not produced.

1. View and download statements
   a) You may view and download statements for your PaymentNet accounts from the Transactions menu or the My Profile screen.

   (1) To access a statement via the Transactions menu, select Transactions then select Statements from the drop down menu (PaymentNet displays the Statement Detail screen).

   (2) To access a statement via the My Profile screen:

      o Click the My Profile link (PaymentNet displays the My Profile - General Information screen).

      o Click the Accounts tab (PaymentNet displays the My Profile - Accounts screen).

      o In the Statement column, click the View Statement Detail button that corresponds to the statement you want to view (PaymentNet displays the Statement Detail screen).

      o To modify the statement in view, select a different billing date from the Billing Date drop-down. PaymentNet will display the statement that corresponds to the selected billing date.

2. Print the statement from your pdf viewer
B. Viewing Transactions

There are two ways to find and view your transactions in PaymentNet.

1. On the Welcome screen – Items Awaiting Your Action
   Click on the hyperlink under Items Awaiting Your Action. Hyperlink appears only when there are transactions that require attention. The hyperlink will not appear if no transactions require action. Click on the link.

2. On the Menu Bar – Transactions Tab
   Select the Transactions tab and select Manage from the drop down menu. By default, only the last 30 days of transactions will be displayed, however, by changing default queries or creating an advanced query, you may change the view. Running and changing queries are discussed in Section VII.

C. Reconciling Transactions

Use PaymentNet to reconcile each transaction by comparing receipt to transaction, assigning budget strings, and documenting the nature of each transaction. Navigate to your transactions by clicking on the hyperlink in the Items Awaiting Your Action box or by clicking on the Transactions tab on the blue navigation bar as discussed in Section IV above.

Once you see your transactions, click on the transaction you want to review. This will take you to the General Information Tab where you can view your transactions and compare to your 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.

1. **Assign the Budget String**
   Select the appropriate budget string codes from the drop down menu. All codes are dependent upon the department code. If one of the components of the budget string you need is not available, contact your Financial Planning and Development Analyst to request the code to be added.

   In some cases, it will be appropriate to allocate the transaction to more than one budget string. Refer to **Section V.D. - Split Transactions** for details procedures.
2. **Add Transaction Notes**
   An explanation regarding the nature of the expense is required in the **Transaction Notes** box. Document the specific nature of the expense and how it supports the program and how it adheres to San Diego Unified School Districts guidelines.

3. **Click 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:
   
   a) Reconciled the original, itemized receipt to the PaymentNet transaction detail  
   b) Reviewed each transaction for allowability and appropriateness  
   c) Allocated each transaction to one or more budget strings for posting  
   d) Properly documented the nature of each transaction in accordance with published policies and procedures

4. **Click Save**
   You must **Save** each page before exiting, otherwise all changes will be lost and the transaction will not update to **Reviewed** status.
D. Splitting Transactions

In some instances it may be necessary to allocate a purchase among multiple budget strings. To begin dividing the total amount of the transaction between two or more funds, select the desired transaction from the **Transaction List** and click the blue **Add Lines** button.

Enter number of lines you need.

PaymentNet recommends you start by entering “2” and add more if needed by clicking on the **Add** link to the far right side of the transaction.

Allocate the transaction by dollar amount or percent then click the black triangle on the left side of the screen to expand the line items for the budget string.

Click **Save** at the top of the screen when complete.
E. Disputing a Transaction
You may dispute a transaction up to 60 days after the transaction date. For example, if today is December 23, 2015, then you can dispute transactions that took place on or after October 23, 2015.

As a cardholder, you should first contact the merchant in an attempt to resolve the dispute before disputing the transaction in PaymentNet. If you cannot resolve the dispute with the merchant, you must dispute the transaction in PaymentNet. Any attempt to resolve the dispute with the merchant should be included in the dispute process, as well as reference to the account number, disputed amount, transaction and postdate, merchant name, and a detailed reason for the dispute.

To dispute a transaction, select the transaction from the Transaction List that you want to dispute.

- Click the Dispute button.
- Enter your email address in the E-mail Address field.
- Select a dispute reason from the Dispute Reason drop-down list.
- Click the Submit button.
- PaymentNet displays the Transaction Dispute Confirmation screen.
- Click the Return to Transaction Detail link.
- PaymentNet displays the Transaction Dispute - General Information screen.

F. Attaching Receipts
After reviewing and saving the transaction details on the General Information tab, click on the Receipts tab.
Click the blue **Attach Receipts** button on the right side of the screen.

On the **Attach Receipts** screen, click the grey **Browse** button to select the file to be uploaded.

Select the file to be uploaded and click “Open”.

The image will be saved in the **Receipt** box. Confirm the correct file was selected then click the blue **Save** button.
G. Creating and Submitting Signed Statement Packet

Attach all original, itemized receipts to the monthly statement. Be sure to sign the statement then forward the entire statement packet to your Transaction Approver. Your Transaction Approver will review for completeness and approve transactions in PaymentNet before the published approval deadlines. The Transaction Approver will retain the statement packet for a period of five fiscal years.
VI. TRANSACTION APPROVER PROCEDURES

A. Viewing Transactions
There are two ways to find and view transactions requiring your approval in PaymentNet.

1. On the Welcome screen – Items Awaiting Your Action
   Click on the hyperlink under Items Awaiting Your Action. Hyperlink appears only when there are transactions that require your attention. The hyperlink will not appear if you do not have transactions that require action. Click on the link.

2. On the Menu Bar – Transactions Tab
   Select the Transactions tab and chose the Approve option from the drop down menu. By default, only the last 30 days of transactions will be displayed, however, by changing default queries or creating an advanced query, you may change the view. Running and changing queries are discussed in Section VII.

B. Approving Transactions
Use PaymentNet to review the budget string, purchase amount, purchase details, receipts, and to approve transactions. Navigate to your transactions by clicking on the hyperlink in the Items Awaiting Your Action box or by clicking on the Transactions tab and selecting Approve. PaymentNet displays the list of transactions needing approval.

1. Review Transaction Receipts
   It is important to review the receipts that have been attached to the PaymentNet transaction to ensure the receipts are itemized, reflects the correct merchant names, and are for the correct amount. You may access each transaction to view the receipts via the paperclip icon or the via the Transaction Detail screen.
a) To access a transaction receipt via the paperclip icon, click the paperclip icon for the transaction receipt you want to view. PaymentNet displays the receipt in pdf format.

b) To access a transaction receipt via the Transaction Detail - General Information screen, find the transaction that has the receipt you want to review.

(1) Click the transaction for which you want to review a receipt (PaymentNet displays the Transaction Detail - General Information screen).

(2) Click the Receipts tab (PaymentNet displays the Transaction Detail - Receipts screen).

(3) Click the hyperlink to view the receipt (PaymentNet displays the receipt in pdf format).
2. Approving cardholder transactions
   a) Click the transaction you want to approve (PaymentNet displays the Transaction Detail - General Information screen)
   b) Review the transaction to make necessary changes (e.g., Budget String, Transaction Notes).
   c) Select the Approval checkbox on the Transaction Detail - General Information screen.
   d) Click Save.
   e) The transaction is marked as Approved and locked from further editing.

3. Reviewing Statement Packet
   Review the statement packet to ensure all original, itemized receipts are attached and that the cardholder has signed the statement. Once reviewed, be sure to sign the statement packet and retain securely onsite for a period of five fiscal years.
VII. CREATING QUERIES AND REPORTS

Within PaymentNet, there are many opportunities to search for data by running reports and queries. In some situations, there may be a need to conduct a broad search and other times there may be a need the search to be more focused and narrow.

By default, transactions in PaymentNet display transactions for the past 30 days. In order to customize the transaction view, it is necessary to create reports and queries.

A. Creating a Query

The Query feature is used to quickly identify and sort the data relevant to workflow and management tasks. There are two types of queries available in PaymentNet.

1. Quick Query

A Quick Query allows you to conduct a basic search for information using system-defined fields. Quick Queries provide a fast way to complete a basic search.

   a) Select Transactions > Manage (the Transaction List screen displays).

   b) Select the appropriate query field from the New Query drop-down list (on top, right side of transaction screen).

   c) Quick Query options that are available from the Transaction List screen include:
      (1) Approval Status
      (2) Cardholder Last Name
      (3) Merchant Name
      (4) Post Date
      (5) Transaction ID

   d) In the text box, enter the characters or digits of the search criteria.
   e) Click the Go button.
2. **Advanced Query**
Advanced Queries allows you to create complex filters using additional criteria. Advanced queries may be saved for future use or may be set as a default query to avoid the task of creating a new query each time the user wants to find specific PaymentNet data. Create an advanced query by selecting Transactions > Manage > Query from the drop down options on the Transactions tab.

1) Enter your date range:
- **Field.** You can select *Post Date* or *Transaction Date* from the drop-down list.
- **Operation.** Select the criteria to measure the field value. The operations that display vary based on the selected Field. For example, *Is Relative* is a relative date range or a period of time that is relative to the current date, e.g., Last Week is a relative date range.
- **Value.** Enter or select the value in the appropriate boxes. Dates should be in the MM/DD/YYYY format.

2) Enter your criteria:
- **Field.** Available fields are listed in alphabetical order. Select a field from the drop-down.
• **Operation.** Select the criteria to measure the field value. The operations that display vary based on the selected Field.

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

• If additional rows of criteria are needed, click the Add link. To delete a row of criteria, click the Delete link.

To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. For example: enter “Banana” instead of “Bananas,” “Banana’s,” “Bananas, Inc.” or “Banana Store #2342.”

3) In the Order By section set the data columns in a specific order:
   • Click the Add link.
   • Select the Field.
   • SELECT THE ORDER SEQUENCE

4) Click the Process button to run the query. Query results display on the **Transaction List** screen.

5) Click the **Save Query** link located next to the default query drop-down list.

6) Enter the name you want for this query in the text field.

7) Click Save. The saved query is now available from the **Save Query** drop-down list.

**B. Existing Query**

You may find transactions using and existing (saved) query by selecting Transactions > Manage and select a query from the drop-down list located next to the Set as Default Query link.
C. Creating and Downloading a Report

PaymentNet’s reporting options provides you with access to the data you need to manage accounts, budgets, and monitor spending. Reports may be customized based on the available report criteria, sorting options, and can be scheduled to run on demand or on a recurring basis.

1. Creating a Report

   a) Select Reports > Create. The Report List screen displays.

   b) Find the report you want to generate.

   c) Click the name of the report you want to generate.

   d) If you want to customize the report, modify the fields that display.

   e) Click the Process Report button. The Available Downloads screen opens. The report you have just processed is displayed, as are any past reports. You can click the Refresh button to update what is listed in the Status column. When you first process the report, the status moves from Processing, to Submitted, to Successful. Once the report status is set to Successful, the report can be opened and viewed.

2. Downloading a Report

Once a report is run manually or automatically and displays with a status of Successful on the Available Downloads screen, the report can be downloaded to a local machine. Processed reports are available for 35 days after they are created.
a) Select Reports > Download (the Available Downloads screen displays).

b) Click the name of the report you want to download.

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