PaymentNet®

User Guide

J.P.Morgan

PaymentNet User Guide

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t | Table of Contents

i Introduction

Welcome to the *PaymentNet® User Guide*. This guide is written for corporate card program administrators and explains how to set up and customize PaymentNet. This guide also contains information cardholders should understand in order to use the system.

The introduction explains how to find and use information in this guide and provides instructions for sending feedback to J.P. Morgan.

To get started using PaymentNet, first time users should read this introduction and then read Chapter 1, "Getting Started" on page 17.

The introduction explains the following:

- Obtaining Technical Assistance
- Conventions Used in this Guide
- Related Publications
- Sending Feedback to J.P. Morgan

Obtaining Technical Assistance

As a starting point for all questions, refer to this user guide first. Questions can be resolved by following the instructions in this guide. If after reviewing this guide you still have questions, or if you encounter any system problems as you use the product, you can request assistance by contacting Client Application Support at (877) 967-1100.

Before calling, please obtain the following information for the Help Desk representative:

- The J.P. Morgan Product and Version Number
- Any steps to replicate the issue (including an error message or error number)
- Screen shots (if possible)
- Clarify if the problem is specific to a machine or to a user
- Identify exactly when the problem began
- What was changed, on your computer or your network (if anything)

Conventions Used in this Guide

This guide uses specific typographical conventions to describe how to use J.P. Morgan products. Please be aware of the following conventions when reading this guide.

Table 1: Typographic Conventions

Convention	Example	Description
Bold Text	Click **Submit** or press **Enter**.	In step-by-step instructions, the names of menus, buttons, and fields in the user interface, or keys on the keyboard, display in bold typeface.
Greater Than (>)	Select **File > New** from the menu.	In step-by-step instructions, the menu path and menu selection display in bold typeface with embedded greater than symbols.

Related Publications

The PaymentNet documentation set includes:

- *PaymentNet User Guide*
- *PaymentNet Reporting Guide*
- *PaymentNet Online Help*

In addition, *Cardholder Quick Reference Cards* are also available for various PaymentNet topics. To obtain a related PaymentNet document, contact your J.P. Morgan Program Coordinator.

Sending Feedback to J.P. Morgan

It is the goal of J.P. Morgan to provide you with accurate and useful documentation. We welcome your feedback and will use it to improve future versions of this guide. To provide feedback, send an e-mail message with your comments to wcp.business.communications@jpmchase.com.

Please include the J.P. Morgan product name and version number, documentation topic title, publication date, and a brief description and context of the suggestion.

1 | Getting Started

This chapter provides information to help new PaymentNetusers get started. This chapter covers the specifications required for PaymentNet to operate on your computer, explains how to log on and how to log out, and provides an overview of the common user interface items available throughout the system.

This chapter explains the following:

- PaymentNet Specifications
- Logging on to PaymentNet
- Logging Out
- Understanding the User Interface
- Navigating PaymentNet

PaymentNet Specifications

To optimize system performance and provide a high level of security, PaymentNet requires adherence to specific set up protocols and security standards.

This section explains the following topics:

- Required System Components
- Browser Requirements

Required System Components

The following are required to use the full functionality available in PaymentNet:

- Pentium® or Celeron® 500 MHz processor (minimum)
- Microsoft Windows® 2000 (SP3), Microsoft Windows XP (SP2)
  (PaymentNet is not certified to operate on Macintosh®)
- Internet access - Microsoft Internet Explorer® 6.0 or 7.0 (Microsoft Internet
  Explorer 8.0 is currently not supported)
- Direct Internet connection (PaymentNet works best over broadband
  connections; dial-up connections are not recommended for performance
  reasons)
- Adobe Acrobat Reader 4.0 or higher
- Any file decompression software (i.e., WinZip)
- Physical RAM - 512 Mb RAM (minimum), 1 GB RAM (recommended)
- Hard drive capacity - 300 Mb available free space after installation of operating
  system and browser (minimum), 500 Mb (recommended)
- Monitor/Resolution - SVGA 1024 x 768 resolution, 256-color (minimum)
- Verify the following e-mail addresses are not blocked:
  postmaster@mail.2.paymentnet.com and postmaster@paymentnet.com. (check
  with your company or organization technical support department)

Note: The list of required system components may change. You will receive
         notification of any updates as they occur.

Browser Requirements

Configure your Internet browser to accommodate the following:

- Enable JavaScript
- Allow cookies
- Turn off pop-up blocking (within both your browser and any other security
  software on your computer)
- Verify your selected browser supports AES 128-bit encryption security
- Keep your 'trusted root authorities' up-to-date (a sample is available at: http:/
  /www.microsoft.com/downloads/details.aspx?FamilyID=f814ec0e-ee7e-435e-
  99f8-20b44d4531b0)
- Support EV SSL (Extended Validation SSL) certificates
- Adjust cache settings (temporary Internet files) to automatically check for
  updated versions of stored pages. (see instructions at: http://

www.microsoft.com/windows/ie/ie6/using/howto/customizing/
clearcache.mspx#EAF)

Logging on to PaymentNet

In order to access PaymentNet, you must enter your organization ID, your J.P. Morgan
assigned user ID, and your password.

This section explains the following topics:

- Logging on for the First Time
- Logging on from a Registered Computer
- Logging on from an Unregistered Computer

Logging on for the First Time

The first time you log on to PaymentNet, you must change your J.P. Morgan assigned
password and establish your security questions. When you complete this process
successfully, your computer is automatically registered.

To log on for the first time:

1. Open your Internet browser.

2. Enter the following in your address bar: https://paymentnet.jpmorgan.com

3. Enter your organization ID (e.g., us12345)in the Organization ID field. The
   organization ID is case-sensitive.

   Note: The organization ID is assigned by J.P. Morgan and is unique to your company or
           organization.

4. Enter your user ID in the User ID field. The user ID is case-sensitive.

   Note: The user ID is assigned by the program administrator and uniquely identifies you
           within your company or organization.

5. Enter your password in the Password field. The password is case-sensitive.

   Note: The password is a security feature that prohibits unauthorized access to PaymentNet. Your initial password is assigned by J.P. Morgan and must be changed the first time you log on.

6. Select the Remember my Organization ID checkbox if you want PaymentNet to remember your organization ID.

   Note: Selecting this option is not recommended when accessing PaymentNet from a public computer.

7. Click Log On.

8. PaymentNet displays the Password Setup: Change Password screen. Complete the following fields:
   - Enter Organization ID: Re-enter your organization ID from above.
   - Enter User ID: Re-enter your user ID from above.
   - Enter New Password: Enter a new password. Your new password is case-sensitive.
   - Re-enter New Password: Re-enter your new password.

     Note: Your new password must:
     - Be between six and eight characters long
     - Not contain any spaces
     - Have at least one letter and one number
     - Consist solely of letters and numbers (no special characters)
     - Be different than your user ID

9. Click Next. PaymentNet displays the Password Setup: Complete screen.

10. Click Next. PaymentNet displays the Setup Authentication Questions screen. Authentication questions are used to verify your identity if you forget your password. Complete at least two authentication question fields.

11. Click Submit. PaymentNet displays the Welcome screen.

Logging on from a Registered Computer

You can access PaymentNet from any computer you have registered to your user ID.

To log on from a registered computer:

1. Open your Internet browser.

2. Enter the following in your address bar: https://paymentnet.jpmorgan.com

3. Enter your organization ID (e.g., us12345)in the **Organization ID** field. The organization ID is case-sensitive.

   Note: The organization ID is assigned by J.P. Morgan and is unique to your company or organization.

4. Enter your user ID in the **User ID** field. The user ID is case-sensitive.

   Note: The user ID is assigned by the program administrator and uniquely identifies you within your company or organization.

5. Enter your password in the **Password** field. The password is case-sensitive.

   Note: The password is a security feature that prohibits unauthorized access to PaymentNet. Your initial password is assigned by J.P. Morgan and must be changed the first time you log on. If you cannot remember your password, click the Forgot your Password link. You will be required to answer your PaymentNet authentication questions.

6. If you want PaymentNet to remember your organization ID, select the **Remember my Organization ID** checkbox.

   Note: Selecting this option is not recommended when accessing PaymentNet from a public computer.

7. Click **Log On**. Payment displays the Welcome screen.

Logging on from an Unregistered Computer

For security purposes, you must register your user ID for each additional computer you use to access PaymentNet (i.e., any computer other than the one you initially registered).

To log on from an unregistered computer:

1. Open your Internet browser.

2. Enter the following in your address bar: https://paymentnet.jpmorgan.com

3. Enter your organization ID (e.g., us12345)in the Organization ID field. The organization ID is case-sensitive.

   Note: The organization ID is assigned by J.P. Morgan and is unique to your company or organization.

4. Enter your user ID in the User ID field. The user ID is case-sensitive.

   Note: The user ID is assigned by the program administrator and uniquely identifies you within your company or organization.

5. Enter your password in the Password field. The password is case-sensitive.

   Note: The password is a security feature that prohibits unauthorized access to PaymentNet. Your initial password is assigned by J.P. Morgan and must be changed the first time you log on. If you cannot remember your password, click the Forgot your Password link. You will be required to answer your PaymentNet authentication questions

6. If you want PaymentNet to remember your organization ID, select the Remember my Organization ID check box.

   Note: Selecting this option is not recommended when accessing PaymentNet from a public computer.

7. Click Log On. Payment displays the Register Machine screen.

8. Do one of the following:
    - If you have an activation code, click the **Already have an Activation Code?** link.
    - If you do not have an activation code, select the **I have an e-mail address on file with J.P. Morgan** option.

9. Click **Next**. Payment displays the **Register Machine** screen.

    Note: You must have an e-mail address on file with J.P. Morgan to log on from an unregistered computer. If you do not have an e-mail address on file with J.P. Morgan, contact your program administrator for assistance.

10. Complete the following fields:
    - **Activation Code**: Enter the activation code provided by J.P. Morgan.
    - **Password**: Enter your PaymentNet password.

11. If you are accessing PaymentNet from a public computer, it is recommended that you clear the **Retain registration on this workstation after logging out** checkbox. Clearing this checkbox helps to protect your log on information by requiring you to re-register this computer the next time you log on.

12. Click **Next**. PaymentNet displays the **Welcome** screen.

Logging Out

You should log out each time you finish using PaymentNet. Logging out ensures your identity cannot be used without your permission after you leave your computer.

Note: PaymentNet automatically logs you out after 15 minutes of inactivity, or eight hours of continuous use. You will not be notified when your session ends and will be re-directed to the Log On screen. You must log on again to resume activity, this includes completing any updates that were not saved.

To log out:

1. Click the **Logout** icon . The **Logout** icon is located at the top of the screen to the right of the menu bar.

2. PaymentNet logs you out of the system.

Understanding the User Interface

The PaymentNet user interface includes navigational features such as the menu items and quick link icons located at the top of the screen, and a variety of elements for updates and notification purposes.

This section explains the following topics:
- Menu Bar
- Icons
- Welcome Screen

Menu Bar

The menu bar, located at the top of the screen, lists the primary PaymentNet modules you are authorized to access. Menu options include:
- **Transactions**: From this menu, you can view, review, approve, and dispute a transaction.
- **Orders**: From this menu, you can view itemized information for a specific single-use account order, as well as create, and reconcile your single-use account orders.
- **Reports**: From this menu, you can view, create, schedule, download, and delete reports.
- **Accounts**: From this menu, you can view card account detail, create a new card account, issue a new card account, change card account status, and manage card account spend and MCCG limits.
- **Employees**: From this menu, you can view the user account profile, add a new user account, change user account information, assign or change user access roles, and unlock or change a user account password.
- **Payments**: From this menu, you can view payment history, set up bank information, as well as make, schedule or cancel a payment.
- **Administration**: From this menu, you can manage and set up organization hierarchy, chart of accounts, cycle, imports, mappers/exports, custom fields, customer code, reports, roles, and merchant defaults.
- **Help**: From this menu, you can quickly and conveniently access online information and step-by-step instructions on using PaymentNet.

Note: Each menu option includes a set of sub-functions you can perform. Menu sub-functions may be accessed by moving your cursor over each primary menu option.

Icons

The icons, located at the top of the screen to the right of the menu, are shortcuts to basic user interface options. These icons can be accessed from all PaymentNet screens. Icon options include:

- Home Page 🏠: Returns you to the Welcome screen.
- Contact Information ⊙: Includes key program contact information.
- My Profile 🔒: Directs you to your PaymentNet profile information.
- Logout ⊗: Allows you to securely end your PaymentNet session.

Welcome Screen

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 section. In addition, depending on your role and permissions, the Welcome screen displays tasks, when assigned, in the Items Awaiting Your Action section.

This topic explains the following tasks:
- Customizable Messages
- Items Awaiting Your Action

Customizable Messages

Customizable Messages, located on the Welcome screen in the Messages field, allows you to display and customize by hierarchy the following types of messages:

- Message from Program Administrators to their users: Customizable by your company or organization to display messages to all of your users, by role.
- Message from J.P. Morgan to Program Administrators: Includes upcoming enhancements, training documents and other key information.
- Message from J.P. Morgan to all users: Important updates from J.P. Morgan to all PaymentNet users.

Items Awaiting Your Action

The Items Awaiting Your Action section, located on the Welcome screen, provides you with a quick link to key actions such as transactions for you to review or approve, and access to files available for you to download. This section displays regardless of whether you have items awaiting your attention.

Navigating PaymentNet

PaymentNet provides common navigation and user interface options throughout the system. For example, to help you find information, you can sort data within PaymentNet by most list columns. When there is more data than a screen can display, PaymentNet provides paging arrows to access additional screens.

This section explains the following topics:

- Sorting
- Paging Arrows

Sorting

PaymentNet allows you to sort list column information in ascending and descending order. Once you have accessed the list data, click an underlined column heading of the item you want sorted. Clicking the column once sorts the data in ascending order, clicking it again sorts the data in descending order.

Paging Arrows

When there is more data than a screen can display, PaymentNet provides paging arrows to access additional screens. In addition, if you know the page number where the data is located, you can use the Page field to jump directly to the desired page.

2 | Configuring PaymentNet

P aymentNet offers an easy-to-use interface designed with flexibility, efficiency, and scalability in mind. PaymentNet is a customizable reporting system that offers you the functionality to configure settings that are specific to the Administrator and User level.

This chapter explains the following:

- Configuring Administration Settings
- Configuring User Settings

Configuring Administration Settings

PaymentNet provides you the flexibility to configure administration features such as user roles, hierarchy settings, and reports based the specific needs of your company or organization.

This section explains the following:

- Managing Hierarchy Settings
- Setting Up Custom Fields
- Setting Up User Roles
- Setting Up Reports
- Creating Cycles
- Creating MCC Groups

- Merchant Category Codes
- Merchant Category Code Groups

Managing Hierarchy Settings

PaymentNet allows you to customize hierarchy settings, including: system messages and user greetings, available modules, and transaction approval rules. In addition, you can configure transaction default priorities and single-use account settings.

This section explains the following tasks:
- Setting Up Page Banners
- Setting Up Messages or Greetings
- Setting Up Contact Information
- Specifying Language Display Preference
- Setting Up Modules
- Setting Up Screen Views
- Setting Up Transaction Approval Rules
- Configuring Transaction Hierarchy Settings
- Setting Up Single-use Account Orders

Setting Up Page Banners

You can customize page banner elements, including the graphic and screen background color, that display at the top of each PaymentNet screen.

This task explains the following items:
- Viewing Page Banner Settings
- Customizing the Page Banner

Viewing Page Banner Settings

To view page banner settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Page Banner**. The Hierarchy Settings screen displays.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Page Banner** from the **Select Configuration to Edit** drop-down list.

Customizing the Page Banner

To customize the page banner:

1. Display the **Hierarchy Settings** screen. See "Viewing Page Banner Settings" on page 28.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Page Banner** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

5. Click the **Browse** button located to the right of the **Logo Image** field to select the desired graphic.

   Note: For best results, J.P. Morgan recommends .gif or .jpg formats no larger than 100 pixels in height.

6. Locate the desired graphic. Click **Open**.

7. Enter the HTML color code in the Background Color field to change the background color.

Note: Consult your Marketing or IT department to obtain the exact HTML color code needed to match your company or organization guidelines.

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8. Click Save.

Setting Up Messages or Greetings

System messages or greetings display on the Welcome screen and are specific to a role or hierarchy ID. The system message or greeting displays in the Messages section until the greeting is modified, deleted, or expires.

This task explains the following items:
- Viewing System Message or Greeting Settings
- Creating a System Message or Greeting
- Modifying a System Message or Greeting
- Deleting a System Message or Greeting

Viewing System Message or Greeting Settings

To view system message or gretting settings:

1. Select Administration > Hierarchy > Settings > Greeting. The Hierarchy Settings screen displays.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default Hierarchy ID in the field.
   - Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select Greeting from the Select Configuration to Edit drop-down list.

Creating a System Message or Greeting

To create a system message or greeting:

1. Display the **Hierarchy Settings** screen. See "Viewing System Message or Greeting Settings" on page 30.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Greeting** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Enter the date you want the system message or greeting to begin displaying. Do one of the following:
   - Enter the begin date in the **Begin Date** field.
   - Click the **Begin Date** calendar icon and select the begin date from the pop-up calendar.

6. Enter the date you want the system message or greeting to end displaying. Do one of the following:
   - Enter the end date in the **End Date** field.
   - Click the **End Date** calendar icon and select the end date from the pop-up calendar.

7. Enter the system message or greeting you want to display in the text editor **Message** field.

   Note: The text editor provides a variety of text formatting options.

8. From the **Display for Roles** section, select the checkbox to indicate which system default user roles you want to display the system message or greeting. System default user roles include:

   - All
   - Auditor
   - Order Requestor

   > In addition to the system default user roles, you may also select custom roles (if any have been created for the company or organization.) For more information, see "Defining System Default User Roles" on page 62.

9. To add additional system messages or greetings, click the **Add** (plus symbol) icon to display new system message or greeting fields.

10. Click Save.

Modifying a System Message or Greeting

To modify a system message or greeting:

1. Display the **Hierarchy Settings** screen. See "Viewing System Message or Greeting Settings" on page 30.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Greeting** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The Override **Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override **Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Enter the date you want the system message or greeting to begin displaying. Do one of the following:

    ■   Enter the begin date in the Begin Date field.

    ■   Click the Begin Date calendar icon and select the begin date from the pop-up calendar.

6. Enter the date you want the system message or greeting to end displaying. Do one of the following:

    ■   Enter the end date in the End Date field.

    ■   Click the End Date calendar icon and select the end date from the pop-up calendar.

7. Modify the system message or greeting you want to display in the text editor Message field, as needed.

    Note: The text editor provides a variety of text formatting options.

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8. From the Display for Roles section, select the checkbox to indicate which system default user roles you want to add or remove the system message or greeting. System default user roles include:

    ■   All

    ■   Auditor

    ■   Order Requestor

        In addition to the system default user roles, you may also select custom roles (if any have been created for the company or organization.) For more information, see "Defining System Default User Roles" on page 62.

        ---

9. To add additional system messages or greetings, click the Add (plus symbol) icon to display new message fields.

10. Click Save.

Deleting a System Message or Greeting

To delete a message:

1. Display the Hierarchy Settings screen. See "Viewing System Message or Greeting Settings" on page 30.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Greeting** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

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5. Click the **Delete** (trash can symbol) icon next to the system message or greeting you want to delete.

6. Click **Save**.

Setting Up Contact Information

You can set up key contact information for your users to reference. Contact information can be accessed by selecting the **Contact** (phone symbol) icon located at the top of the screen to the right of the menu.

Contact information may vary based on where the user is located within the hierarchy.

This task explains the following items:
- Viewing Contact Settings
- Creating Contact Information

Viewing Contact Settings

To view contact settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Contact**. The **Hierarchy Settings** screen displays.

2. Select the hierarchy ID. Do one of the following:
    ■   Enter the default **Hierarchy ID** in the field.
    ■   Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Contact** from the **Select Configuration to Edit** drop-down list.

Creating Contact Information

1. Display the **Hierarchy Settings** screen. See "Viewing Contact Settings" on page 34.

2. Select the hierarchy ID. Do one of the following:
    ■   Enter the default **Hierarchy ID** in the field.
    ■   Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Contact** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

    Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Enter the appropriate information in the fields provided in the **Contact** section.

6. Click Save.

Specifying Language Display Preference

PaymentNet is set to display English as the system default for language prefererence.

This task explains the following items:
■   Viewing Preference Settings

Viewing Preference Settings

To view preference settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Preferences**. The **Hierarchy Settings** screen displays.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Preferences** from the **Select Configuration to Edit** drop-down list.

Setting Up Modules

You can select the modules that are available to a hierarchy ID.

Note: Enabling a module does not override user access roles for the hierarchy ID.

This task explains the following items:
- Viewing Modules Settings
- Enabling Modules
- Disabling Modules

Viewing Modules Settings

To view module settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Modules**. The **Hierarchy Settings** screen displays.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Modules** from the **Select Configuration to Edit** drop-down list.

Enabling Modules

To enable modules:

1. Display the **Hierarchy Settings** screen. See "Viewing Modules Settings" on page 36.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Modules** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Select the checkbox in front of each module you want to enable from the **Enabled Modules** section. Modules include:

- Account Management
- Convenience Checks
- Central Bill Account Request Form
- Chart of Accounts
- Custom Fields
- Cycles
- Electronic Payment
- Electronic Statement
- Flex Mappers
- Custom Mappers
- Import
- Localization
- MCC
- MCCG
- Merchants
- Orders
- Query
- Transaction Defaulting
- Transactions

Note: Only those modules that have been purchased by your company or organization may be modified

6. Click Save.

Disabling Modules

To disable modules:

1. Display the **Hierarchy Settings** screen. See "Viewing Modules Settings" on page 36.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Modules** from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

5. Deselect the checkbox in front of each module you want to disable from the **Enabled Modules** section. Modules include:
   - Account Management
   - Convenience Checks
   - Central Bill Account Request Form
   - Chart of Accounts
   - Custom Fields
   - Cycles
   - Electronic Payment
   - Electronic Statement
   - Flex Mappers
   - Custom Mappers
   - Import
   - Localization
   - MCC
   - MCCG
   - Merchants
   - Orders
   - Query
   - Transaction Defaulting
   - Transactions

   Note: Only those modules that have been purchased by your company or organization may be modified.

6. Click Save.

   Note: Even if a higher hierarchy ID has a module disabled, a lower hierarchy ID may still enable that module.

Setting Up Screen Views

Setting up screen views allows you to select the required fields that display on the PaymentNet List screens for everyone in the selected hierarchy ID and hierarchy ID children.

This task explains the following items:

■ Viewing Screen View Settings
■ Selecting the List Screen to Configure
■ Selecting Fields to Display
■ Removing Fields from Display
■ Configuring Field Display Order

Viewing Screen View Settings

To view screen view settings:

1. Select Administration > Hierarchy > Settings > Screen Views. The Hierarchy Settings screen displays.

2. Select the hierarchy ID. Do one of the following:
   ■ Enter the default Hierarchy ID in the field.
   ■ Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select Screen Views from the Select Configuration to Edit drop-down list.

Selecting the List Screen to Configure

To set up screen views:

1. Display the Hierarchy Settings screen. See "Viewing Screen View Settings" on page 41.

2. Select the hierarchy ID. Do one of the following:
   ■ Enter the default Hierarchy ID in the field.
   ■ Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select Screen Views from the Select Configuration to Edit drop-down list.

4. Click the Override Inheritance checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

5. Select the List screen to configure from the Screen to Configure drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

     Note: The ability to customize an individual profile by adding additional columns and arranging the order in which the fields display is available from the Screen Views tab accessed through the My Profile screen.

6. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Selecting Fields to Display

To add fields to display:

1. Display the Hierarchy Settings screen. See "Viewing Screen View Settings" on page 41.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default Hierarchy ID in the field.
   - Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select Screen Views from the Select Configuration to Edit drop-down list.

4. Click the Override Inheritance checkbox.

> Note: The Override Inheritance checkbox overrides the settings from the parent
> hierarchy ID. This allows you to set up or modify the module settings for the
> selected hierarchy ID. If the Override Inheritance checkbox is not selected,
> then the module will retain the parent hierarchy ID settings listed in the
> Inherited From field.

5. Select the List screen to configure from the Screen to Configure drop-down list.
   List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

6. Select the field you want to display from the Available Columns list box. To add
   multiple fields do one of the following:
   - To add fields in sequential order, click the first field you want to display,
     hold down the SHIFT key, and click the last field you want to display.
   - To add fields in non-sequential order, click the first field you want to
     display, hold down the CTRL key, and click the additional fields you want to
     display.
   - To add all fields select Add All.

7. Click Add. The field(s) are added to the Selected Columns list box.

8. Click Save.

> Note: If you are performing multiple tasks, you can complete all of the tasks before
> clicking Save.

Removing Fields from Display

To remove fields from display:

1. Display the Hierarchy Settings screen. See "Viewing Screen View Settings" on
   page 41.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select Screen Views from the **Select Configuration to Edit** drop-down list.

4. Click the Override Inheritance checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

5. Select the List screen to configure from the **Screen to Configure** drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

6. Select the field you want to delete from the **Selected Columns** list box. To remove multiple fields do one of the following:
   - To remove fields in sequential order, click the first field you do not want to display, hold down the SHIFT key, and click the last field you do not want to display.
   - To remove fields in non-sequential order, click the first field you do not want to display, hold down the CTRL key, and click the additional fields you do not want to display.
   - To remove all fields select Remove All.

7. Click Remove. The field(s) are removed from the **Selected Columns** list box.

8. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Field Display Order

To configure field display order:

1. Display the **Hierarchy Settings** screen. See "Viewing Screen View Settings" on page 41.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select Screen Views from the **Select Configuration to Edit** drop-down list.

4. Click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Select the List screen to configure from the **Screen to Configure** drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

6. Select the field you want to move from the **Selected Columns** list box. Using the **Arrows** to the right of the **Selected Columns** list box do one of the following:
   - Click the **First** up arrow key to move the field to the top of the list.
   - Click the **Move Up** arrow key to move the field up one level.
   - Click the **Move Down** arrow key to move the field down one level.
   - Click the **Last Down** arrow key to move the field to the bottom of the list.

7. Click Save.

> Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Setting Up Transaction Approval Rules

You can view and manage all transaction approval rules.

This task explains the following items:
- Viewing Transaction Approval Rule Settings
- Creating Transaction Approval Rule Settings

Viewing Transaction Approval Rule Settings

To view approval rule settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Approval Rules**. The **Hierarchy Settings** screen displays.

2. Select the hierarchy ID. Do one of the following:
    - Enter the default **Hierarchy ID** in the field.
    - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Approval Rules** from the **Select Configuration to Edit** drop-down list.

Creating Transaction Approval Rule Settings

To create approval rules:

1. Display the **Hierarchy Settings** screen. See "Viewing Transaction Approval Rule Settings" on page 46.

2. Select the hierarchy ID. Do one of the following:
    - Enter the default **Hierarchy ID** in the field.
    - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Approval Rules** from the Select **Configuration to Edit** drop-down list.

4. Click the Override Inheritance checkbox.

Note: The Override Inheritance check box overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

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5. Select the **Enable Approval Processing** checkbox. The ability to configure transaction approval rules is now enabled.

Note: Selecting the Enable Approval Rules checkbox also allows you to set up additional transaction approval settings that can be accessed from other areas within the system. Select this option to display:

   ■   Approved and Reviewed fields as available columns on the Hierarchy Settings > Screen Views and My Profile screens. See "Setting Up Screen Views" on page 40.
   ■   Approval field columns on the Transaction Detail screen.
   ■   Transactions awaiting review/approval reminders on the Welcome screen.

---

6. Select the minimum number of approval levels (if desired) from the **Minimum Number of Approval Levels** drop down list. The **Minimum Number of Approval Levels** field is used to define the level required to approve transactions. Select **0** if the transaction does not require approval after it is reviewed by the cardholder.

Note: When you select **0** as the **Minimum Number of Approval Levels** available, the Reviewed checkbox will still display, and can be used by the cardholder to notate the transaction has been reviewed.

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7. Select the additional levels required (if desired)for transaction approval from the **Additional Approval Levels** drop down list. Enter the dollar amount for which additional approval levels are required in the **When Transaction Amounts Exceed** field.

8. Select the Use Hierarchy Approval Routing checkbox (if desired). The Use Hierarchy Approval Routing checkbox allows the system to route transactions to an approval authority in a hierarchy level above the employee. If there are no

additional approvers above the employee's level, then approval routing is considered complete.

9. Select the Permit Final Approver Directed Routing checkbox (if desired). The Permit Final Approver Directed Routing checkbox allows transactions to be routed to the person listed as the Last Approver, and is above the employee's level in the hierarchy.

Permit Final Approver Directed Routing is a user-driven (manual) process, which offers additional approval routing options above and beyond the Minimum Number of Approval Levels option. The Permit Final Approver Directed Routing allows the user to define the users for each level in the approval workflow.

You do not need to enable Hierarchy Approval Routing to implement the Permit Final Approver Directed Routing option. Permit Final Approver Directed Routing is enabled by completing the follwing steps:

- Select the Final Approver Directed checkbox.
- Deselect the Hierarchy Approval Routing checkbox.

10. Select the number of days before the transaction is forwarded to the next level for approval from the Forward to Next Approver After drop down list. The Forward to Next Approver After drop down list allows the system to automatically skip an approval level when an approver is unavailable.

11. Select the frequency of e-mail notifications from the E-mail Notification Schedule drop down list. The E-mail Notification Schedule drop down list allows you to select how often approval e-mail notifications are sent to the employee.

12. Click Save.

Configuring Transaction Hierarchy Settings

New transactions loaded into PaymentNet can be automatically populated with transaction accounting code defaults. When loading transactions into the system you can configure which transaction accounting code and default priority settings to apply. This includes the ability to define the maximum number lines and the minimum length allotted for notating an accounting code entry. You can also

determine which transaction defaults will take priority in cases where the same accounting code default applies.

Note: Transaction accounting code and default priorities are typically configured during the implementation process. If a new or modification to an accounting code or default priority setting is needed, we recommend contacting your J.P. Morgan Relationship Manager for assistance.

This task explains the following:
- Viewing Transaction Hierarchy Settings
- Configuring Transaction Hierarchy Settings

Viewing Transaction Hierarchy Settings

To view transaction hierarchy settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Transaction**. The **Hierarchy Settings** screen displays.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Transaction** from the **Select Configuration to Edit** drop-down list.

Configuring Transaction Hierarchy Settings

To configure transaction hierarchy settings:

1. Display the **Hierarchy Settings** screen. See "Viewing Transaction Hierarchy Settings" on page 49.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Transaction** from the **Select Configuration to Edit** drop-down list.

4. Click the Override Inheritance checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent
          hierarchy ID. This allows you to set up or modify the module settings for the
          selected hierarchy ID. If the Override Inheritance checkbox is not selected,
          then the module will retain the parent hierarchy ID settings listed in the
          Inherited From field.

5. From the Transaction Setting section, do the following:

   ■ Select the Accounting Code Entry on List Screen checkbox (if desired).
      Selecting the Accounting Code Entry on List Screen checkbox enables all
      users within the specified hierarchy to configure transaction default
      accounting code information from the Transaction List screen.

      Note: You must authorize your users to access the Transactions module and to
             view the Transaction Defaulting Accounting Code column. See "Viewing
             Modules Settings" on page 36 and see "Setting Up Screen Views" on
             page 40. The user must also select to display the Transaction Defaulting
             Accounting Code column on the Transaction List screen. See "Screen
             Views" on page 86.

   ■ Select the Require Lines checkbox (if desired). When the Required Lines
      checkbox is selected it is necessary for the user to create at least one line
      item, or transaction split, on the Transaction Detail screen.

      Note: If 0 (zero) is entered in the Maximum Number of Lines field the Required
             Lines checkbox is disabled.

   ■ Enter the total number of lines allowed in the Maximum Number of Lines
      field (if desired). The Maximum Number of Lines field allows you to set the
      total number of line line items, or splits, allowed on the transaction.
      Entering 0 (zero) in the Maximum Number of Lines field disables
      transaction lines and controls from displaying on the Transaction Detail
      screen.

      Note: It is not recommended to have more than 15 lines or splits.

   ■ Enter the basic number of characters allowed for notes on the accounting
      code entry in the Minimum Length of Note field (ifdesired). Entering a
      value indicates notes are required and also defines the minimum number of

characters needed. Entering 0 (zero) in the **Minimum Length of Note** field indicates notes are not required.

6. From the **Tranaction Default Priorities** section, do the following:
    - Set the desired order and number of priorities for transaction defaults from the **Object** drop-down list. Transaction default options include:
        - Account
        - Customer Code
        - Employee
        - Hierarchy ID
        - MCC
        - Merchant
        - Order
        - None

7. From the **Transaction Defaults** section, do the following:
    - Select the appropriate default accounting code from the **Chart of Accounts** drop-down list.
    - Enter the applicable information in the additional fields that display when a specific Chart of Accounts is selected .

        Note: The criteria filter options that display vary based on the Chart of Accounts selected from the **Chart of Accounts** drop-down list.

8. Click Save.

Setting Up Single-use Account Orders

You may set up and manage settings for single-use account orders for everyone in the selected hierarchy ID, as well as configure merchant e-mail options.

This task explains the following:
- Viewing Single-use Account Orders
- Configuring Single-use Account Order Auto-Reconciliation Settings
- Enabling Single-use Account Order Merchant E-mail Notifications
- Configuring Single-use Account Order Merchant Notification Message
- Configuring Single-use Account Order Merchant E-mail Notifications Delivery Settings

■ Creating Single-use Account Merchant E-mail Notification Reminders

Viewing Single-use Account Orders

To view single-use account order settings:

1. Select **Administration** > **Hierarchy** > **Settings** > **Order**. The Hierarchy Settings screen displays.

2. Select the hierarchy ID. Do one of the following:
   ■ Enter the default **Hierarchy ID** in the field.
   ■ Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Order** from the **Select Configuration to Edit** drop-down list.

Configuring Single-use Account Order Auto-Reconciliation Settings

To configure single-use account order auto-reconciliation settings:

1. Display the **Hierarchy Settings** screen. See "Viewing Single-use Account Orders" on page 52.

2. Select the hierarchy ID. Do one of the following:
   ■ Enter the default **Hierarchy ID** in the field.
   ■ Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Order** from the **Select Configuration to Edit** drop-down list.

4. From the **General Information** tab, click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. From the **Order Settings** section, click the **Allow Auto-reconciliation** checkbox (if desired). Selecting this option allows single-use transactions to be automatically matched to a single use account order.

6. Click Save.

Enabling Single-use Account Order Merchant E-mail Notifications

To set up single-use account order merchant e-mail notifications:

1. Display the **Hierarchy Settings** screen. See "Viewing Single-use Account Orders" on page 52.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Order** from the **Select Configuration to Edit** drop-down list.

4. From the **Merchant E-mail** tab, click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Click the **Enable Merchant E-mail Notification** checkbox.

6. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Single-use Account Order Merchant Notification Message

To create the Single-use Account Order Merchant Notification Message:

1. Display the **Hierarchy Settings** screen. See "Viewing Single-use Account Orders" on page 52.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Order** from the **Select Configuration to Edit** drop-down list.

4. From the **Merchant E-mail** tab, click the **Override Inheritance** checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the Override Inheritance checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the Inherited From field.

5. Click the **Enable Merchant E-mail Notification** checkbox. See "Enabling Single-use Account Order Merchant E-mail Notifications" on page 53.

6. Enter the e-mail address you want to display to the merchant in the **Alias** field. The **Alias** field allows you to enter the e-mail address you want displayed in the **From** field of the e-mail notification sent to the merchant. The **Alias** field is required.

7. Enter an e-mail address in the **Reply To** field. The **Reply To** field allows you to specify the return e-mail address to which merchant responses are sent. The **Reply To** field is required.

8. Enter additional e-mail addresses of any individuals in your company or organization who need to be notified in the **CC Address** field (if desired). You may enter a maximum of five additional e-mail addresses. When entering multiple e-mail addresses, each address must be separated by a semi-colon (;).

9. Enter the desired subject of the merchant e-mail notification in the **Subject** field.The **Subject** field is required.

10. Enter the first part of the merchant e-mail notification in the Message Introduction field.

11. Select the field you want to display from the Available Columns list box.

    a. To add multiple fields do one of the following:

        ■ To add fields in sequential order, click the first field you want to display, hold down the SHIFT key, and click the last field you want to display.

        ■ To add fields in non-sequential order, click the first field you want to display, hold down the CTRL key, and click the additional fields you want to display.

        ■ To add all fields select Add All.

    b. Select the field you want to move from the Selected Columns list box. Using the Arrows to the right of the Selected Columns list box do one of the following:

        ■ Click the First up arrow key to move the field to the top of the list.

        ■ Click the Move Up arrow key to move the field up one level.

        ■ Click the Move Down arrow key to move the field down one level.

        ■ Click the Last Down arrow key to move the field to the bottom of the list.

12. Enter the conclusion to the merchant e-mail notification in the Message Closing field.

13. Select the Preview E-mail button (if desired), located above the Message Introduction field, to review the message before sending to the merchant.

14. Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Single-use Account Order Merchant E-mail Notifications Delivery Settings

To configure single-use account order merchant e-mail notifications delivery settings:

1. Display the **Hierarchy Settings** screen. See "Viewing Single-use Account Orders" on page 52.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

3. Select **Order** from the **Select Configuration to Edit** drop-down list.

4. From the **Merchant E-mail** tab, click the **Override Inheritance** checkbox.

   Note: The **Override Inheritance** checkbox overrides the settings from the parent hierarchy ID. This allows you to set up or modify the module settings for the selected hierarchy ID. If the **Override Inheritance** checkbox is not selected, then the module will retain the parent hierarchy ID settings listed in the **Inherited From** field.

5. Click the **Enable Merchant E-mail Notification** checkbox. See "Enabling Single-use Account Order Merchant E-mail Notifications" on page 53.

6. Select the checkbox next to the notification delivery options from the **Notifications** section (if desired). Notifications options include:
   - **On order create:** The e-mail is sent to the merchant when a new order is first saved, or when a valid XML message to create a new order is received.
   - **On order activate:** The e-mail is sent to the merchant when the system date equals the single-use account order start date. This feature is used for single use-account orders created with a start date in the future. The e-

mail message is not sent when the single-use account order start date is the current system date or in the past.

> Note: There is an exception to the On Order Activate delivery notification option. An e-mail is sent to the merchant if a single-use account order meets all of the following criteria:
>   - is created on current day and is set to be immediately active
>   - the On Order Create checkbox is not checked
>   - the On Order Activate checkbox is selected

- **On order change**: An e-mail is sent to the merchant when an existing order's begin date, end date, order total or list of MCCGs is modified, either online or via a valid XML message.

  > Note: You may select more than one notification option.

7. Click Save.

   > Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Creating Single-use Account Merchant E-mail Notification Reminders

To create sinlge-use account merchant e-mail notifications reminders:

1. Display the Hierarchy Settings screen. See "Viewing Single-use Account Orders" on page 52.

2. Select the hierarchy ID. Do one of the following:
   - Enter the default Hierarchy ID in the field.
   - Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select Order from the Select Configuration to Edit drop-down list.

4. From the Merchant E-mail tab, click the Override Inheritance checkbox.

   Note: The Override Inheritance checkbox overrides the settings from the parent
            hierarchy ID. This allows you to set up or modify the module settings for the
            selected hierarchy ID. If the Override Inheritance checkbox is not selected,
            then the module will retain the parent hierarchy ID settings listed in the
            Inherited From field.

5. Click the Enable Merchant E-mail Notification checkbox. See "Enabling Single-use Account Order Merchant E-mail Notifications" on page 53.

6. Select the checkbox next to the notification delivery options from the Notifications section (if desired). See "Configuring Single-use Account Order Merchant E-mail Notifications Delivery Settings" on page 56.

7. Select the the frequency for the merchant e-mail notification reminder from the Reminders drop-down list (if desired). Reminder options include:
   - Monthly: An e-mail reminder is sent on the selected day of the month.
   - Weekly: An e-mail reminder is sent on the selected day of the week.
   - Days before order end date: An e-mail reminder is sent a set number of days before the order end date. The e-mail notifies the merchant of the upcoming order expiration date. You define the duration of time to remind the merchant before the single-use account order expires.
   - Percentage of order duration: An e-mail reminder is sent based on a specified percentage of time before the order end date. You define the duration to remind the merchant before the single-use account order expires.
   - Cycle: An e-mail reminder is sent on the first or last day of the selected user-defined cycle. You set which of the two options you prefer to remind the merchant before the single-use account order expires..

   Note: Reminders are only sent for single-use account orders with an Active status.
            Additionally, if the Enable Merchant E-mail Notification checkbox is not
            enabled, any reminder options that are set up will not be saved.

8. Click the Add Criteria icon (plus symbol), to add multiple reminders..

   Note: Merchants will only receive one reminder per day, even if multiple reminders
            are set to be delivered on the same day.

9. Click the Delete Criteria icon (trash can symbol), to delete a reminder.

10. Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before
clicking Save.

Setting Up Custom Fields

The Custom Fields Setup screen allows you to create and manage custom fields that
are unique to your company or organization. You can also modify an existing custom
field.

This topic explains the following tasks:

■   Viewing Custom Field Settings
■   Creating Custom Fields

Viewing Custom Field Settings

To view custom field settings:

1.   Select Administration > Custom Fields.

2.   The Custom Field Setup screen displays.

3.   Select the module to configure from the Select Module drop-down list.

Creating Custom Fields

To create custom fields:

1.   Display the Custom Field Setup screen. See "Viewing Custom Field Settings" on
page 59.

2. Select the module to configure from the Select Module drop-down list. You may set up custom fields for the following List screens:
   - Account
   - Employee
   - Merchant
   - Merchant Category Code
   - Transaction
   - Order

3. Click the Add item icon (plus symbol) to add items. Click the Delete item icon (trash can symbol) to delete items.

4. From the available fields displayed for the selected module, enter the applicable criteria. Options may include:
   - Description: Name of the custom field (required).
   - Edit Type: Select the format for the field. Fields can be configured to display as a checkbox, drop-down list, or text box. If Drop Down List is selected, do the following:

     a. Click the Edit button, located at the end of the row, to create the values to include in the drop down list.

     b. Click the Add item icon (plus symbol) to add items.

     c. From the Custom Field Set Up - Value List screen, enter the values to include in your drop down list.

     d. Click the Add item icon (plus symbol) to add multiple items. Click the Delete item icon (trash can symbol) to delete items.

     e. Click Save.
   - Required Field: Select the Required check box if the custom field is a mandatory item.
   - Length: Enter the maximum number of characters allowed in the description field, in the Length field. The Length field can be set to allow up to a maximum of 99 characters.
   - Instructional Text - Optional text describing the desired input from user.

5. Click the Add icon (plus symbol), to add multiple custom fields.

6. Click the Delete icon (trash can symbol), to delete a custom field.

7. Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Setting Up User Roles

The **Role SetUp** screen allows you to create company specific roles to define security access and functionality. PaymentNet includes default system roles which cannot be modified, but may be used as a template to create custom roles which can be edited.

This topic explains the following:

- Viewing User Role List
- Viewing User Role Setup Details
- Defining System Default User Roles
- Creating a Custom User Role

Viewing User Role List

To view user role settings:

1. Select **Administration** > **Role Setup**.

2. The **Role List** screen displays.

Viewing User Role Setup Details

To view user user role setup details:

1. Display the **Role List** screen. See "Viewing User Role List" on page 61.

2. Click the desired role link from the **Name** column.

3. The **Role Setup** screen displays.

Defining System Default User Roles

PaymentNet includes user role system defaults. The user role system defaults are standard roles which cannot be modified. PaymentNet user role system defaults include:

- **Auditor**: This role may view all PaymentNet settings, transactions, employees (users), card accounts, and single use account orders (if applicable) within the auditor's hierarchy and scope. Auditors can also run reports.
- **Cardholder**: This role may view and modify transactions within the cardholder's hierarchy and scope.
- **Manager**: This role may view and modify all transactions, and manage employees (user access) and single use account orders (if applicable) within the manager's hierarchy and scope.
- **Order Requestor**: For programs using single use accounts, this role may create, view, modify, and reconcile single use account orders within the order requestor's hierarchy and scope.
- **Program Administrator**: This role may view, modify, and configure all PaymentNet settings, transactions, employees (users), card accounts, and single-use account orders (if applicable) within the program administrator's hierarchy and scope.
- **Transaction Approver**: This role may view and approve transactions within the transaction approver's hierarchy and scope.

Creating a Custom User Role

You can select one of the system default user roles, or you can create specialized user roles tailored to meet the unique requirements of your company or organization. This is achieved by selecting an existing system default user role to act as a template for the new role. See "Defining System Default User Roles" on page 62.

Using a template role duplicates all settings for the creation of the new role. This approach can save time and standardize the various role types used by your company or organization.

This task explains the following items:
- Creating a Custom Role
- Modifying a Custom Role
- Deleting a Custom User Role

Creating a Custom Role

To create a custom user role:

1. Display the **Role List** screen. See "Viewing User Role List" on page 61.

2. Select the radial button next to the existing role that is the system default for creating a custom role from the **Role List** screen.

    Note: The role type you select as a template must be the same as the role type you wish to customize.

3. Click **Add New Role**.

    Note: This button is enabled after a template role has been selected.

4. From the **Role Setup** screen, do the following:
    ■ Enter the new role ID in the **Role ID** field.

        Note: The role ID is a required field and must be unique. The role ID is the description given to identify the custom role created.

    ■ Enter the the desired name for the role in the **Role Description** field.

        Note: The role description is used to provide additional information on the purpose or functionality of the role.

    ■ From the **Functions / Options** list, do one of the following:
        ■ Select the checkbox to enable the function/options for the new role from the **Enable Function/Option** list.
        ■ Deselect the checkbox to disable the function/options for the new role from the **Enable Function/Option** list.

5. Click Save.

Modifying a Custom Role

To modify a customized role:

1. Display the Role List screen. See "Viewing User Role List" on page 61.

2. Select the radial button next to the existing role to be modified.

3. Click Add New Role. The Role Setup screen displays.

   Note: This button is enabled after a the existing role has been selected.

4. Do the following to modify the fields:
   - Enter the role ID in the Role ID field..

     Note: The role ID is a required field and must be unique. The role ID is the description given to identify the custom role created.

   - Enter the the desired name for the role in the Role Description field.

     Note: The role description is used to provide additional information on the purpose or functionality of the role.

   - From the Functions / Options list, do one of the following:
     - Select the checkbox to enable the function/options for the new role from the Enable Function/Option list.
     - Deselect the checkbox to disable the function/options for the new role from the Enable Function/Option list.

5. Click Save.

Deleting a Custom User Role

To modify a custom user role:

1. Display the Role List screen. See "Viewing User Role List" on page 61.

2. Select the radial button next to the existing role to be removed.

3. Click **Add New Role**. The **Role Setup** screen displays.

Note: This button is enabled after a the existing role has been selected.

4. Click **Delete**.

Note: Only a Custom PA role with the Role Setup Delete function enabled is allowed to delete custom roles. System PAs do not have Role Setup Delete functionality by default.

5. Click Save.

Setting Up Reports

The **Report Set Up** screen allows you to select which reports you want to allow your users to access. User access is based on the role ID assigned to the user. See "Setting Up User Roles" on page 61.

This topic explains the following:
- Viewing Report Settings
- Setting up Reports

Viewing Report Settings

To view user role settings:

1. Select **Administration** > **Report Setup**.

2. The **Report Setup** screen displays.

Setting up Reports

To set up reports:

1. Display the **Report Setup** screen. See "Viewing Report Settings" on page 65.

2. Select the applicable report category to filter the list of reports from the Category drop-down list, located in the top-left corner of the Report Setup screen. Reports types are categorized as follows:

   - All
   - Custom
   - Administration
   - Accounts
   - Transaction
   - Order (if applicable)
   - Merchant

   Note: PaymentNet displays all reports by default.

3. From the Reports list, do one of the following:
   - To enable a role ID to access all reports, select the checkbox located directly under each user role type column heading.
   - To enable access to a specific report for a specific role ID, select each checkbox in the report row for each desired role ID column.
   - To disable access to a specific report for a specific role ID, deselect each checkbox in the report row for each desired role ID column.

4. Click Save.

Creating Cycles

You can create a new or modify an existing cyle and configure cycle period settings, including cycle start date, cycle period begin date, and cycle period end date.

This topic explains the following:
- Viewing the Cycle List
- Viewing Cycle Detail
- Creating a New Cycle
- Modifying an Existing Cycle
- Deleting an Existing Cycle

Viewing the Cycle List

To view the cycle list:

1. Select **Administration** > **Cycles**.

2. The Cycle List screen displays.

Viewing Cycle Detail

To view user user role setup details:

1. Display the Cycle List screen. See "Viewing the Cycle List" on page 67.

2. Click the desired cycle link from the Name column.

3. The Cycle Detail screen displays.

Creating a New Cycle

You can add a new cycles based on the accounting needs of your comany or organization. You can also allow PaymentNet to automatically create periods, based on information you select, or you can set up periods manually.

To create a new cycle:

1. Display the Cycle List screen. See "Viewing the Cycle List" on page 67.

2. Click **Add New Cycle**. The Cycle Detail screen displays.

3. Enter a name for the new cycle in the Name field.

4. Select the **Automatically Adjust Current Indicator** checkbox (if desired). The Automatically Adjust Current Indicator allows the system to automatically select the initial current period when you are creating a new cycle (no periods have been created within the cycle) and the current system date falls with the range on within the range of one of the newly generated cycle periods

5. Click Save.

This task explains the following items:

- Setting up Auto-created Cycle Periods
- Setting up Cycle Periods Manually

Setting up Auto-created Cycle Periods

To set up an auto-created cycle period:

1. Display the Cycle Detail screen. See "Viewing Cycle Detail" on page 67.

2. Enter a name for the new cycle in the Name field.

3. Select the Automatically Adjust Current Indicator checkbox (if desired). The Automatically Adjust Current Indicator allows

4. From the Create Periods for this Cycle section, do the following:
   - Select the desired span for the cycle from the Range drop-down list. The range defines the number of days between the start of each cycle period. Cycle period range options include:
     - Biweekly
     - Flexible Schedule

       Note: The flexible schedule option is also known as 4-4-5. This option divides the year into four 13-week periods (i.e., approximately three months of 4, 4 and 5 weeks each.)

     - Weekly
     - Monthly
   - Enter the date you want the cycle period to start. The cycle period start date is defined as the first date to begin auto-creation. Do one of the following:
     - Enter the begin date in the Start Date field.

       Note: The start date should be entered using the DD/MM/YYYY format.

     - Click the Start Date link and select the desired cycle period start date from the pop-up calendar.
   - Select the the length of time for which to have cycle periods auto-created from the Number of Years drop-down list. You can select to have cycle

       periods auto-created for a minimum of one year and a maximum of three years.

- Select the **Adjust for Weekends and Holidays** checkbox (if desired). This option automatically sets the begin and end dates for a cycle period to the next, or prior working day, in cases when the auto-created date occurs on a weekend or holiday.

  Note: Holidays are only adjusted for the current year. If **Adjust for Weekends and Holidays** is selected, and if the **Begin Date** falls on a weekend or bank holiday, then adjust the **Begin Date** to the next working day.

5. Click **Create Periods**.

6. PaymentNet automatically pre-populates the following cycle period fields:
   - **Period ID**: A read-only field which lists the cycle periods in sequential order.
   - **Description Field**: A text field which allows you to input a unique name for each cycle period. You may enter a maximum of 25 characters for the description.
   - **Begin Date**: This field is the first day each auto-created cycle period begins. The begin date is equal to the **Start Date** field, located in the **Create Periods For This Cycle** section.s

     Note: When the begin date is auto-created, all subsequent begin dates are configured to start one day after the previous cycle period.

   - **End Date**: This field is the last day each auto-created cycle period ends. The end date is calculated based on the option selected from the **Range** drop-down list, located in the **Create Periods for this Cycle** section. .

     Note: The **Description**, **Begin Date**, and **End Date** fields can also be entered manually. See "Setting up Cycle Periods Manually" on page 70.

   - **Current**: The **Current** radio button indicates the current cycle period for the specific cycle.

7. If modifications to the auto-created cycle periods are needed, do one of the following:
   - Click the **Add** icon (plus symbol), to add cycle period fields.
   - Click the **Delete** icon (trash can symbol), to delete cycle period fields.

8. Click **Save**.

Setting up Cycle Periods Manually

To create manually create a cycle period:

1. Display the Cycle Detail screen. See "Viewing Cycle Detail" on page 67.

2. Enter a name for the new cycle in the Name field.

3. Select the Automatically Adjust Current Indicator checkbox (if desired). The Automatically Adjust Current Indicator allows

4. Enter a unique name for each cycle in the Description Field. This is a text field which allows you to input a unique name for each cycle period. You may enter a maximum of 25 characters for the description.

5. Enter the first day to begin the cycle period in the Begin Date field . This is the first day each cycle period begins.

6. Enter the last day of the cycle period in the End Date field. This is the last day each cycle period ends.

Note: The Description, Begin Date, and End Date fields can also be auto-created. See "Setting up Auto-created Cycle Periods" on page 68.

- Current: The Current radio button indicates the current cycle period for the specific cycle.

7. To add or delete cycle period fields, do one of the following:
    - Click the Add icon (plus symbol), to add cycle period fields.
    - Click the Delete icon (trash can symbol), to delete cycle period fields.

8. Click Save.

Modifying an Existing Cycle

To modify an existing cycle:

1. Display the Cycle List screen. See "Viewing the Cycle List" on page 67.

2. Select the cycle to be modified, from the Name column.

3. From the Cycle Detail screen, do the following to modify any or all of the desired fields:

- Enter the modified name for the cycle in the Name field.

- Update the Automatically Adjust Current Indicator checkbox. The Automatically Adjust Current Indicator allows

- To modify auto-created options, from the Create Periods for this Cycle section, do the following:

  - Select the desired span for the cycle from the Range drop-down list. The range defines the number of days between the start of each cycle

  - Enter the date you want the cycle period to start. The cycle period start date is defined as the first date to begin auto-creation. Do one of the following:

  - Enter the begin date in the Start Date field.

    Note: The start date should be entered using the DD/MM/YYYY format.

  - Select the the length of time for which to have cycle periods auto-created from the Number of Years drop-down list. You can select to have cycle periods auto-created for a minimum of one year and a maximum of three years.

  - Update the Adjust for Weekends and Holidays checkbox (if desired). This option automatically sets the begin and end dates for a cycle period to the next, or prior working day, in cases when the auto-created date occurs on a weekend or holiday.

    Note: Holidays are only adjusted for the current year.If Adjust for Weekends and Holidays is selected, and if the Begin Date falls on a weekend or bank holiday, then adjust the Begin Date to the next working day.

  - Click Create Periods to generate an updated cycle period list. PaymentNet auto-creates the following cycle period fields:

- To modify manually created options, do the following:

  - Enter the unique name for each cycle, in the Description Field. This is a text field which allows you to input a unique name for each cycle period. You may enter a maximum of 25 characters for the description.

  - Enter adjustments to the first day to begin the cycle period in the Begin Date field . This is the first day each cycle period begins.

  - Enter adjustments to the last day of the cycle period in the End Date field. This is the last day each cycle period ends.

4. Click Save.

Deleting an Existing Cycle

To delete an existing cycle:

1. Display the Cycle List screen. See "Viewing the Cycle List" on page 67.

2. Select the cycle to be deleted. The Cycle Detail screen displays.

3. Click Delete.

Creating MCC Groups

You can configure merchant profile settings, including the ability to create a new or modify an existing merchant profile. You can also set up transaction defaults and custom fields for merchants.

This topic explains the following tasks:

- Viewing the Merchant List
- Viewing Merchant Details
- Configuring Merchant Settings

Viewing the Merchant List

To view the merchant list:

1. Select Administration > Merchants.

2. The Merchant List screen displays.

Viewing Merchant Details

To view merchant details:

1. Display the Merchant List screen. See "Viewing the Merchant List" on page 72.

2. Do one of the following:
   - Click the desired merchant from the Merchant Name column.
   - Perform a Query to locate a specific record. See "Queries" on page 185.

3. Select the appropriate tab to view additional information. The following tabs are available from the Account Detail screen:
   - General Information
   - Status

Configuring Merchant Settings

You can view and configure merchant profile information and corporate status settings from the Merchant Detail screen. You can also allow PaymentNet to automatically configure the information, or you can configure the information manually.

This task explains the following items:
- Configuring General Merchant Information Automatically
- Configuring General Merchant Information Manually
- Configuring Merchant Status Settings Automatically
- Configuring Merchant Status Settings Manually

Configuring General Merchant Information Automatically

To configure general merchant information automatically:

Note: Card associations regularly update their merchant information. Seleting **Automatically Update This Merchant** sets the PaymentNet default to automate the update of the merchant information provided by the card associations.

Do not select this option if you prefer to enter or preserve the existing information you have for the merchant.

1. Display the Merchant Detail screen. See "Viewing Merchant Details" on page 72. The General Information tab disaplys.

2. Select the **Automatically Update This Merchant** checkbox. The following fields update automatically:

   ■ Address 1
   ■ Address 2
   ■ Zip/Postal Code
   ■ Phone
   ■ Fax

3. Complete the following fields (if applicable):

   ■ **Merchant Name**: This field identifies where the purchase was made. This is a read-only field.

   ■ **Merchant ID**: This field is a unique identifier used to help reference a merchant. This is a read-only field.

   ■ **Parent Merchant**: This field identifies the parent of an individual merchant. This information is used for reporting purposes, providing information on merchant roll-up information. Program administrators can change the parent merchant name for an individual merchant.

   ■ **Association**: This field identifies which card association provided the merchant data. This is a read-only field.

   ■ **MCC**: This field displays the four-digit code assigned to the merchant by the card association. It is used to classify the type of good or services provided by the merchant.

4. Complete the **Notes** field:

   ■ **Notes**: You may enter any additional information as needed. You may enter up to a maximum of 3,000 characters.

5. In the **Transaction Default** section, do the following:

6. Complete any additional custom fields (if applicable). "Creating Custom Fields" on page 59.

7. Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring General Merchant Information Manually

To configure merchant information manually:

1. Display the **Merchant Detail** screen. See "Viewing Merchant Details" on page 72. The **General Information** tab disaplys.

2. Deselect the **Automatically Update This Merchant** checkbox. See "Configuring General Merchant Information Automatically" on page 73.

3. Complete the following fields (if applicable):
   - **Merchant Name**: This field identifies where the purchase was made. This is a read-only field.
   - **Merchant ID**: This field is a unique identifier used to help reference a merchant. This is a read-only field.
   - **Parent Merchant**: This field identifies the parent of an individual merchant. This information is used for reporting purposes, providing information on merchant roll-up information. Program administrators can change the parent merchant name for an individual merchant.
   - **Association**: This field identifies which card association provided the merchant data. This is a read-only field.
   - **MCC**: This field displays the four-digit code assigned to the merchant by the card association. It is used to classify the type of good or services provided by the merchant.

4. Complete the following merchant address fields:
   - **Address 1**: This is a text field. You may enter a maximum of 25 characters.
   - **Address 2**: This is a text field. You may enter a maximum of 25 characters.
   - **ZIP/Postal Code**: You may enter a maximum of 10 characters. This field does not auto-validate the information.
   - **Phone**: This field requires exactly 12 characters. The phone number can be entered with or without dashes, and will automatically format the number to display as 999-999-9999. This field does not auto-validate the information.
   - **Fax**: This field requires exactly 12 characters. The phone number can be entered with or without dashes, and will automatically format the number to display as 999-999-9999. This field does not auto-validate the information.
   - **Notes**: You may enter any additional information as needed. You may enter up to a maximum of 3,000 characters.

5.   In the Transaction Default section, do the following:

6.   Complete any additional custom fields (if applicable). "Creating Custom Fields" on page 59.

7.   Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Merchant Status Settings Automatically

To configure merchant information automatically:

Note: Card associations regularly update their merchant information. Seleting **Automatically Update This Merchant** sets the PaymentNet default to automate the update of the merchant information provided by the card associations.

Do not select this option if you prefer to enter or preserve the existing information you have for the merchant.

---

1.   Display the Merchant Detail screen. See "Viewing Merchant Details" on page 72.

2.   Select the Status tab.

3.   Select the **Automatically Update This Merchant** checkbox. The following fields update automatically:
     - Corporate Status Code
     - Business Owner Ethnicity
     - 1099 Indicator
     - Women Owned Business
     - SBA Registered
     - SBA Disabled
     - HUB Zone
     - Veteran
     - Disabled Veteran
     - Vietnam Veteran
     - Information Refusal Indicator
     - Historically Black College

4. Click Save.

Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Merchant Status Settings Manually

To configure merchant information manually:

1. Display the **Merchant Detail** screen. See "Viewing Merchant Details" on page 72.

2. Select the **Status** tab.

3. Deselect the **Automatically Update This Merchant** checkbox.

4. Complete the following fields (if applicable):
   - **Merchant Name**: This field identifies where the purchase was made. This is a read-only field.
   - **Merchant ID**: This field is a unique identifier used to help reference a merchant. This is a read-only field.
   - **Association**: This field identifies which card association provided the merchant data. This is a read-only field.
   - **MCC**: This field displays the four-digit code assigned to the merchant by the card association. It is used to classify the type of good or services provided by the merchant.

5. Complete the following merchant status fields (if applicable):
   - **Corporate Status Code**: Identifies how the company or organization is classified.
   - Taxpayer ID:
   - Business Owner Ethnicity

6. Select the status checkbox for all that apply to the merchant.
   - 1099 Indicator
   - Women Owned Business
   - SBA Registered
   - SBA Disabled
   - HUB Zone
   - Veteran
   - Disabled Veteran
   - Vietnam Veteran
   - Information Refusal Indicator
   - Historically Black College

7. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Merchant Category Codes

You can view, configure or export Merchant Category Codes information from the Merchant Category List screen. In addition you can update information, including the assigned type classification, and add reference notes.

This topic explains the following tasks:
- Viewing the Merchant Category Code List Screen
- Viewing Merchant Category Code Details
- Configuring Merchant Category Code Settings

Viewing the Merchant Category Code List Screen

To view the merchant category code list:

1. Select Administration > Merchant Category Codes.

2. The Merchant Category Code screen displays.

Viewing Merchant Category Code Details

To view merchant category code details:

1. Display the Merchant Category Code List screen. See "Viewing Merchant Category Code Details" on page 79.

2. Click the desired MCC from the MCC Description column. The Merchant Category Code Detail screen displays.

Configuring Merchant Category Code Settings

To configure merchant category code settings:

1. Display the Merchant Category Code Detail screen. See "Viewing Merchant Category Code Details" on page 79.

2. Complete the following fields (if applicable):
   - Merchant Category Code: This field displays the four-digit code assigned to the merchant by the card association. It is used to classify the type of good or services provided by the merchant. This is a read-only field.
   - Description: This field identifies the type of merchant associated with the merchant category code. This is a read-only field.

3. Select the card program from the Type drop-down list.

4. Select the categorization option that best defines the type of travel expense from the T&E Type drop-down list.

5. Enter any additional information as needed in the Notes field.

6. In the Transaction Default section, do the following:

7. Complete any additional custom fields (if applicable). "Creating Custom Fields" on page 59.

8. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Merchant Category Code Groups

You can create new, or modify existing Merchant Category Code Groups (MCCG). This capability streamlines the process of creating MCCGs and is configurable at the organization or hierarchy level. To create or update MCCGs, you must enable the MCCG module.

This topic explains the following tasks:
- Viewing Merchant Category Code Group Detail
- Configuring Merchant Category Code Groups

Viewing Merchant Category Code Group Detail

To view merchant category code group detail:

1. Select Administration > Merchant Category Code Groups. The General Information tab displays.

Configuring Merchant Category Code Groups

To configure merchant category code groups:

1. Display the Merchant Category Code Detail screen. See "Viewing Merchant Category Code Group Detail" on page 80.

2. From the General Information tab, select the company number to associate with the MCCG from the Company Number drop-down list.

   Note: Additional fields will appear once a company number is selected.

3. Select the bank number from the Bank drop-down list.

4. Enter an identifier for the group in the MCCG Name field.

5. Enter identifying information in the MCCG Description field.

6. Click Continue.

7. From the Select MCCs tab, do one of the following:

   ■ Enter the MCC ranges or individual MCCs to include in the MCCG in the text field.

   > Note: MCC ranges must contain a hypeh (-) between each MCC and a comma must separate each range or individual MCC (i.e., 3000-4000, 6000-8000, 0001).

   ■ From the list of MCCs, select the checkbox next to each desired MCC. Click **Add Selected MCCs to List** to include in the group.
   ■ Query for the desired MCCs. Select the checkbox next to each desired MCC. Click **Add Selected MCCs to List** to include in the group.

8. Click **Continue**.

9. From the Save Changes tab,confirm your selections.

10. Click Save.

Configuring User Settings

PaymentNet provides your user the flexibility to configure features such as changing password information, setting up e-mail notifications, setting up bank information, and customizing screen views.

This section explains the following:
■ Managing your Profile

Managing your Profile

The **My Profile** (person symbol) icon provides you with the ability to customize your PaymentNet experience. The **My Profile** screen is divided into the following tabs: **General Information**, **Bank Information**, **Screen Views**, and **Accounts**.

This topic explains the following tasks:
■ General Information
■ Bank Information
■ Screen Views
■ Accounts

General Information

The General Information tab allows you to change your password, define your authentication questions, and manage your e-mail notifications.

This task explains the following items:

- Changing your Password
- Managing your Authentication Questions
- Changing your E-mail Address
- Setting up E-mail Notifications

Changing your Password

In order to access PaymentNet, you must enter your organization ID, user ID, and password. Your password is a security feature that prohibits unauthorized access to PaymentNet.

To change your password:

1. Click the My Profile (person symbol) icon. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the General Information tab of the My Profile screen, click the Change Password link.

3. Enter your old password in the Old Password field.

4. Enter your new password in the New Password field.

5. Re-enter your new password in the Confirm New Password field .

   Note: Password is case-sensitive.

   Note: Your New Password must:
   - Be between six and eight characters long
   - Not contain any spaces
   - Have at least one letter and one number
   - Consist solely of letters and numbers (no special characters)
   - Be different than your User ID

Note: When you voluntarily change your password, you must enter the old password in addition to entering (and confirming) the new password. If this is not done successfully after six (6) attempts, the user logon will automatically be disabled. Your Administrator must then enable your account before you can log on to PaymentNet.

6. Click Save.

Note: Your new password takes effect the next time you log on.

Managing your Authentication Questions

Authentication questions are used to verify your identity if you forget your password. To manage your authentication questions:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the General Information tab of the My Profile screen, complete the Authentication Questions section.

Note: You must complete at least two authentication question fields.

3. Click Save.

Changing your E-mail Address

You can elect to receive e-mail notifications when you have items in PaymentNet awaiting your action.

To change your e-mail address:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the General Information tab of the My Profile screen, enter your e-mail address in the E-mail Address field.

3. Click Save.

Setting up E-mail Notifications

E-mail can be sent to you when items are available in PaymentNet. You can select which types of e-mail notifications you wish to receive.

To set up e-mail notifications:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. Update your e-mail address (if necessary).

3. From the General Information tab of the My Profile screen, select the checkbox(s) next to the desired e-mail notifications. You can elect to receive e-mail notifications for the following:
   - Reports
   - Transactions for Review
   - Transactions for Approval
   - Import Files
   - Payments
   - Mappers
   - Unreconciled Single-Use Account Orders
   - Orphaned Transactions
   - Account Request Errors .

   Note: Available e-mail notification options vary based on the user access permissions you are assigned.

4. Click Save.

Bank Information

The Bank Information tab allows you to enter your bank information so you can make online payments through PaymentNet.

This task explains the following items:

- Setting Up Bank Information
- Editing Bank Information
- Deleting Bank Information

Setting Up Bank Information

In order to be able to create and manage online payments through PaymentNet you must first provide the account information from which to withdraw funds to make the online payment.

To set up bank information:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Bank Information tab, click Add Bank.

3. Enter the the nine digit ABA routing number of your bank in the ABA Routing Number field.

4. Select your bank account type from the Bank Account Type drop-down list.

5. Enter your bank account number in the Bank Account Number field.

6. Enter a description of this account in the Description field.

7. Click Save.

Editing Bank Information

You may edit bank information, as needed.

To edit bank information:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Bank Information tab, click XX.

3. Enter the the nine digit ABA routing number of your bank in the ABA Routing Number field.

4. Select your bank account type from the Bank Account Type drop-down list.

5. Enter your bank account number in the Bank Account Number field.

6. Enter a description of this account (i.e.,in the Description field.

7. Click Save.

Deleting Bank Information

You may delete bank information, as needed.

To delete bank information:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Bank Information tab, click Delete.

Screen Views

The Screen Views tab allows you to configure user interface display preferences for PaymentNet List screens.

This task explains the following items:

- Selecting the List Screen to Configure
- Selecting the Number of Line Items to Display
- Selecting Fields to Display
- Configuring Field Display Order

Selecting the List Screen to Configure

You can select which List screen you would like to configure.

To select the List screen to configure:

1. Click the **My Profile** (person symbol) icon in the menu bar. The **My Profile** (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the **Screen Views** tab, select the List screen to configure from the **Screen to Configure** field drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

   Note: Available List screen options vary based on the user access permissions you are assigned.

3. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Selecting the Number of Line Items to Display

You can customize each List screen by selecting the number of line items to display per screen.

To select the number of line items to display:

1. Click the **My Profile** (person symbol) icon in the menu bar. The **My Profile** (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Screen Views tab, select the List screen to configure from the Screen to Configure field drop-down list. List screens include:

   ■ Account List
   ■ Employee List
   ■ MCC List
   ■ Merchant List
   ■ Order List
   ■ Transaction List

   Note: Available List screen options vary based on the user access permissions you are assigned.

3. Enter the number of line items you would like to display in the Number of Items per Page field.

4. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Selecting Fields to Display

You can customize each List screen by selecting which fields you would like to display.

To add fields to display:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the **Screen Views** tab, select the List screen to configure from the **Screen to Configure** field drop-down list. List screens include:
    - Account List
    - Employee List
    - MCC List
    - Merchant List
    - Order List
    - Transaction List

    Note: Available List screen options vary based on the user access permissions you are assigned.

3. Select the field you want to display from the **Available Columns** list box. To add multiple fields do one of the following:
    - To add fields in sequential order, click the first field you want to display, hold down the SHIFT key, and click the last field you want to display.
    - To add fields in non-sequential order, click the first field you want to display, hold down the CTRL key, and click the additional fields you want to display.
    - To add all fields select **Add All**.

4. Click **Add**. The field(s) are added to the **Selected Columns** list box.

5. Click Save.

    Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

To remove fields from display:

1. Click the **My Profile** (person symbol) icon in the menu bar. The **My Profile** (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the **Screen Views** tab, select the List screen to configure from the **Screen to Configure** field drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

   Note: Available List screen options vary based on the user access permissions you are assigned.

3. Select the field you want to remove from the **Selected Columns** list box. To remove multiple fields do one of the following:
   - To remove fields in sequential order, click the first field you do not want to display, hold down the SHIFT key, and click the last field you do not want to display.
   - To remove fields in non-sequential order, click the first field you do not want to display, hold down the CTRL key, and click the additional fields you do not want to display.
   - To remove all fields select Remove All.

4. Click Remove. The field(s) are removed from the **Selected Columns** list box.

5. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Configuring Field Display Order

You can customize each List screen by configuring the the order in which the fields display.

To configure field display order:

1. Click the **My Profile** (person symbol) icon in the menu bar. The **My Profile** (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the **Screen Views** tab, select the List screen to configure from the **Screen to Configure** field drop-down list. List screens include:
   - Account List
   - Employee List
   - MCC List
   - Merchant List
   - Order List
   - Transaction List

   Note: Available List screen options vary based on the user access permissions you are assigned.

3. Select the field you want to move from the **Selected Columns** list box. Using the **Arrows** to the right of the **Selected Columns** list box do one of the following:
   - Click the **First** up arrow key to move the field to the top of the list.
   - Click the **Move Up** arrow key to move the field up one level.
   - Click the **Move Down** arrow key to move the field down one level.
   - Click the **Last Down** arrow key to move the field to the bottom of the list.

4. Click Save.

   Note: If you are performing multiple tasks, you can complete all of the tasks before clicking Save.

Accounts

The **Accounts** tab allows you to view your card account profile and statement information, make an online payment , and select your statement delivery preference.

This task explains the following items:
- Viewing Payment Information
- Viewing Card Account Profile Information
- Selecting Statement Delivery Preference
- Viewing Statement Information

Viewing Payment Information

You can quickly access a snap-shot view of your payment information.

To view your payment information:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Accounts tab, click the Payment icon.

Viewing Card Account Profile Information

You can quickly access a snap-shot view of your card account profile; including your current balance, available credit, hierarchy ID, credit limit, and adddress information.

To view your card account profile:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Accounts tab, you can view or access payment, card status, statement delivery method, and statement information. To view more detailed card account profile information, click the Account Number link to view the My Profile: Account Detail screen.

Selecting Statement Delivery Preference

You can select your statement delivery preference.

To select your statement delivery preference:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Accounts tab, select from the Statement Delivery drop-down list one of the following preferences:
   - Electronic
   - Electronic with Reminder

3. Click Save.

Viewing Statement Information

You can view and download your statement activity.

To view your statement information:

1. Click the My Profile (person symbol) icon in the menu bar. The My Profile (person symbol) icon is located at the top of the screen to the right of the menu bar.

2. From the Accounts tab, select the Statement icon to view the Statement Detail screen.

   Note: To return to the My Profile: Accounts tab select the Back button from your Internet browser tool bar.

   To download your statement, select Download Statement. For detailed information, see "Downloading a File" on page 147.

3 | Hierarchy Structure

P aymentNet simplifies administration of your card program with an easy-to-use system that allows you to manage spending for multiple organizations and business units from a single application. PaymentNet's hierarchy features offer the versatility to automate traditional purchasing tasks, centralize your program data and eliminate time-consuming data entry before and after a purchase.

The Hierarchy module is used to create new or modify existing hierarchies.

This chapter explains the following sections:
- Viewing Hierarchy Information
- Managing Hierarchy IDs

Viewing Hierarchy Information

This section explains the following topics:
- Viewing Hierarchy
- Viewing Hierarchy History

Viewing Hierarchy

Viewing Hierarchy History

Managing Hierarchy IDs

The Manage Hierarchy ID screen allows authorized users to create and position a new Hierarchy ID. Users can Add, Rename and Move hierarchy levels from this screen.

This section explains the following topics:

- Adding a Hierarchy ID
- Renaming a Hierarchy ID
- Moving a Hierarchy ID

Adding a Hierarchy ID

To add a hierarchy ID:

1. Choose **Administration** > **Hierarchy** > **Manage**. The Manage Hierarchy screen will be displayed.

2. Select the hierarchy level where the new level will reside.

3. Click **Add**.

4. Enter the new **Hierarchy ID**. Each Hierarchy ID must be unique.

5. Enter the new **Hierarchy Description**.

6. Click Save.

Renaming a Hierarchy ID

The Manage Hierarchy ID screen allows you to modify existing Hierarchy IDs and descriptions.

To rename a hierarchy ID:

1. Choose **Administration** > **Hierarchy** > **Manage**. The **Manage Hierarchy** screen displays.

2. Select the **Hierarchy ID** that you want to rename.

3. Click **Rename**. PaymentNet displays the Hierarchy ID and Hierarchy Description fields.

4. Enter the new ID for the hierarchy in the **Hierarchy ID** field.

   Note: Each hierarchy ID must be unique.

5. Enter the new description in the **Hierarchy Description** field.

6. Click **Save**.

Moving a Hierarchy ID

The Manage Hierarchy ID screen allows you to move existing Hierarchy IDs and Descriptions. Moving a Hierarchy ID moves all children of the hierarchy with it.

To move a hierarchy ID:

1. Choose **Administration** > **Hierarchy** > **Manage**. The **Manage Hierarchy** screen displays.

2. Select the **Hierarchy ID** that you want to move.

3. Click **Move**. PaymentNet displays the Hierarchy ID field.

4. Do one of the following:
   - Enter the **Hierarchy ID** in the field.
   - Click the **Hierarchy ID** link and select the **Hierarchy ID** from the pop-up window.

5. Click **Save**. PaymentNet displays a message indicating that the hierarchy was moved successfully.

4 | Accounting Codes

P aymentNet was designed with flexibility in mind when it comes to managing accounting codes. In order to offer you the most configuration options, the system is not pre-configured, and all choices are made by the user.

The Accounting Code feature in PaymentNet is used to create and modify cost allocation information for transactions, reports, and exports

This chapter explains the following sections:

- Chart of Accounts
- Setting Up Constraints
- Default Accounting Codes
- Creating Merchant Defaults by Hierarchy
- Setting Up MCC Defaults by Hierarchy
- Customer Code Defaults

Chart of Accounts

This section explains the following topics:

- Viewing Chart of Account Information
- Setting Up A Chart of Accounts
- Adding Values to a Chart of Accounts

Viewing Chart of Account Information

The Chart of Accounts List screen is used to review Charts of Accounts and initiate adding a new or modifying an existing Chart of Accounts.

This topic explains the following tasks:
- Viewing the Chart of Accounts List
- Viewing Chart of Accounts Detail
- Viewing Chart of Accounts History

Viewing the Chart of Accounts List

The Chart of Accounts List allows authorized users to view and manage all existing Charts of Accounts.

To view the chart of accounts list:

1. Choose **Administration** > **Chart of Accounts** > **Manage**. PaymentNet displays the Chart of Accounts List screen.

Viewing Chart of Accounts Detail

To view the chart of accounts detail:

1. Choose **Administration** > **Chart of Accounts** > **Manage**. PaymentNet displays the Chart of Accounts List screen.

2. Click a chart of accounts record of which you want to view details. PaymentNet displays the Structure tab of the Chart of Accounts Detail screen.

Viewing Chart of Accounts History

To view the chart of accounts history:

1. Display the Chart of Accounts Detail screen for the chart of accounts record of which you want to view the history. For instructions, see "Viewing Chart of Accounts Detail" on page 100.

2. Click the History link on the upper left of the screen. PaymentNet displays the Chart of Accounts - History screen.

Setting Up A Chart of Accounts

Accounting Codes are also referred to as Chart of Accounts. These customized fields allow you to enhance cost allocation for transactions, reporting and exporting.

To set up a chart of accounts:

1. Choose Administration > Chart of Accounts > Create.

2. On the Structure tab of the Chart of Account Detail screen, enter the Chart Name.

3. Add the new chart segment details:
   - Length - Specifies the length of the field (maximum 50 alphanumeric characters).
   - Description - The segment field name.
   - Dependent - Specifies another field with which the current field is cross-validated.
   - Field Type:
   - Drop-Down List - Selection box that contains your choice of drop-down values. Values are added on the Values tab.
   - Text Box - Text input field.
   - Validate - For text boxes, indicates whether or not the segment value entered will be validated with the list defined on the Values tab.
   - Required - Indicates the field as required on the Transaction Detail screen.

4. Click Save.

   Note: Chart segments cannot be deleted once they have been saved.

Adding Values to a Chart of Accounts

To add values to a chart of accounts:

1. Select the Values tab.

2. Select the Segment to add values and click **Add Segment Value**.

3. On the **Chart of Accounts Value Detail** screen:
    - Enter the segment **Value**.
    - Enter the segment **Description**.
    - If the segment is dependent on another field, select the **Dependent Value** from the drop-down list.

4. Click **Save**. The **Accounting Code Value** has been saved.

5. Click **Return to Value List** to define additional **Chart of Accounts Values**. Repeat these steps, as needed.

Setting Up Constraints

Constraints allows you to set whether users can view a **Chart of Accounts** and values in the **Chart of Accounts**. This function is particularly helpful when more than one **Chart of Accounts** exists and you wish to limit who sees the different **Chart of Accounts**.

To set up constraints:

1. Choose Administration > Chart of Accounts > Constraints to view the **Constraints List**.

2. Click **Add New Constraint** to view the **Constraint Details** screen.

3. Select the type of **Constraint** that you wish to create. The different types of constraints that can be created include the following:
    - **Account** - Sets up constraint for a specific account
    - **Employee** - Sets up constraint for a specific employee
    - **Hierarchy** - Sets up constraint for a specific Hierarchy ID
    - **Role** - Sets up constraint for a specific role

4. Select the value of the **Constraint** that you are using.

5. Choose **Include**, **Exclude**, or **Read-Only** for the constraint and select the Chart of Account for which you want to set up the constraint.

6. For each segment of the Chart of Account, choose to include all values, none of the values, or a specific value from the segment to include in the constraint.

7. Click Save.

Default Accounting Codes

When new transactions are loaded into PaymentNet, default accounting codes, configured for employees, merchants, accounts, and MCCs, can automatically pre-populate transactions.

This section explains the following topics:
- Setting Up Default Accounting Codes by Account
- Setting Up Default Accounting Codes by Employee
- Setting Up Default Accounting Codes by Merchant
- Setting Up Default Accounting Codes by MCC
- Setting Up Default Accounting Codes by Hierarchy
- Setting Up Default Accounting Codes by Customer Code

Setting Up Default Accounting Codes by Account

To set up default accounting codes by account:

1. Choose Accounts > Manage. The Account List will be displayed.

2. On the Account List, select the account to assign default accounting codes.

3. On the Account Detail: General Information tab, click Edit in the Transaction Defaults box.

4. Select the appropriate accounting codes for default.

5. Click Save.

Setting Up Default Accounting Codes by Employee

To set up default accounting codes by employee:

1. Choose **Employees** > Manage. The **Employee List** will be displayed.

2. On the **Employee List**, select the user to assign default accounting codes.

3. Select the appropriate accounting codes for default in the Transaction Defaults box.

4. Click Save.

Setting Up Default Accounting Codes by Merchant

To set up default accounting codes by merchant:

1. Choose **Administration** > Merchant. The Merchant List will be displayed.

2. On the Merchant List, select the merchant to assign default accounting codes.

3. Select the appropriate accounting codes for default in the Transaction Defaults box.

4. Click Save.

Setting Up Default Accounting Codes by MCC

To set up default accounting codes by MCC:

1. Choose **Administration** > Merchant Category Codes. The Merchant Category Code List will be displayed.

2. On the Merchant Category Code List, select the MCC to assign default accounting codes.

3. Select the appropriate accounting codes for default in the Transaction Defaults box.

4. Click Save.

Setting Up Default Accounting Codes by Hierarchy

To set up default accounting codes by hierarchy:

1. Choose Administration > Hierarchy > Settings > Transaction. The Hierarchy Settings screen will be displayed.

2. Enter the Hierarchy ID in the field or click on the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

3. Select the Override Inheritance check box.

4. Select the appropriate accounting codes for default in the Transaction Defaults box.

5. Click Save.

Setting Up Default Accounting Codes by Customer Code

To set up default accounting codes by customer code:

1. Choose Administration > Customer Code Defaults.

2. On the Advanced Customer Code Defaults List, select the Customer Code to assign default accounting codes.

3. Select the appropriate accounting codes for default in the Transaction Defaults box.

4. Click Save.

Creating Merchant Defaults by Hierarchy

If certain Hierarchy IDs require different defaults allocated at specific merchants, then this function helps accommodate those instances.

For example, your organization may default all purchases at an Office Supply Merchant to a certain accounting code. However, one group in your hierarchy may need it defaulted to another set of accounting codes.

To create merchant defaults by hierarchy:

1. Choose Administration > Merchants. The Merchant List will be displayed.

2. Select a merchant by clicking on selected code line. The Merchant Detail screen will be displayed.

3. Click on the Transaction Defaults Advanced… button. The Advanced Transaction Defaults List will be displayed for the selected merchant.

4. Click Add.

5. Enter the default Hierarchy ID in the field or click on the Hierarchy ID link and select the Hierarchy ID from the pop-up window options.

6. Choose a Hierarchy ID from the displayed options. The Hierarchy ID field will now display the chosen value.

7. Select the Override Inheritance check box.

8. Select the appropriate Chart of Accounts and then the default accounting codes.

9. Click Save.

Setting Up MCC Defaults by Hierarchy

If certain Hierarchy IDs require different defaults allocated at specific MCCs, then this function helps accommodate those instances.

For example, your organization may default all purchases at Electrical Contractors to a certain accounting code. However, one group in your hierarchy may need it defaulted to another set of accounting codes.

To set up MCC defaults by hierarchy:

1. Choose Administration > Merchant Category Codes. The Merchant Category Code List will be displayed.

2. Select an MCC by clicking on the selected code line. The Merchant Category Code Detail screen will be displayed.

3. Click on the Transaction Defaults Advanced… button. The Advanced Transaction Defaults List will be displayed for the selected MCC.

4. Click Add.

5. Enter the default Hierarchy ID in the field or click on the Hierarchy ID link and select the Hierarchy ID from the pop-up window options.

6. Choose a Hierarchy ID from the displayed options.

7. The Hierarchy ID field will now display the chosen value.

8. Select the Override Inheritance check box.

9. Select the appropriate Chart of Accounts and then the default accounting codes.

10. Click Save.

Customer Code Defaults

The Customer Defaults List provides a central lookup screen for all Customer Code Defaults. Customer Codes are Organization defined values that correspond to value information provided at the point of sale. This information is matched with Customer Codes in the system to provide another level of custom defaults on the transaction.

This section explains the following topics:
- Viewing the Customer Code Defaults List
- Viewing Customer Code Defaults Detail
- Creating Customer Code Defaults
- Editing Customer Code Defaults
- Deleting Customer Code Defaults

Viewing the Customer Code Defaults List

The Customer Code Defaults List provides the ability to view details of Customer Code Defaults, add a new Customer Code Defaults, and to create an export file.

To view the customer code defaults list:

1. Choose **Administration** > **Customer Code Defaults**. PaymentNet displays the Customer Code Defaults List screen.

2. Do one of the following:
   - Review the Customer Code Defaults list.
   - Click the **Code** link of the Customer Code Defaults for which you want to view details. For more information, see "Viewing Customer Code Defaults Detail" on page 108.
   - Click **Add Customer Code** to create new Customer Code Defaults. For more information, see "Creating Customer Code Defaults" on page 109.
   - Click **Create Export File** to create an export file of all the Customer Codes currently in the organization's system.

Viewing Customer Code Defaults Detail

You can view the details of a Customer Code Defaults. The Details screen also allows you to add new, edit, or delete Customer Code Transaction Defaults.

Custom Fields are dynamically built based on the Custom Fields that have been defined as Customer Codes for the Organization and are formatted according to the Custom Fields setup.

To view customer code defaults detail:

1. Choose **Administration** > **Customer Code Defaults**. PaymentNet displays the Customer Code Defaults List screen.

2. Click the **Code** link of the Customer Code Defaults for which you want to view details. PaymentNet displays the Advanced Customer Code Defaults Detail screen.

3. Review the following:
   - **Customer Code**. Displays the customer code.
   - **Hierarchy ID**. Displays the Hierarchy ID where the Customer Code Defaults are set.
   - **Accounting Codes**. These fields are the combined values of the **Chart of Accounts** and **Transaction Defaults** defined for Customer Codes for this organization.

Creating Customer Code Defaults

You can create new Customer Code Defaults.

To create customer code defaults:

1. Choose **Administration** > **Customer Code Defaults**. PaymentNet displays the Customer Code Defaults List screen.

2. Click **Add Customer Code**. PaymentNet displays the Advanced Customer Code Defaults Detail screen.

3. Complete the following fields and options:
   - **Customer Code.** Enter the name or number that will be used to identify the new Customer Code in this field.
   - **Hierarchy ID.** Enter the Hierarchy ID where the Customer Code Defaults will be set. You can also click the Hierarchy ID link to select the ID from a list.
   - **Override Inheritance.** Select this check box to edit the remainder of the fields on the screen. When this box is checked, the fields are editable and pre-populated with the inherited values.
   - **Chart of Accounts.** If applicable, select the chart of accounts for the organization from the drop-down list.
   - **Accounting Codes.** This field is dynamically built based on which Accounting Code Segments have been defined for the Chart of Accounts above. If necessary, you may edit this field or leave it blank.
   - **Custom Fields.** These fields are dynamically built based on the Custom Fields defined for Transactions for the Organization. They are formatted according to the Custom Fields setup. If necessary, you may edit this field or leave it blank.

4. Click **Save**.

Editing Customer Code Defaults

You can edit Customer Codes.

To edit customer code defaults:

1. Choose **Administration** > **Customer Code Defaults**. PaymentNet displays the Customer Code Defaults List screen.

2. Click the Code link of the Customer Code Defaults that you want to edit. PaymentNet displays the Advanced Customer Code Defaults Detail screen.

3. Edit the following fields and options as necessary:
   - Customer Code. Enter the name or number that will be used to identify the new Customer Code in this field.
   - Hierarchy ID. Enter the Hierarchy ID where the Customer Code Defaults will be set. You can also click the Hierarchy ID link to select the ID from a list.
   - Override Inheritance. Select this check box to edit the remainder of the fields on the screen. When this box is checked, the fields are editable and pre-populated with the inherited values.
   - Chart of Accounts. If applicable, select the chart of accounts for the organization from the drop-down list.
   - Accounting Codes. This field is dynamically built based on which Accounting Code Segments have been defined for the Chart of Accounts above. If necessary, you may edit this field or leave it blank.
   - Custom Fields. These fields are dynamically built based on the Custom Fields defined for Transactions for the Organization. They are formatted according to the Custom Fields setup. If necessary, you may edit this field or leave it blank.

4. Click Save.

Deleting Customer Code Defaults

You can delete customer codes that are no longer needed.

To delete customer code defaults:

1. Choose Administration > Customer Code Defaults. PaymentNet displays the Customer Code Defaults List screen.

2. Click the Code link of the Customer Code Defaults that you want to edit. PaymentNet displays the Advanced Customer Code Defaults Detail screen.

3. Click Delete. PaymentNet deletes the existing set of Advanced Transaction Defaults and sets the customer code to the inherited Advanced Transaction defaults.

5 | Card Account Management

With PaymentNet, you can make real-time adjustments to card account data, including most spend controls and limits. Furthermore, by using PaymentNet reports you can monitor card account activity to help determine whether a cardholders' limits are sufficient.

The Accounts module is used to view and modify card account information.

This chapter explains the following:
- Setting up Card Accounts
- Viewing Card Account Information
- Changing Card Account Information
- Managing Card Account Limits
- Cards

Setting up Card Accounts

Companies or organizations with corporate liability programs can issue new cards using PaymentNet.

Comapanies or organizations with individual liability programs must contact their Program Coordinator to issue new cards . See "Creating an Employee" on page 129, if this applies to your company or organization.

This section explains the following:

- Creating a Card Account
- Creating a Central Bill Card Account
-

Creating a Card Account

You may create a new card account by copying selected account settings to a blank template. This is achieved by selecting an existing account to act as a template. Viewing this existing account (usually someone within the same department) before adding a new card will duplicate all settings, limits, and MCC blocksfor the new account. Using a template account will help save time and standardize limits among similar cardholder types.

To create a card account:

1. Display the Account Detail screen for the account you are using as a template. See "Viewing Card Account Detail" on page 117..

   Note: Verify the account you select as a template is on the same central bill.

2. From the General Information tab, click Create New Account.

   Note: The ability to create a new account is also available from the Controls tab and the MCC Group Controls tab.

3. Select the hierarchy ID. Do one of the following:
   - Enter the required information in the Hierarchy ID field.
   - Click the Hierarchy ID link to select the Hierarchy ID from the Hierarchy pop-up window.

4. Select New Employee or Existing Employee from the drop-down list located above the User ID field.

5. Enter the appropriate Employee information. Employee information fields include:
   - User ID
   - Prefix
   - First Name
   - Middle Initial
   - Last Name
   - Suffix
   - Second Row of Embossing
   - Birth Date
   - SSN/ID
   - Employee ID
   - Expiration Date
   - Card Delivery

6. Enter the Cardholder Address information. Cardholder Address information fields include:
   - Address 1
   - Address 2
   - City
   - State/Province
   - ZIP/Postal Code
   - Country

7. Enter the Statement Address information. Statement Address information fields include:

   ■ Address 1
   ■ Address 2
   ■ City
   ■ State/Province
   ■ ZIP/Postal Code
   ■ Country
   ■ Business Phone
   ■ Mothers Maiden Name
   ■ E-mail Address

   > Note: E-mail Addresses must contain a single @, one or more periods, and any standard characters with the exception of spaces or the following: \|/,;<>.

8. Enter comments in the Notes field, if needed.

9. Enter Transaction Defaults information.

   > Note: Depending on your selection, PaymentNet may display other accounts options for you to define.

10. Click Continue. The Controls tab displays.

11. Select or enter the appropriate data.

12. Click Continue. The MCC Group Controls tab displays.

13. Select or enter the appropriate data.

14. Click Save.

Creating a Central Bill Card Account

The Central Bill Account Request screen allows Program Administrators to capture information required to set up a new central bill account. The company or organization must be configured to access the Central Bill Account Request module, from the Administration > Hierarchy > Setting > Modules screen. The data entered on the form will be e-mailed to J.P. Morgan to be processed.

To create a central bill account:

1. Select Accounts > Create Central Bill Request.

Note: The organization must be configured to access the Central Bill Account Request module.

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2. Enter all applicable fields. Required fields are marked with an asterisk (*).

Note: The City, State/Province, and ZIP/Postal Code combination will be validated.

Note: E-mail addresses must contain a single @, one or more periods, and any standard characters with the exception of spaces or the following: \|/,;<>.

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3. Click Submit Request. Your request for a new central bill account is submitted for processing. You will receive a response from a J.P. Morgan representative within 48 hours.

You can view all outstanding card requests made within the last seven days.

Viewing the Card Account Request List

The Account Request List screen displays all outstanding card requests made within the last seven days.

To view the account request list:

1. Select Accounts > Status.

2. The Account Request List screen displays.

Viewing Card Account Request Detail

To view account request details:

1. Display the Account Request List screen. See "Viewing the Card Account Request List" on page 115.

2. Do one of the following:
   ▪ Click the desired XX from the XX column.
   ▪ Perform a Query to locate a specific record. See "Queries" on page 185.

3. Select the appropriate tab to view additional information. The following tabs are available from the Account Request Detail screen:

Viewing Card Account Information

You can view card account information including card account details, statement, and payment information.

This section explains the following:
▪ Viewing the Card Account List
▪ Viewing Card Account Detail
▪ Viewing Card Account History

Viewing the Card Account List

The Account List screen displays an overview of all card accounts. Using the Account List screen, you may configure the information you want to view for a specific set of card accounts.

-To view the account list:

1. Select **Accounts** > **Manage**.

   Note: The columns included on the **Account List** screen, and their order, are determined on the **Screen Views** tab of the **My Profile** screen. Available columns include, but are not limited to:
   ▪ Payment (if applicable)
   ▪ Statement (if applicable)
   ▪ Account Number
   ▪ First Name
   ▪ Last Name
   ▪ User ID

2. If you have a previously saved card account query, you can select it from the drop-down list, located in the top-left corner next to the Set as Default Query link.

    Note: A user sees all authorized card accounts by default.

Viewing Card Account Detail

The Account Detail screen allows you to view additional detail on the card account.

To view the account detail:

1. Display the Account List screen. See "Viewing the Card Account List" on page 116.

2. Do one of the following:
    - Click the desired account number. The Account Detail screen displays.
    - Locate the desired account number by doing the following:

        a. Perform a Query. For instructions, see Chapter 8, "Queries" on page 185.

        b. Click the desired account number. The Account Detail screen displays.

3. Select the appropriate tab to view additional information. The following tabs are available from the Account Detail screen:
    - General Information
    - Controls
    - Merchant Category Code Group Controls

Viewing Card Account History

The Account Detail: History screen is a read-only list that allows authorized Administrators and Auditors to view the last 20 saved changes made to a card account using PaymentNet.

To view card account history:

1. Display the Account Detail screen.See "Viewing Card Account Detail" on page 117. The Account Detail: General Information tab is displayed by default.

    Note: The Account History screen can also be accessed from the Controls and Merchant Category Code Group Controls tabs.

2. Click the History link located in the top-right corner.

3. Administrators and Auditors can view audit history information for card accounts within their scope of view, including the following:
    -   Change date
    -   Change time
    -   Value changed
    -   Previous value
    -   New value
    -   User ID of person who made the modification

Changing Card Account Information

You can modify information on an existing card account including cardholder address, card spend limits, and controls. In addition, you can also perform mass updates in cases where you need to make a specific change that applies to multiple card accounts.

This section explains the following:
-   Modifying Card Account Information
-   Performing Mass Account Updates

Modifying Card Account Information

You can modify information on an existing card account, including cardholder address, card spend limits, and controls.

To modify card account information:

1. Display the Account Detail screen. See "Viewing Card Account Detail" on page 117. The Account Detail: General Information tab is displayed by default.

2. Modify the hierarchy ID. Do one of the following:
   - Enter the new information in the Hierarchy ID field.
   - Click the Hierarchy ID link to select the new Hierarchy ID from the Hierarchy pop-up window.

3. Select the desired card account status from the Status drop-down list. See "Changing Card Status" on page 125.

   Note: A card displays a New status until activated by the cardholder.

4. Select the Reassign Account link to modify

5. Modify the appropriate Employee information as needed. Employee information fields include:
   - User ID
   - Prefix
   - First Name
   - Middle Initial
   - Last Name
   - Suffix
   - Second Row of Embossing
   - Birth Date
   - SSN/ID
   - Employee ID

6. Modify the Cardholder Address information as needed. Cardholder Address information fields include:
   - Address 1
   - Address 2
   - City
   - State/Province
   - ZIP/Postal Code
   - Country

7. Do one of the following:
   - Click the **Statement Address is the Same as Cardholder Address** checkbox.
   - Enter the Statement Address information. Statement Address information fields include:
     - Address 1
     - Address 2
     - City
     - State/Province
     - ZIP/Postal Code
     - Country
     - E-mail Address

       Note: E-mail Addresses must contain a single @, one or more periods, and any standard characters with the exception of spaces or the following: \|/,;<>.

     - Business Phone
     - Mothers Maiden Name

8. Enter comments in the Notes field, if needed.

9. Edit Transaction Defaults information as needed .

   Note: Depending on your selection, PaymentNet may display other accounts options for you to define.

10. Click **Continue**. The **Controls** tab displays.

11. Select or enter the appropriate data.

12. Click **Continue**. The **MCC Group Controls** tab displays.

13. Select or enter the appropriate data.

14. Click **Save**.

Performing Mass Account Updates

The number of card accounts that can be mass updated at once is limited to 100.

To perform mass account updates:

1. Select Accounts > Manage.

   Note: The user must be authorized to utilize the mass update functionality, from the Role Setup screen.

   ---

2. Select the card accounts to update. Do one of the following:
   - Perform a Quick Query by selecting the New Query drop-down list, located at the top of the screen.
   - Perform an Advanced Query by clicking the Advanced link, located at the top of the screen.
   - Use a previously created default query from the drop-down, located next to the Default Query link.

3. Click Mass Update.

   Note: When performing a mass update, changes will be applied to all records in the List screen view. Verify the records that are displayed in the current List screen view are the records you want to update.

   ---

4. Select the check box in front the criteria you want to update. Do one of the following:
   - Select the appropriate data from the drop-down lists when applicable.
   - Enter the appropriate data in the applicable fields.

5. Click Update.

6. Click OK.

Managing Card Account Limits

You may create new or modify existing card account limits and spend controls. In addition, you can also set up temporary limits, manage authorization parameters and adjust MCCG limits for a card account.

Note: The ability to adjust the credit limit on a Single-Use Account is not available until the account has been assigned to an order.

This section explains the following:

- Creating Limits for a New Card Account
- Managing MCCG Limits
- Managing Temporary Limits

Creating Limits for a New Card Account

You can create limits for a new card account. This includes the ability to set credit, cash advance, and transaction limits for the new card account, as well as adjust card account MCCG parameters.

To create limits for a new card account:

1. Display the Account List screen. See "Viewing the Card Account List" on page 116.

2. Display the Account Detail screen. See "Viewing Card Account Detail" on page 117. The Account Detail: General Information tab is displayed by default.

3. Select the Controls tab.

4. Select the hierarchy ID. Do one of the following:
   - Enter the required information in the Hierarchy ID field.
   - Click the Hierarchy ID link and select the Hierarchy ID from the pop-up window.

5. Select the desired card account status from the Status drop-down list. See "Changing Card Status" on page 125.

   Note: A card displays a New status until activated by the cardholder.

   ---

6. Enter the applicable Card Account information. Card Account information fields include:

7. Enter the applicable Card Limit information. Card Account information fields include:

8. Enter the applicable MCC Group info see xx for

Note: Credit limit entered for an account cannot exceed the overall credit limit for the organization.

---

9. Click Save.

Managing MCCG Limits

The MCC Group Controls tab allows Administrators to view and edit authorization limits by a specific MCC Group. The contents of this screen may vary depending on the type of card being created or managed.

To manage MCCG limits:

1. Choose Accounts > Manage to access the Account List.

2. Click an account. The Account Detail: General Information tab is displayed by default.

3. Click the MCC Group Controls tab.

4. Edit the fields that display as necessary.

5. Click Save.

Managing Temporary Limits

The Temporary Limits - Accounts page allows authorized users to create and remove temporary limits for an account.

To set temporary limits:

1. Choose Accounts > Manage to access the Account List.

2. Click an account to view the Account Detail - General Information page.

3. Select the Controls tab.

4. Click Set Temporary Limit.

5. Enter the Temporary Limit for the appropriate category(ies).

6. Enter the Limit Begin Date and the Limit End Date by manually entering the date (MM/DD/YYYY) or selecting the date from the calendar control.

7. Click Save. PaymentNet returns you to the Account Detail page and displays a clock icon on the Account Detail: Controls tab to signify that a temporary limit is currently in effect.

8. Click Save on the Account Detail page.

Removing Temporary Limits

To remove temporary limits:

1. Choose Accounts > Manage to access the Account List.

2. Click an account to view the Account Detail - General Information page.

3. Select the Controls tab.

4. Click Set Temporary Limit.

5. Select the Remove Temp Limit box after the category of temporary limit you wish to cancel.

6. Click Save. PaymentNet displays the Account Detail page.

7. Click Save on the Account Detail page.

Cards

This section explains the following topics:

■ Issuing a New Card

■ Changing Card Status

Issuing a New Card

To issue a new card:

1. Display the **Account Detail** screen for the card account. For instructions, see "Viewing Card Account Detail" on page 117.

2. Click **Issue New Card** from the **General Information** tab.

Note: The ability to issue a new card is also available from the **Controls** tab.

---

3. A new copy of the cardholder's current credit card will be mailed to the cardholder address.

Changing Card Status

This topic explains the following tasks:

■ Suspending a Card
■ Click the Save button. The account will be suspended as of the begin date and will revert back to the Active status on the end date, if entered. Otherwise, the account will be suspended immediately.Marking a Card as Lost or Stolen
■ Closing a Card

To change the card account status:

1. Display the **Account Detail** screen for the card account. For instructions, see "Viewing Card Account Detail" on page 117.

2. From the **General Information** tab, select the card account status from the **Status** drop-down list.

Note: A card displays a New status until activated by the cardholder.

- To set status to Active:

  a. Select **Active** from the **Status** drop-down list.

- To set status to Closed:

  a. Select **Closed** from the **Status** drop-down list.

  b. From the **Status Reason** drop-down list located under the **Status** drop-down field, select one of the following status reasons:
  - User initiated - online closure by
  - User initiated closure - via Customer Service
  - Bank initiated - closure due to delinquency
  - Bank initiated - closure due to charge off
  - Bank initiated closure - other

  Note: After closing the card account, it is a best practice to lower the credit limit to $0.00.

- To set the status to Suspended:

  a. Select **Suspended** from the **Status** drop-down list.

  b. Select date from the **Suspend Begin Date** field, if desired.

  c. Select date from the **Suspend End Date** field, if desired.

  Note: If the **Suspend Begin Date** or **Suspend End Date** are not entered, the account will be immediately suspended.

- To set the status to Lost or Stolen:

  a. Select **Lost or Stolen** from the **Status** drop-down list.

  b. Select date from the **Date Last Seen** field.

3. Click Save.

   Note: The ability to change the card account status is also available from the **Controls** and **MCC Group Controls** tabs.

Suspending a Card

1. Display the Account Detail screen for the card account. For instructions, see "Viewing Card Account Detail" on page 117.

2. Select Suspended from the Status drop-down list.

3. Enter the Suspend Begin Date, if desired.

4. Enter the Suspend End Date, if desired.

Click the Save button. The account will be suspended as of the begin date and will revert back to the Active status on the end date, if entered. Otherwise, the account will be suspended immediately.

Marking a Card as Lost or Stolen

To mark a card as lost or stolen:

1. Display the Account Detail screen for the card account. For instructions, see "Viewing Card Account Detail" on page 117.

2. Select Lost or Stolen from the Status drop-down list.

3. Enter the Date last Seen.

4. Click the Save button. The account will be marked as lost of stolen, and a new card will automatically be issued and sent out.

Closing a Card

To close a card:

1. Display the Account Detail screen for the card account. For instructions, see "Viewing Card Account Detail" on page 117.

2. Select Closed from the Status drop-down list.

3. Click the Save button. The account will be closed immediately.

6 | Employee Management

U sing PaymentNet, you can manage all user tasks, set up new users and pass phrases, create new hierarchy levels, and link users to accounts.

The **Employees** module is used to view and modify employee profiles and user account information.

This chapter explains the following sections:
- Creating an Employee
- Roles
- Viewing Employee Information
- Editing an Employee

Creating an Employee

To create an employee:

1. Choose **Employees > Create**.

2. On the **Employee Detail: General Information** tab, complete the following:
    - User ID. User IDs must be unique.
    - Hierarchy ID.

3. Complete the following fields, as needed:

   ■ **CC and BCC E-Mail Addresses.** Program administrators and managers can enter up to five additional e-mail addresses for both the cc and bcc e-mail address fields. Use a comma or semicolon to separate multiple e-mail addresses in a field. All e-mail notifications will then be sent to the user and the additional e-mail addresses.

   ■ **Optimize Website for Accessibility.** Allows users to view PaymentNet and the online help files with the best accessibility functionality available.

   ■ **Unmask Reports/Exports** - Allows the user to view unmasked sensitive data in reports and export files.

4. Click Save. PaymentNet creates the new employee.

Roles

This section explains the following topics:

■ Assigning or Changing Access Roles

■ Defining User Authority

Assigning or Changing Access Roles

To assign or change access roles:

1. Choose **Employees** > **Manage.**

2. On the **Employee List,** select the User ID to assign or change user authority. If the employee is not listed, use one of the following query techniques:

   ■ Select Last Name or User ID from the New Query field. Enter the last name or User ID of the user and click Go.

   ■ Use the Advanced link to search for the user. For more information, see "Performing an Advanced Query - Employees" on page 192.

3. Select the User Access tab on the **Employee Detail** screen.

4. To change the User Authority:

   a. Enter Role Name - Enter a unique role name for the new User Authority. Role Name must only be unique for this employee.

    b. Select the Role - Defines the type of the role for the user.

    c. Select the Hierarchy ID - Defines which level of hierarchy associated with the Role Name, Role and Scope for the user.

    d. Select the Scope - Defines the range of viewing rights for the Role Name, Role and Hierarchy ID.

5. To assign a user an additional User Authority,

    a. Click the Plus (+) button.

    b. Enter the new Role Name, Role, Hierarchy ID and Scope.

6. To delete a level of user authority, click the Trash Can icon.

7. Click Save.

Defining User Authority

User Authority (or an access role) is defined as the Role Name, Role, Hierarchy ID and scope assigned to a user. Multiple user authorities can be given to a single user with only one login.

Note: A pass phrase is required when defining a user authority for the first time.

- **Role Name.** Unique name for each User Authority created for each employee.
- **Role.** Defines the type of user for the associated Role Name, Hierarchy ID and scope. Options may include:
- **Auditor.** A read-only role that can view all PaymentNet settings, transactions, employees (users), accounts and Single Use account orders (if applicable) within the auditor's hierarchy and scope. Auditors can also run reports.

Note: Because the Auditor role is a read-only role, any additional roles added to the User ID also become read-only roles. The recommendation for those in an Auditor role is to create a separate User ID for other roles.

- **Cardholder.** This role can review and edit transactions within the cardholder's hierarchy and scope.

- **Manager.** This role can view and edit all transactions, manage employees (user access) and Single Use account orders (if applicable) within the manager's hierarchy and scope.
- **Order Requestor.** For programs using Single Use accounts, this role can create, view, modify and reconcile orders within the order requestor's hierarchy and scope.
- **Program Administrator.** This role can view and configure all PaymentNet settings, transactions, employees (users), accounts and Single Use account orders (if applicable) within the program administrator's hierarchy and scope.
- **Transaction Approver.** This role can view and approve transactions within the transaction approver's hierarchy and scope.
- **Custom Roles.** Specialized roles created by your organization. For more information on custom roles, see the How to . . . Create Custom Roles section.
- **Hierarchy ID.** Defines which level of hierarchy associated with the role and scope for the user.
- **Scope.** The range of viewing rights for the specified role and Hierarchy ID.
    - Hierarchy ID and Children - Scope includes the entire hierarchy level and all levels of hierarchy below the selected level. Does not include the current user.
    - Hierarchy ID - Scope includes only the current hierarchy level. Does not include the current user or hierarchy levels below the current user.
    - Self - Scope includes only the current user.
    - Hierarchy ID, Self and Children - Scope includes the entire hierarchy level, all levels of hierarchy below the selected level and the current user.
    - Hierarchy ID and Self - Scope includes only the current hierarchy level and the current user.

Viewing Employee Information

This section explains the following topics:
- Viewing the Employee List
- Viewing Employee Detail
- Viewing Employee History

Viewing the Employee List

To view the employee list:

1. Choose **Employees** > **Manage**. PaymentNet displays the Employee List screen.

Viewing Employee Detail

The Employee Detail screens allow you to view and manage employee profiles. It is separated into three sections: General Information, User Access, and Accounts. The General Information tab is displays by default.

To view the employee detail:

1. Choose **Employees** > **Manage**. PaymentNet displays the Employee List screen.

2. Select the employee record you want to view. If the employee is not listed, use one of the following query techniques:
   - Use the **New Query** field to search for the user. For more information on the quick query feature, see "Performing a Quick Query - Employees" on page 187.
   - Use the **Advanced** link to search for the user. For more information on the advanced query feature, see "Performing an Advanced Query - Merchants" on page 195.

   PaymentNet displays the General Information tab of the Employee Detail screen.

Viewing Employee History

Program administrators, managers and auditors can access employee history information in PaymentNet. The employee history is a list summarizing the last 20 saved changes to a particular employee user account in PaymentNet. This history is sorted from the newest to the oldest change.

Note: As with all History pages and reports, up to 24 months of data is displayed.

To customize the dates of the employee history information, or to save the data, you must run the "Employee Audit" report.

To view employee history:

1. Display the Employee Detail screen of the employee for which you want to view history information. For instructions, see "Viewing Employee Detail" on page 133.

2. Click the History link on the right side of the screen. PaymentNet displays the employee information at the top of the screen.

3. Review the following information:
   - Change Date. Displays the date the employee record was changed. The date displays in the MM/DD/YYYY format.
   - Change Time. Displays the time the employee record was changed. The time displays in the HH:MM:SS format.
   - Field Name. Displays the name of the employee field that was modified.
   - Previous Value. Displays the information in the employee field before the field was changed.
   - New Value. Displays the information in the employee field after the change was saved.
   - Modified By. Displays the PaymentNet user ID that made the change.

   Note: If multiple changes to an account occur when an account is created, these changes are listed as a single change.

Editing an Employee

This section explains the following topics:
- Changing Employee Information
- Managing an Employee in the Hierarchy
- Managing Employee Access

Changing Employee Information

You can view and change employee information.

To change employee information:

4. Enter the new information in the appropriate text boxes:
   - User ID
   - Prefix
   - First Name
   - Middle Initial
   - Last Name
   - Suffix
   - E-Mail Address
   - E-mail address for cardholder
   - cc E-Mail Address. Up to five e-mail addresses, separated by commas or semicolons.
   - bcc E-Mail Address. Up to five e-mail addresses, separated by commas or semicolons.
   - Business Phone. 10 Digits (and dashes) only; no spaces.

   Note: E-mail Addresses must contain a single @, one or more periods, and any standard characters with the exception of spaces or the following: \|/,;<>.

5. Enter any comments in the Notes text box. Managers and Administrators may add notes to an employee profile.

6. Click Save.

Managing an Employee in the Hierarchy

To manage an employee in the hierarchy:

1. Display the Employee Detail screen of the employee for which you want to change the hierarchy. For instructions, see "Viewing Employee Detail" on page 133.

2. Click the Hierarchy ID field . The Hierarchy pop-up window displays.

3. Select the desired hierarchy level from the Hierarchy window.

4. Highlight the chosen Hierarchy ID and click Select. PaymentNet displays the new Hierarchy ID on the Employee Detail screen.

5. Click Save.

Managing Employee Access

This topic explains the following tasks:

- Changing an Employee Password
- Disabling Employee Access
- Reenabling Employee Access

Changing an Employee Password

To change an employee password:

1. Display the Employee Detail screen of the employee with the password you want to change. For instructions, see "Viewing Employee Detail" on page 133.

2. Click the User Access tab.

3. Click the Change Password link.

4. Complete the following fields:
   - New Password. Enter the new employee password in this field.
   - Confirm Password. Enter the same new employee password in this field to confirm the new password.

5. Click Save.

Disabling Employee Access

To disable employee access:

1. Display the Employee Detail screen of the employee you want to disable access from PaymentNet. For instructions, see "Viewing Employee Detail" on page 133.

2. Click the User Access tab.

3. Select the Login Disabled check box.

4. Complete the following fields:
    - **Reason.** If desired, enter the reason the employee access is being disabled.
    - **Disabled as of Date.** Enter the date you want PaymentNet to disable the employee access. For example, enter the current date to disable the employee access today.

5. Click Save. PaymentNet saves the disable employee access settings.

Reenabling Employee Access

To reenable employee access:

1. Display the Employee Detail screen of the employee you want to reenable access to PaymentNet. For instructions, see "Viewing Employee Detail" on page 133.

2. Click the User Access tab.

3. Clear the Login Disabled check box.

4. Clear the Disable as of Date field.

5. Click Save. PaymentNet reenables the employee access to the system.

Optimize PaymentNet for Accessibility

Section 508 of the Rehabilitation Act requires that federal agencies/organizations electronic and information technology be accessible to people with disabilities.

You can optimize the PaymentNet user interface and help files to provide the best functionality for users with disabilities.

To optimize PaymentNet for accessibility:

1. Display the Employee List screen. See "Viewing the Employee List" on page 133.

2. Select the desired employee.

3. The Employee Detail: General Information tab displays.

4. Select the **Optimize Website for Accessibility** checkbox.

5. Click the Save.

7 | Files

PaymentNet can send transaction data directly to your existing general ledger (GL) or enterprise resource planning (ERP) system. Based on your system requirements, you can specify the record type, order, and sorting to ensure seamless and accurate integration.

The Mappers and Imports modules in PaymentNet are used to create a new, or modify an existing, mapper or import file. The Export File feature is used to create a text or .xml file report as it appears in PaymentNet.

This chapter explains the following sections:

- Mappers
- Export Files
- Import Files

Mappers

Mappers allow you to match fields in PaymentNet to equivelant fields in your GL/ERP system ensuring that data is correctly communicated between the two. PaymentNet allows you to create new mappers and to edit or delete existing mappers. In addition, you can run and download mappers.

This section explains the following topics:

- Viewing Mapper Information

- Creating a Mapper
- Editing a Mapper
- Deleting a Mapper
- Running a Mapper
- Downloading a Mapper

Viewing Mapper Information

Depending on the amount of detail you need, you can view basic mapper information on the Mapper List or you can view the details of a mapper.

This topic explains the following tasks:
- Viewing the Mapper List
- Viewing Mapper Details

Viewing the Mapper List

The Mapper List screen displays your available mappers. It allows you to view basic mapper information or to access mapper details. In addition, this screen allows you to create a new mapper.

To view the Mapper List:

1. Select **Administration** > **Mappers**.

2. Review the following Mapper List information:
   - **Mapper Name.** This column displays the name of the mapper.
   - **Hierarchy ID.** This column displays the hierarchy ID to which the mapper belongs.
   - **Schedule.** This column displays the schedule and frequency to which the mapper is set to run.

Viewing Mapper Details

When necessary, you can view the details of an existing mapper. For example, you may want to view mapper details to troubleshoot an issue. Similarly, you may want to see how an existing mapper was set up so you can duplicate the mapper configuration. You can access the details of a mapper from the Mapper List.

To view mapper details:

1. Select **Administration** > **Mappers**.

2. Click the **Mapper Name** link of the mapper for which you want to view details. The Mapper Detail: General Information tab displays.

3. Review the mapper detail information on the following tabs:
   - **General Information**. This tab displays
   - **Query**. This tab displays
   - **Output Fields**. This tab displays the data fields in the mapper file, to indicate whether a generic header or footer will be included in the mapper file, and to specify the output file type.

Creating a Mapper

To create a mapper:

1. Select **Administration** > **Mappers**.

2. Click the **Add New Mapper** button. The Mapper Detail: General Information tab displays.

3. Complete the following General Information tab fields and options:
   - **Name**. Enter a unique name for the custom mapper.
   - **Hierarchy ID**. Select or enter the Hierarchy ID to which the mapper belongs.

     Note: Only Program Administrators who have rights to view the entered Hierarchy ID may edit or run this mapper.

   - **Mark Records as Exported**. Select this option to mark records as Exported. Marking financial records as Exported helps better manage transaction

data. Once a transaction in the mapper file is marked as Exported, it is locked and cannot be edited.

- **Include Payments on File.** If selected, all payments within the scope will be included in the mapper file, even if they are not marked as Exported. **Export Records.** Select one of the following:
  - **Transactions and Payments.** Indicates that each exported transaction and payment will have the status set to Exported once the mapper has been marked Successful.
  - **Transactions Only.** Indicates that each exported transaction will have the status set to Exported. If payments are included in the mapper, they will not be marked as Exported.
  - **Do Not Export.** Indicates that exported transactions will not have their status marked as Exported.
- **Compress Output.** All mappers are automatically compressed. This option cannot be changed.
- **Additional E-mail Notification.** Enter an e-mail address in this field to notify someone, in addtion to yourself, when the mapper is ready.
- **Schedule to Run Automatically.** Select this option to schedule the mapper to automatically execute. If selected, the following options display:
  - **Frequency.** Options include Weekly, Cycle, Daily, and Monthly.
  - **Day or Cycle.** Options depend on the selected frequency.
- **Automatically mark mapper as successful.**

4. Click Continue. The Mapper Detail: Query tab displays.

5. Complete the following Query tab fileds and options:
   - To filter the mapper output using criteria, click the **Plus** (+) icon in the **Criteria** section. Then, enter the desired criteria:
     - **Field** - Available fields are listed in alphabetical order.
     - **Operation** - Options depend on the field selected.
     - **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 desired, click the **Plus** (+) icon. To delete a row of criteria, click the **Trash Can** icon.
   - To limit the mapper output by hierarchy level:

     a. Click the **Plus** icon (+) in the **Hierarchy** section.

     b. Enter the desired **Hierarchy ID** or use the **Hierarchy ID** link to select the hierarchy level from the **Hierarchy** list.

      c. Select the **Include Children** check box to include all levels of hierarchy below the entered **Hierarchy ID**.

- To view the mapper output in a specific order:

      a. Click the **Plus** (+) icon in the **Order By** section.

      b. Select the **Field**.

      c. Select the **Order Sequence**.

6. Click **Continue**. The Mapper Detail: Output Fields tab displays. This tab is used to add or remove data fields from the mapper file, to indicate whether a generic header or footer will be included in the mapper file, and to specify the output file type.

7. Complete the following on the Output Fields tab:

      a. Select the **Include Header Fields** and/or **Include Footer Fields** check box(es) if a generic header and/or footer is desired.

      b. Select the **File Type** delimiter for the exported mapper data:
         - Fixed Length
         - Semi Colon
         - XML
         - Tab
         - Comma
         - Pipe (|)

      c. Select the **Output File** type:
         - Unicode
         - ASCII

      d. Select the **Include line item as individual transaction** checkbox to display each individual line-item as a separate row in the mapper output file.

      e. Select the desired fields and order of fields for the mapper output:
         - Fields in the **Available Columns** box are available to export, but are not added to the mapper output file.
         - The **Add**, **Add All**, **Remove** and **Remove All** buttons move fields between the **Available Columns** and **Selected Columns** boxes. Highlight the fields you want to move and click the appropriate button.

(Multiple fields can be selected at a time by holding down the CTRL key.)

- Fields in the Selected Columns box have been added to the mapper output file.
- Use the arrow buttons located to the right of the Selected Columns box to set the order of the fields in the mapper output file. Highlight a field and click one of the buttons to move the position of the filed.

8. Click Save.

Editing a Mapper

To edit a mapper:

1. Select **Administration** > **Mappers**.

2. Click the **Mapper Name** link for the mapper you want to edit. The Mapper Detail: General Information tab displays.

3. Select the appropriate tab to edit the general information, the criteria or query, and/or the output fields.

4. Click Save to store changes before selecting a different tab.

Deleting a Mapper

To delete a mapper:

1. Choose **Administration** > Mappers to access the Mapper List.

2. Click on a mapper name. The General Information tab displays.

3. Click Delete.

Running a Mapper

To run a mapper:

1. Once an Accounting Export file (mapper) has been created and saved, choose **Administration** > **Mappers**.

2. On the **Mapper List**, select the **Mapper Name**. The **Mapper Detail** screen will be displayed.

3. Click **Run**.

4. On the **Available Downloads** screen, click on the name of the mapper.

5. In the **File Download** dialog box, click **Open**.

6. Enter the password and click **OK**. The mapper output file is displayed.

Downloading a Mapper

To download a mapper:

1. Select **Reports** > **Download**.

2. Select **Mapper** from the **All** drop-down list on the left side of the screen.

3. Click the **Name** of the mapper you want to download.

Export Files

This section explains the following topics:
- Exporting Files
- Managing Files Available for Download

Exporting Files

To export a file:

1. Navigate to the appropriate List screen.

    Note: There are multiple List screens you may access in PaymentNet. The List screen
            you access is determined by the type of information you wish to export.
    ---

2. Select the information to be exported. Do one of the following:
    - Perform a Quick Query by selecting the New Query drop-down list, located at the top of the screen.
    - Perform an Advanced Query by clicking the Advanced link, located at the top of the screen.
    - Use a previously created default query from the drop-down list, located next to the Set as Default Query link.

    Note: The query function is not available from the Administration > Customer Code
            Defaults screen.
    ---

3. Click the Create Export File button.

4. Select the format type from the File Format drop-down list.

5. Select the Importable check box, if desired. The Importable function creates the file in a format that can be imported into PaymentNet after updates have been made.

    The Importable function is available from the following screens:
    - Export - Employee
    - Export - Customer Code
    - Export - Merchant
    - Export - MCC
    - Export - Order

6. Enter the Name of the Export File.

7. Select the Compress Output File check box, if desired. If the Compress Output File check box is selected, enter and confirm the password.

8. Click the Process button. You will be directed to the **Available Downloads** screen to retrieve the export file.

Managing Files Available for Download

There are multiple screens within PaymentNet from which you may be directed to the Available Downloads screen to access your file. This screen can also be accessed directly from the main menu.

This topic explains the following tasks:
- Downloading a File
- Deleting a File

Downloading a File

To download a file:

1. Do one of the following:
   - Select Reports > Download. PaymentNet displays the Available Downloads screen.

     Note: This option allows you to retrieve files that have already been created.

   - Create a file. Options include:
     - Creating a report
     - Scheduling a report
     - Creating a mapper
     - Creating an export

     Note: After you create a file you will automatically be directed to the **Available Downloads** screen.

2. If desired, select the applicable file type to filter the list of available downloads from the drop-down list, located in the top-left corner.

   Note: All available downloads display by default.

File types are categorized as follows:

- All
- Export
- Mapper
- Report

Note: To locate the desired available download, use the page drop-down list or navigation arrows, located in the top-right corner, to display the appropriate screen.

---

3. Click the desired available download.

Note: If a file has been created, but is not displayed on the Available Downloads list, click Refresh.

---

4. In the File Download dialog box, select one of the following options:

Note: Before a mapper file can be downloaded, you must select Successful if you are satisfied with the data or Unsuccessful if you need to edit the output data.

- Open
- Save
- Cancel

5. If the Open or Save option is selected, enter the password (if applicable) to display or save the file.

Deleting a File

To delete a file:

1. Select Reports > Download. PaymentNet displays the Available Downloads screen.

2. Select the file you wish to delete.

3. Select the check box in front of the file you wish to delete.

4. Click Delete Selected.

Import Files

PaymentNet has the functionality to import certain data elements that can be cumbersome to manually enter into the system. Data elements are imported into PaymentNet through the use of import files.

There are many different types of import files. Import file types include:

- **Account Import.** Used to create or modify a group of accounts.
- **Chart of Accounts Import.** Used for management of Chart of Account values.
- **Employee Import.** Used for management of employees and user profiles.
- **Hierarchy Import.** Used for managing the hierarchy structure.
- **Merchant Category Code Import.** Used to manage Type and T&E Type of Merchant Category Codes only.
- **Merchant Import.** Used for updating specific merchant information.
- **Transaction Defaults Import.** Used for setting defaults for Employees, Accounts, Merchant Category Codes, Merchants, Hierarchy, and Customer Codes.

Account Import files may also be sent using file transmissions. J.P. Morgan supports multiple secure transmission protocols, such as secure FTP.

Your team is responsible for the preparation of the import files. Your internal technical and accounting staff should be consulted for any technical questions. You will also need to develop a list of import files for ongoing maintenance purposes.

This section provides step-by-step instructions on preparing your import files for a clean import into the PaymentNet system. It is important to follow the instructions exactly, as import files need to be very precise.

During the implementation phase, your J.P. Morgan Implementation team is available to discuss your import file needs and will provide input on the files appropriate for your organization's card program. Post implementation, your J.P. Morgan Relationship Management team will assist you, as needed.

If more information about the process surrounding import files is needed, please contact your J.P. Morgan Implementation or Relationship Management team.

This section explains the following topics:
- General Import File Tips
- Importing a File
- Troubleshooting Import Errors
- Viewing Import File Information
- Import File Layouts

General Import File Tips

Importing files requires an exact adherence to the import specifications. It is important to note that the import process steps outlined in this guide are based on using Microsoft Excel 2003 or newer to create the files. Microsoft Excel offers the ability to separate fields and rows and save fields in the correct format, making it the preferred tool for creating import files.

Below are some tips for making sure your import files are successful:

- Format the Excel worksheet as text. To do this:

  a. Click the blank square located to the left of the A column and above the first row of the worksheet. This will highlight the entire worksheet.

  b. From the Format menu, select Cells.

  c. On the Number tab, click Text.

  d. Click OK.

- Certain characters can interfere with a successful import, depending on the import file. As a general rule, files should not include double-spaces, apostrophes ['], double quotes ["], commas [,] or ampersands [&]. Carefully review the instructions for each import file as there may be more stringent requirements on the file you are creating. In Hierarchy Import files, the following additional characters are not allowed: [%, #, =, +, @, (,), !, *, $].

- For all import files except the Account Import, phone numbers should be a straight series of ten (10) digits, with no formatting or embedded special characters (xxxxxxxxxx format). Phone numbers in the Account Import file should be a series of twelve (12) digits with hyphens included (xxx-xxx-xxxx format).

- Import files must be formatted as tab-delimited text files. When your file is ready to import, choose Save As from the File menu. Name your file and select Unicode Text in the "Save as type" drop-down box. Unicode text is a tab-delimited text file format and is required for import files. It is not necessary to save the file as a Unicode text file until you are ready to import. While you are making modifications, you can save it as an Excel workbook.

- Blank fields should be blank. A space will cause the import to fail. Blank rows in the import file will also cause the import to fail. The column headers must be present in the first row, exactly the way that they appear in the Import File Types chapter.

- If you compress your files, you may password protect them. Please see your compression software's documentation for instructions (such as WinZip). If you

password protect the file, enter the password on the Import Detail page. Passwords are case sensitive.

■ Avoid errors in imports by looking at your import file in a text editor (such as Notepad, included with Microsoft Windows). Verify that the file is tab-delimited, that there are no blank rows in or at the end of the file, and that there are no spaces in blank fields or at the end of fields. All of these issues can cause an import to fail.

Importing a File

Program Administrators may import a file. To import a file:

1. Choose Administration > Imports to access the Import List.

2. Click Import New File. The Import Detail page is displayed.

3. Select the Import Name:
   ■ Account
   ■ Chart of Accounts
   ■ Employee
   ■ Hierarchy
   ■ Merchant Category Code
   ■ Merchant
   ■ Transaction Defaults

4. Select the Import Type:
   ■ **Add/Update:** Add/Update is used to add data for the first time, append data to an existing table, replace existing data with new data for corresponding rows or delete existing individual rows of data. This indicator is used in conjunction with the Add/Update/Delete flag found on each row of the import file. If an existing row is not represented in the import file, it will not be changed.
   ■ **Replace:** Replace is only available for the Chart of Accounts and Transaction Defaults import files.
      ■ Chart of Accounts replace will replace existing Chart of Account description fields where the Segment, Value, Key Segment and Key Value match import entries. Load all entries in the import file as if their Add/Update/Delete flags were set to Add. Add any rows found in the import file which are not already in the database. Remove

database entries which do not have corresponding entries (Segment, Value, Key Segment and Key Value) in the import file.

■ Transaction Defaults replace will completely remove all transaction defaults in all objects (and any subordinate relationships). It will also load all entries in the import file as if their Add/Update/Delete flags were set to Add (although the replace process ignores this flag). The system will then load all rows found in the import file, indicating any errors (it is not all or nothing with no rolling back).

5. Click the Browse button to enter the path of the file to be imported. This file must be a tab-delimited text file (.txt) and can be compressed (.zip) or decompressed.

6. Enter the Password. This optional password protects the compressed import file and will be used to unlock the submitted file at the time of import. If the file is not compressed, this option is ignored.

7. Click Submit. Results from the Import file will be displayed on the Import List.

Troubleshooting Import Errors

When importing files, two general types of errors can occur. These errors include:

- File Failures
- Line Item Failures

This topic of the Import File section lists error messages that you may receive with an import and possible reasons for the errors. Understanding the requirements of each import file type and using the General Import File Tips topic are the best ways to avoid having errors in your imports. For further help with errors, contact your J.P. Morgan Implementation or Relationship Management team.

This topic explains the following tasks:

- Viewing Import Errors
- Tips for Resolving Import Errors
- File Failures
- Line Item Failures

Viewing Import Errors

If the import file is Successful with Errors or has Failed, it is listed on the Import List.

To display the Import Error List:

1. Choose Administration > Imports to access the Import List.

2. Click the import Name. The Import Error List is displayed showing the error and row number.

Import Error List			List
Import Date	**Row**	**Error**	
1/14/2009 12:00:28 PM	2	Invalid Action Specified	
1/14/2009 12:00:28 PM	3	Invalid Action Specified	

Tips for Resolving Import Errors

- Imports must be tab-delimited text files, using Unicode text.
- Blank fields should be empty; a space will cause the import to fail.
- Blank rows in the import file will cause the import to fail.
- The column headers must be present in the first row, exactly the way that they show up in the file layouts.

File Failures

File failures are serious errors that cause the entire import file to fail and are indicated by the status showing "Failed". These are generally caused by not having the correct header items in Row 1 of the import file or having blank rows within or at the end of the import file. The following table is a list of the actual file failure error messages you can receive, common causes for the error and how to fix the error.

Error	Possible Cause	Resolution
DTSExecutionFailedFileLoad ■ Blank lines are not allowed	■ Blank rows are at the end of the file or within the file.	■ Open the import file in a text editor and look for blank rows, especially at the end of the file. ■ Delete all blank rows.
DTSExecutionFailedFileLoad ■ The actual number of fields do not match the expected number of fields	■ The number of headers does not match the required number of headers for the file type. ■ Spaces are at the end of a field, especially the Add/ Update/Delete flag field.	■ Review the sample import file and make sure you have all the headers listed exactly as in the file. ■ Check for spaces after the text in a field, especially required fields.

Line Item Failures

Line item failures can be caused by numerous things but are most common with bad data in the row that failed. You will know if you have a line item error after an import by the status showing "Successful with errors." You can view the line item errors by clicking on the import name on the Import List page. The Import Error List page will display the line of the import file that had the error and the actual error message.

To fix a line item failure, you should go to the line in the import file indicated on the Import Error List and fix the problem. It is possible to import the whole file into PaymentNet again after fixing the lines with errors as long as you know what the result will be.

■ If you are adding lines, the lines that imported successfully the first time will now return an error stating that the item already exists. Only fixed or new items in the file will be imported successfully.

■ If you are performing an update, new errors should not occur by importing the file in its entirety. All rows will update, even if the information has not been changed.

- If you are deleting lines, you will receive an error stating that the item does not exist. Only rows that were fixed will be deleted with the import file.

If you do not want to receive the additional line item errors, you can import just the items you fix. It may then be easier for you to find any new errors that occurred on items you fixed.

The following table lists errors, possible causes for the errors and how to fix the errors. Some errors are listed with the word ITEM to indicate the error could happen on various types of imports. This error could apply to Accounting Codes, Hierarchies, Employees, Merchants, Merchant Category Codes or Transaction Defaults.

Table 1: Import File Errors

Error	Possible Cause	Resolution
ITEM already exists	■ Adding a row that already exists.	■ Do not include the item in the import file as it has already been entered into PaymentNet.
ITEM does not exists	■ Updating a row that does not exist.	■ Change the import flag to Add instead of Update. ■ Do not include the item in the import file as it does not exist in PaymentNet.
Defaults that are no longer in ITEM will be set to None	■ Choosing to do a Replace of the file when accounting code defaults exist in PaymentNet.	■ Set the flag to Update on the rows and do not choose Replace when importing the file. ■ Re-import your defaults after the replace is complete.
Dependencies exist	■ Trying to delete an ITEM that has dependencies.	■ Delete the dependencies before you delete the item in the error.
Hierarchy Node Value Too Long	■ Segment Value is too long.	■ Verify that the hierarchy value listed in the row is not longer than the segment value listed in PaymentNet.
Invalid Action Specified	■ Add/Update/Delete flag field has an invalid value.	■ Verify that the Add/Update/Delete flag field lists either Add, Update, or Delete.
Invalid Chart of Accounts	■ Chart of Accounts in import file doesn't exist in PaymentNet.	■ Make sure the Chart of Accounts listed in the import file is spelled exactly as it is in PaymentNet.
InvalidHierarchyNodeName	■ Deleting a row with values that don't exist in PaymentNet.	■ Verify the value is listed exactly as it is in PaymentNet.

Table 1: Import File Errors *(continued)*

Error	Possible Cause	Resolution
Reference Accounting Code Does Not Exist	▪ Key Value is missing in import file when PaymentNet shows dependency is required. ▪ Key Value and Segment are listed in import file when no dependency is required. ▪ Importing segment with dependency when segment that is depended on does not exist.	▪ Verify the dependencies listed in PaymentNet to make sure your import file is set up the same, i.e., correct segment dependencies, dependencies do or don't exist, etc. ▪ Import lower numbered segments before higher numbered segments, i.e., Segment 1 before Segment 2, etc.
Unable to Unzip	▪ Importing a compressed file that is password protected without entering the password or entering the incorrect password.	▪ Enter the correct password into the import dialogue screen and re-import.

Viewing Import File Information

This topic explains the following tasks:

- Viewing the Import List
- Viewing the Import Detail List

Viewing the Import List

The Import List allows authorized users to view created import files and their status. New Import Files are also created from this page.

To view the import list:

1. Choose **Administration > Imports** to access the Import List.

   Note: You can see additional information on import requests with statuses of "Successful with Errors" or "Failed" by clicking on any displayed row. You will be taken to the Import Error List screen where the errors generated by the Import will be listed.

Viewing the Import Detail List

If an import file fails or is successful with errors, you can view the error information.

To view the import detail list:

1. Choose **Administration** > **Imports** to access the Import List.

2. Select the import file for which you want to view error information. PaymentNet displays the **Import Error List** screen.

Import File Layouts

Each import file layout is detailed below. Microsoft Excel template files are available for each of the import files in the online help section of PaymentNet. Please refer to this guide often as you begin the import process as the following the steps will ensure a successful import into the PaymentNet system.

This topic explains the following tasks:
- Account Import
- Chart of Accounts Import
- Employee Import
- Hierarchy Import
- Merchant Category Code Import
- Merchant Import
- Transaction Defaults Import

Account Import

The Account import file allows Program Administrators to create and modify multiple accounts using a single file. With this import file, you will be able to create, suspend, reactivate and close accounts, update cardholder information, update account limits and settings, and update account hierarchy and MCC Groups. Fleet account creation is currently not available using the Account import file.

Table 2: Account Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	Account Number	For new account creation it refers to the template account or the account that is being replicated. For an account update, the account number indicates the account being updated.	Yes.	16 digit account code
2	Employee Type	Employee Type indicates the account is being created for either a new or existing user.	Yes for Add. No for Update.	Valid fields include: ■ New ■ Existing ■ None
3	User ID	Refers to PaymentNet User ID that will be tied to the new account being created.	Yes for Add. No for Update.	Alphanumeric 20 characters min 60 characters max
4	Generate Login Information	Generates login information to send to SiteMinder. Once the request is sent to SiteMinder, it cannot be sent again.	No.	Valid fields include: ■ 0: No action required. ■ 1: User ID will have login information generated and sent to SiteMinder.
5	Hierarchy ID	Refers to the Hierarchy defined in PaymentNet in which an account is associated or will be associated.	Yes for Add. No for Update.	Alphanumeric 15 characters max
6	Status	Refers to account status.	No.	Valid fields include: ■ Active ■ Suspend ■ Close
7	Reason	Reason associated with the "Closed" account status.	No for Add. Yes for Update with Status of "Close."	Valid fields include: ■ 1: Cardholder no longer employed (for EDS accounts only). ■ 2: Account not needed (for EDS accounts only). ■ 1: Account closed online by Administrator (for TSYS accounts only).

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
8	Prefix	Prefix associated with the cardholder's name.	No for Add. Not allowed for Update.	Alphanumeric 4 characters max
9	First Name	Cardholder's first name.	Yes for Add (New TSYS accounts require first name or last name only). Not allowed for update.	Alphanumeric 23 characters max (for First Name, Middle Initial and Last Name combined)
10	Middle Initial	Cardholder's middle initial.	No for add. Not allowed for update.	Alphanumeric 2 characters max
11	Last Name	Cardholder's last name.	Yes for add (New TSYS accounts require first name or last name only). Not allowed for Update if the First Name is not included on the account.	Alphanumeric 23 characters max (for First Name, Middle Initial and Last Name combined)
12	Suffix	Suffix associated with the account holders name.	No.	Alphanumeric 4 characters max
13	Second Row of Embossing	Information embossed on the credit card plastic below the name. (If left blank, this value will be defaulted from the template account.)	No. Not allowed for Update.	Alphanumeric 21 characters max for MasterCard 29 characters max for Visa
14	Date of Birth	Cardholder's date of birth.	Yes for Add (either Date of Birth of Mother's Maiden Name required). No for Update.	mm/dd/yyyy format

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Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
15	SSN/ID	Cardholder's Social Security Number.	Yes for Add. No for Update.	Numeric 9 characters exactly (no dashes)
16	Mother's Maiden Name	Denotes cardholder's mothers maiden name.	Yes for Add (either Date of Birth of Mother's Maiden Name required). No for Update.	Alphanumeric 10 characters max
17	Cardholder Address Line 1	Cardholder Address Line 1	Yes for Add. No for Update.	Alphanumeric 25 characters max
18	Address Line 2	Cardholder Address Line 2	No.	Alphanumeric 25 characters max
19	City	Cardholder's city.	Yes for Add. No for Update.	Alphanumeric 25 characters max
20	State/Province	Cardholder's State/ Province.	Yes for Add. No for Update.	Alphabetic 2 characters exactly
21	ZIP/Postal Code	Cardholder's Zip/Postal Code.	Yes for Add. No for Update.	If Country is USA, exactly 5 or 9 numeric characters. If Country is CAN, up to 9 alphanumeric characters.
22	Country	Cardholder's country.	Yes for Add. No for Update.	Alphanumeric 3 characters exactly USA for United States CAN for Canada
23	Statement Address Line 1	Represents Statement Address Line 1, where the Statement is mailed.	Yes for Add. No for Update.	Alphanumeric 25 characters max
24	Address Line 2	Represents the Statement Address Line 2.	No.	Alphanumeric 25 characters max
25	City	Represents City associated with the Statement Address.	Yes for Add. No for Update.	Alphanumeric 25 characters max

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
26	State/Province	Represents the State/Province associated with the Statement Address.	Yes for Add. No for Update.	Alphabetic 2 characters exactly
27	ZIP/Postal Code	Represents Zip/Postal Code associated with the Statement Address.	Yes for Add. No for Update.	If Country is USA, exactly 5 or 9 numeric characters If Country is CAN, up to 9 alphanumeric characters
28	Country	Represents the Country where the statement is mailed.	Yes for Add. No for Update.	If Country is USA, exactly 5 or 9 numeric characters If Country is CAN, up to 9 alphanumeric characters
29	E-Mail Address	Cardholders e-mail address.	No.	Alphanumeric 50 characters max Must contain the @ sign No spaces allowed
30	Business Phone	Cardholder's business phone number.	No.	Numeric xxx-xxx-xxxx format 12 characters max
31	Custom Field 1| Custom Field 2| Custom Field 3	Represents account custom fields defined by the user that can be associated with an account. The header row needs to be updated with the names of the Account Custom fields. Custom fields need to be updated to reflect the Account custom fields setup in PaymentNet.	No. If custom fields are not used, the column header row, as well as each cell in the column must be left blank.	Pipe delimited Unlimited
32	Notes	Refers to the notes/comments entered by the user associated with a given account.	No.	Alphanumeric 2000 characters max
33	Employee ID	TSYS Employee ID will be sent to the processor, but EDS Employee ID will not.	No.	Alphanumeric 22 characters max for EDS processor 20 characters max for TSYS processor

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
34	Cost Center	Represents the Cost Center ID associated with an account.	No.	Alphanumeric 10 characters max
35	VIP	Designates if an account has a VIP status.	No.	Valid fields include: ■ 0: VIP check box not selected. ■ 1: VIP check box selected.
36	International	Designates if an account is an International account.	No.	Valid fields include: ■ 0: International check box not selected. ■ 1: International check box selected.
37	Credit Limit	Indicates credit limit for account. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 8 characters max No spaces or commas
38	Cash Advance Limit	Indicates cash advance limit. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 8 characters max No spaces or commas
39	Monthly Transaction Limit	Indicates monthly transaction limit. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 5 characters max No spaces or commas
40	Monthly Amount Limit	Indicates monthly amount limit.	No.	Numeric 11 characters max No spaces or commas TSYS accounts
41	Cycle Transaction Limit	Indicates cycle transaction limit. (If Monthly Transaction Limit is entered, Cycle Transaction Limit is not allowed for TSYS accounts.)	No.	Numeric 5 characters max No spaces or commas

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
42	Cycle Amount Limit	Indicates cycle amount limit. (If Monthly Amount Limit is entered, Cycle Amount Limit is not allowed for TSYS accounts.)	No.	Numeric 11 characters max No spaces or commas
43	Daily Amount Limit	Indicates daily amount limit. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 11 characters max No spaces or commas
44	Daily Transaction Limit	Indicates daily transaction limit. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 5 characters max No spaces or commas
45	Single Amount Limit	Indicates single amount limit. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 11 characters max No spaces or commas
46	Other Transaction Limit	Indicates other transaction limit.	No.	Numeric 5 characters max No spaces or commas TSYS accounts only
47	Other Amount Limit	Indicates other amount limit.	No.	Numeric 11 characters max No spaces or commas TSYS accounts only
48	Other Number of Days	The number of days variable velocity checks can be used.	Yes, if Other Transaction Limit or Other Amount Limit are used.	Numeric 3 characters max TSYS accounts only
49	Other Refresh Date	The date that variable (Other) velocity counter starts.	Yes, if Other Transaction Limit or Other Amount Limit are used.	mm/dd/yyyy format TSYS accounts only

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
50	MCC Group	Represents the Merchant Category Code Group associated with the credit card account. A maximum of up to nine MCC Groups can be associated with an account in EDS or TSYS. Each MCC Group will be treated as an individual field in the input file. (If left blank, this value will be defaulted from the template account.)	No.	Numeric 3 characters max for EDS processor 10 characters max for TSYS processor
51	MCC Group Action	Denotes if the specified MCC Groups is either included in the credit card account or excluded from the credit card account. Each MCC Group has a MCC Group Action associated with it. Each MCC Group Action will be treated as an individual field in the input file. (If left blank, this value will be defaulted from the template account.)	Yes, if a MCC Group is included in the file.	Alphabetic 1 characters max Valid fields include: For EDS: ▪ I: Include ▪ E: Exclude For TSYS: ▪ I: Include ▪ E: Exclude ▪ B: Blank
52	MCC Group	See #50.	See #50.	See #50.
53	MCC Group Action	See #51.	See #51.	See #51.
54	MCC Group	See #50.	See #50.	See #50.
55	MCC Group Action	See #51.	See #51.	See #51.
56	MCC Group	See #50.	See #50.	See #50.
57	MCC Group Action	See #51.	See #51.	See #51.
58	MCC Group	See #50.	See #50.	See #50.
59	MCC Group Action	See #51.	See #51.	See #51.
60	MCC Group	See #50.	See #50.	See #50.
61	MCC Group Action	See #51.	See #51.	See #51.

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
62	MCC Group	See #50.	See #50.	See #50.
63	MCC Group Action	See #51.	See #51.	See #51.
64	MCC Group	See #50.	See #50.	See #50.
65	MCC Group Action	See #51.	See #51.	See #51.
66	MCC Group	See #50.	See #50.	See #50.
67	MCC Group Action	See #51.	See #51.	See #51.
68	TSYS Expiration Date	For Accounts that reside in TSYS, the user has the ability to specify/set the Expiration Date for the account. TSYS Expiration Date cannot be greater than 24 months or less than three months from account creation date.	No.	mm/yyyy format
69	Card Delivery	Used for TSYS accounts to specify the address ID/code where the card will be shipped.	No.	Numeric 5 characters max TSYS accounts only

Table 2: Account Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
70	Add/Update	This flag is used to indicate if the record included in the input file is for creating a new account or for updating an existing account.	Yes.	Valid fields include: ■ Add: Represents creation of new account. ■ Update: Represents updating an existing account.
71	Blank Override	Indicates if a blank override is applicable on a field. Blank Override is applicable on the following fields: ■ Custom Fields ■ Notes ■ E-mail ■ Business Phone ■ Cost Center ■ Employee ID ■ Cash Advance Limit ■ Monthly Transaction Limit ■ Daily Amount Limit ■ Daily Transaction Limit ■ Single Amount Limit	Yes.	Valid fields include: ■ 0: Default to existing value if field left blank. ■ 1: Default to overwrite all old code.

Account Import Best Practices include:

■ Create New Accounts

■ Update Existing Accounts

■ Authorization Limits

Create New Accounts

Account Imports can be used to create new accounts in PaymentNet for both TSYS and EDS for Corporate Liability accounts. Individual Liability requests are made by calling the Relationship Management team.

Before adding a new card, an existing account needs to be looked up to act as a "template account" for the new card. That account number will need to be used in the account number field in the account batch file. For further information, please refer to

- When creating a new account using the Account Import file or Account Batch FTP file, the following key scenarios exist:
  - Add/Update field = "Add"
  - Employee Type = "New" (If employee does not have a PaymentNet User ID)
  - Employee Type = "Existing" (If employee does have a PaymentNet User ID)
- When creating a new account, the value for the ..following fields will be defaulted from the template account unless a new value is specified in the request:
  - Second Row of Embossing
  - Credit Limit
  - Cash Advance Limit
  - Monthly Transaction Limit
  - Daily Amount Limit
  - Daily Transaction Limit
  - Single Amount Limit
  - MCC Group
  - MCC Group Action

  Note: Unless specified, all MCC Groups and MCC Group Actions will copy over from the template account. If any changes need to be made to these fields, all of the MCC Groups and their associated actions should be added to the file.

  Any limits to the MCC Groups must be added or changed on the MCC Group Controls tab of the Account Detail screen within PaymentNet.

- When creating a new account, either the Date of Birth or a Mother's Maiden Name is required.

  Note: When creating a new account, use a template account that has unlimited amount and transaction limits.

- If a TSYS account is being added, the cardholder address and the statement address must be identical (including address lines 1 and 2, City, State/Province, Zip/Postal Code and Country).
- If there is an existing Custom Field (or Custom Fields) for the organization, the Blank Override is 0 or left blank (no value specified) and there is no value specified for the new account Custom Field, then the existing template value(s) will be copied as the value(s) for the account Custom Field for the new account. This is applicable to Account Import only.

- After submitting the Account Import file or Account Batch FTP file, all the relevant fields (such as First Name, Middle Initial, Last Name, Hierarchy ID, Business Phone Number, E-mail Address, etc.) for an employee are populated in PaymentNet.

  Note: If the Account Import file loads successfully with errors, account creation has occurred. Do not re-submit the import file as this will create a second new account.

- Once the Account Import file or Account Batch FTP file has been successfully submitted, the new account can take up to 48 hours to be processed, added to PaymentNet and become available for use.
- If a new cardholder is being created, a default password will be assigned. The generated password consists of the first four letters of the last name plus the last four digits of the Social Security Number/ID). This password will not be e-mailed to the cardholder. The Program Administrator is responsible for communicating the password to the cardholder. The password will be all lowercase. In the event that a last name is less than 4 characters, the entire last name will be used.

Update Existing Accounts

- When updating, reassigning or modifying accounts using the Account Import file or Account Batch FTP file, the following key scenarios exist:
  - Add/Update field = "Update"
  - Employee Type = "New" (If employee does not have a PaymentNet User ID)
  - Employee Type = "Existing" (If employee does have a PaymentNet User ID)
- When the Hierarchy ID is changed to another Hierarchy ID for an existing User ID in the account update request, the account will be assigned to the new hierarchy level.
- If a TSYS account is being updated, the cardholder address and the statement address (including address lines 1 and 2, City, State/Province, Zip/Postal Code, and Country) must be identical.
- If there is an existing Custom Field (or Custom Fields) with the account being modified, the Blank Override is 0 or is left blank (no value specified) and there is no value specified for the Custom Field, then there will be no impact on the value that exists in PaymentNet for the account custom field. This is applicable to Account Import only.

- When updating an account and the Single Amount Limit is left blank and the Blank Override is set to "1," then the current value for the Single Amount Limit will be changed to blank.
- When a MCC Group is updated for an account, the update will overwrite any existing MCC Groups that have an action value of Include, Exclude or Blank.
- When an account is updated and the User ID already is associated with the account, PaymentNet will ignore the request. If the User ID is different than the User ID associated with the account and the Employee Type is specified as "Existing," then the following validation steps will be performed:
    - Perform the account validations and scope of view validations applicable to an account modify request and also validate that the User ID exists in PaymentNet for that organization.
    - Perform the scope of view validations on the request.
- When an account is reassigned to a different User ID and the Employee Type equals "Existing":
    - If the account is reassigned to a User ID that had zero (0) accounts before the reassignment, then the account becomes the user's default.
    - If the account is reassigned to a User ID that had one or more accounts before the reassignment, then account is not marked as the user's default account.
- When an account is reassigned to a different User ID and the Employee Type equals "New" PaymentNet will perform the following steps:
    - Perform the account validations and scope of view validations applicable to an account modify request and also validate that the User ID does not exist in PaymentNet.
    - If the request passes step 1 then PaymentNet will re-assign the account to the specified User ID and create the new employee in PaymentNet.
    - The account becomes the user's default account.

Authorization Limits

It is helpful to modify the Account List screen view to show the authorization limit fields. Then you can export the template account data and copy/paste the fields into the Account Import file. This process will help ensure that these limits are updated accurately when creating and modifying accounts.

- If the account is individual liability, the Credit Limit can only be increased one time and is limited to 10% or $1000, whichever is less. If the account is corporate liability, the only restriction is the company credit limit.

- The Credit Limit for an account cannot be greater than the company credit limit.
- The Cash Advance Limit or the Daily Amount Limit cannot be greater than the Credit Limit.
- The Cash Advance Limit can not be greater than the company Cash Advance Limit.
- The Daily Transaction Limit cannot be more than the Monthly Transaction Limit.
- The Single Amount Limit cannot be greater than the Daily Amount Limit.
- TSYS clients can use the set of Cycle Limits or Monthly limits, but not both. If both authorization limits are included in the file, PaymentNet will ignore the Monthly Limits.

Chart of Accounts Import

The Chart of Accounts import file is used to manage your Chart of Accounts values. This import file has been set up for management of these values only and cannot be used for the structure of a Chart of Accounts. The structure of a Chart of Accounts is created within PaymentNet. With this import file, you will have the ability to add, update, and delete Chart of Accounts segment values.

Please note the following:

- Create the Chart of Accounts import file from the top-down, establishing the lowest numbered segments first.
- If you have dependencies in the Chart of Accounts import file, you must have dependencies selected (or turned on) within PaymentNet before importing the Chart of Accounts import file.
- If you delete values from a Chart of Accounts and you have any defaults that use the deleted values, you will need to set up the defaults that used that value again.
- Having spaces in the Add/Update/Delete Flag field of the import file will cause the import to fail. Verify that only the words Add, Update or Delete are listed in the field.
- When doing an import, you will have the option on the Import Detail page to do a "replace." If you replace your Chart of Accounts, you will need to re-import all your defaults. Replace does not use the Add/Update/Delete Flag.

Table 3: Chart of Accounts Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	Chart of Accounts	Chart name that you will be editing; must match PaymentNet Chart of Accounts name exactly.	Yes.	Alphanumeric 20 characters max
2	Segment	Segment where the value is found.	Yes.	Numeric
3	Value	Actual Chart of Accounts value.	Yes.	Alphanumeric, length based on Chart of Accounts definition No spaces allowed
4	Description	Description of Chart of Accounts value.	No.	Alphanumeric 25 characters max
5	Key Segment	Dependency segment.	No.	Numeric
6	Key Value	Dependency value.	Required if Key Segment (#5) is not blank.	Alphanumeric, length based on Chart of Accounts definition No spaces allowed
7	Add/Update/Delete Flag	Action code passed for each record.	Yes.	Valid fields include: ■ Add: For rows containing new data. ■ Update: For rows with existing.
8	Blank Override	Overwrite action code passed for each record. Blank Override will only be used where the Add/Update/Delete Flag is set to "Update" and will only effect the "Description" field. Best Practice: Keep Blank Override equal to "0."	Yes.	Valid fields include: ■ 0: Indicates that the old code (description) will remain the same when fields are left blank. ■ 1: Indicates that all old code (description) will be overwritten. ■ Blank override will ONLY be used where Add/Update/Delete Flag is set to "Update."

J.P.Morgan   171

Employee Import

The Employee import file has been set up to aid in managing employees and employee profiles (including bank information). With this import file, you will have the ability to add and update any and all employees.

Please note the following:

- The User ID field must be unique for all employees.
- If any bank fields are populated, all bank fields must be populated. If any bank information is incorrect and causes an error on import, all bank fields will not be imported.
- The combination of the Role Name, Role, Hierarchy ID and Scope fields constitutes a User Authority. These four fields are not required; however, if one field (either Role Name, Role, Hierarchy ID or Scope) is included, then all three fields need to be included. If not, the row will fail and an error will be generated or the entire import will fail.
- The maximum number of User Authorities per employee per import is six. However, there is no limit to the number of User Authorities that can exist in the database for any Employee. To add more than six user authorities, you can import the employee a second time with their additional authorities.
- User Authorities can only be added, not updated or deleted.
- When you are adding more than one account number for an employee, you must add a new row for each additional account number. The first row for the employee will be the default account number and should be an "Add" in the "Add/Update/Delete Flag" field. On the next row, enter the User ID, account number, "Update" in the "Add/Update/Delete Flag" field, and use "0" in the "Blank Override" field.
- If no Employee Custom fields are used, the Custom Field column header should be entirely blank. Any value in the header will cause the file to fail.
- It is recommended that users being created with the Auditor role be entered separately from other roles using the Employee Import file.

Table 4: Employee Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	User ID	Unique ID given to each user.	Yes.	Alphanumeric Between 6-20 characters No special characters allowed
2	Pass Phrase		Required for "Add" only; Upon first login, the added user will be forced to change their pass phrase.	Alphanumeric Must be at least six characters
3	First Name		Yes.	Alphanumeric 25 characters max
4	Middle Name			Alphanumeric 1 characters max
5	Last Name		Yes.	Alphanumeric 25 characters max
6	Email		Yes.	Alphanumeric 50 characters max
7	Cc	Carbon copy e-mail address; up to five e-mail addresses, separated by commas or semicolons can be entered.		Alphanumeric 254 characters max
8	Bcc	Blind carbon copy e-mail address; up to five e-mail addresses, separated by commas or semicolons can be entered.		Alphanumeric 254 characters max
9	Disable Login	Will disable the user from logging on to PaymentNet.	Yes.	Valid fields include: ■ 0: Enable login ■ 1: Disable login Note: Blank field will default to "0"

Table 4: Employee Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
10	Role Name1	Unique name per role for a User ID that defines User Authority.	Yes, if Role 1, Hier ID 1 and Scope 1 are included.	20 characters max Invalid fields include: ■ <, >, /, \, |, or space
11	Role 1	Roles define the user authority (scope and node) of each user. Up to six roles are available to each user.	Yes, if Role Name1, Hier ID 1 and Scope 1 are included.	30 characters max Valid fields include: ■ Auditor ■ ProgramAdministrator ■ CardHolder ■ Manager ■ TransactionApprover ■ OrderRequestor ■ Any Custom Role created for your organization
12	Hier ID 1	Hierarchy location associated with role.	Yes, if Role Name1, Role 1 and Scope 1 are included.	Alphanumeric 15 characters max
13	Scope 1	Scope associated with role.	Yes, if Role Name1, Role 1 and Hier ID 1 are included.	Valid fields include: ■ NodeAndChildren ■ Node ■ Self ■ NodeAndSelfAndChildren ■ NodeandSelf
14	Role Name2	Same as #10.	Same as #10.	Same as #10.
15	Role 2	Same as #11.	Same as #11.	Same as #11.
16	Hier ID 2	Same as #12.	Same as #12.	Same as #12.
17	Scope 2	Same as #13.	Same as #13.	Same as #13.
18	Role Name3	Same as #10.	Same as #10.	Same as #10.
19	Role 3	Same as #11.	Same as #11.	Same as #11.
20	Hier ID 3	Same as #12.	Same as #12.	Same as #12.
21	Scope 3	Same as #13.	Same as #13.	Same as #13.
22	Role Name4	Same as #10.	Same as #10.	Same as #10.

Table 4: Employee Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
23	Role 4	Same as #11.	Same as #11.	Same as #11.
24	Hier ID 4	Same as #12.	Same as #12.	Same as #12.
25	Scope 4	Same as #13.	Same as #13.	Same as #13.
26	Role Name5	Same as #10.	Same as #10.	Same as #10.
27	Role 5	Same as #11.	Same as #11.	Same as #11.
28	Hier ID 5	Same as #12.	Same as #12.	Same as #12.
29	Scope 5	Same as #13.	Same as #13.	Same as #13.
30	Role Name6	Same as #10.	Same as #10.	Same as #10.
31	Role 6	Same as #11.	Same as #11.	Same as #11.
32	Hier ID 6	Same as #12.	Same as #12.	Same as #12.
33	Scope 6	Same as #13.	Same as #13.	Same as #13.
34	Employee Hierarchy ID	Hierarchy location that employee will be located.	Yes.	Alphanumeric 15 characters max
35	Account Number	Account number associated with the user.		Numeric 16 characters max
36	Account Hierarchy ID	Hierarchy location associated with account number.	Required if Blank Override is "1."	Alphanumeric
37	ABA Routing Number			Numeric 9 characters max
38	Bank Account Number		Required if ABA Routing Number is entered.	Numeric 17 characters max
39	Bank Account Type		Required if ABA Routing Number is entered.	Valid fields include: ■ Checking ■ Savings
40	Bank Name			Alphanumeric 25 characters max

Table 4: Employee Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
41	Account Name		Required if ABA Routing Number is entered.	Alphanumeric 25 characters max
42	Custom Field 1| Custom Field 2| Custom Field 3	Represents Custom Fields associated with Employee. The header row needs to be updated with the names of the Employee Custom Fields. The Custom Field header shall be left blank when the Custom Fields are not defined. When Employee Custom Fields are defined in the header, corresponding null custom field values shall be specified by a hyphen (-).	Yes when the header row is defined and corresponding Custom Fields are configured to be "Required" for Employee.	Pipe delimited Unlimited
43	Unmask Exports/ Reports	This option allows the user to see sensitive information unmasked.		Valid fields include: ■ Y: Sensitive information included in exports and reports generated by this user will appear unmasked. ■ N or \<blank\>: Sensitive information included in exports and reports generated by this user will appear masked.

Table 4: Employee Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
44	Add/Update/Delete Flag	Action code passed for each record.	Yes.	Valid fields include: ■ Add: For new rows ■ Update: For existing rows that will be updated.
45	Blank Override	Default overwrite action passed for each record. Blank Override will only be used where the Add/Update Flag is set to "Update" and will only effect the "E-Mail address" field. Best Practice: Keep Blank Override equal to "0."	Yes.	Valid fields include: ■ 0: Default to existing value if field left blank. When adding multiple account numbers, set this field to 0. ■ 1: Default to overwrite all old code.

Hierarchy Import

The Hierarchy import file provides easy access for management of the hierarchy structure. You will be able to add, update, and delete hierarchy nodes using the Hierarchy import file.

Please note the following:

■ In Hierarchy Import files, the following additional characters are not allowed: [%, &, ', ", #, ..=, +, @, (,), !, *, $].

■ Create the Hierarchy nodes from the top level down, establishing the highest nodes first (i.e. Node 1 then Node 2, etc.).

■ Delete Hierarchy nodes from the bottom level up. You cannot delete a hierarchy node with dependents.

■ When deleting hierarchy nodes that have objects associated with them (Accounts, Employees, etc.), you will need to reassign all objects to a different hierarchy before you delete the hierarchy node or they will be moved to the "Deleted" hierarchy node.

Table 5: Hierarchy Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	Hierarchy Type	Name of the current hierarchy.	Yes.	20 characters max Alphanumeric ■ Valid fields include: OrgHierarchy (name found on the Manage Hierarchy screen)
2	Hierarchy ID	Name of the node.	Yes.	15 characters max Alphanumeric
3	Description	Description of the Hierarchy ID (#2).	Yes.	30 characters max Alphanumeric
4	Parent Hierarchy ID		Yes.	The default value for this field is "Root." If you change the name of the Root level, use that name here. 15 characters max Alphanumeric
5	Add/Update/Delete Flag	Action code passed for each record.	Yes.	Valid fields include: ■ Add: for new rows containing data ■ Update: for existing rows that will be updated ■ Delete: for rows that will be removed
6	Blank Override	Default overwrite action passed for each record. Blank Override will only be used where Add/Update/Delete Flag is set to "Update." Best Practice: Keep Blank Override equal to "0."	Yes.	Valid fields include: ■ 0: Default to existing value if field left blank. ■ 1: Default to overwrite all old code. When adding multiple account numbers, set this field to "0."

Merchant Category Code Import

Merchant Category Codes (MCCs) are primarily used for travel and entertainment transactions. The Merchant Category Code import file is used to manage "Type" (Purchase, Travel and Entertainment, and Fleet) and "Travel and Entertainment

Type" only. You will only be allowed to update these two fields in the Merchant Category Code records.

Please note the following:

■ Merchant Category Codes are pre-loaded into the system with default Types and T&E Types.

Table 6: Merchant Category Code Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	MCC ID	Can be exported from the system with predefined defaults of Type and T&E Type.	Yes.	Four digit code
2	Type		Yes.	Valid fields include: ■ Purchase ■ Travel and Entertainment ■ Fleet
3	T&E Type			Valid fields include: ■ Airline ■ CarRental ■ Lodging ■ Other ■ Restaurant ■ Travel
4	Custom Field 1| Custom Field 2| Custom Field 3	Represents Merchant Category code custom fields defined by the user that can be associated with a merchant category code. Custom fields need to be updated to reflect the Merchant Category Code custom fields setup in PaymentNet. The header row needs to be updated with the names of the Merchant Category Code Custom fields.	Yes when the header row is defined and corresponding Custom Fields are configured to be "Required" for Merchant Category Code.	Pipe delimited Unlimited

Table 6: Merchant Category Code Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
5	Add/Update/Delete Flag	Action Code passed for each record.	Yes.	Valid fields include: Update: For existing rows that will be updated.
6	Blank Override	Default overwrite action passed for each record. Best Practice: Keep Blank Override equal to "0."	Yes.	Valid fields include: 0: Default to existing value if field left blank. When adding multiple account numbers, set this field to 0. 1: Default to overwrite all old code.

Merchant Import

The Merchant import file is used to update specific merchant information. You will only be allowed to update merchants. You cannot add or delete merchants. Merchants are loaded into the system as transactions are made at those merchants. You can first run an export file to obtain a valid Merchant ID.

Table 7: Merchant Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	Association	Type of Credit Card.	Yes.	Valid fields include: ■ Visa ■ Mastercard
2	Merchant ID	Unique ID for the merchant. Obtained by running export file.	Yes.	Numeric
3	Parent Merchant	The name of the parent merchant into which the merchant rolls up.	No.	Alphanumeric

Table 7: Merchant Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
4	Automatically Update This Merchant	Flag corresponding to the check box of the same name on the Merchant Detail page.		Valid fields include: ■ 0: No or unchecked ■ 1: Yes or unchecked. This flag must be either unchecked in PaymentNet or set to "0" in the import file in order to load values in the remaining import columns. If not, the import row (not the whole file) will fail.
5	Taxpayer ID	Unique Merchant Tax ID.	Yes.	Alphanumeric 20 characters max
6	1099 Indicator			Valid fields include: ■ 0: No or Off. ■ 1: Yes or On.
7	Sales Tax Exempt			Valid fields include: ■ 0: No or Off. ■ 1: Yes or On.
8	Preferred Indicator	Indicates merchant is preferred.		Valid fields include: ■ 0: No or Off. ■ 1: Yes or On.
9	Address 1			Alphanumeric 25 characters max
10	Address 2			Alphanumeric 25 characters max
11	Phone Number			Numeric 10 characters max without other symbols No dash "-" allowed
12	Fax Number			Numeric 10 characters max without other symbols No dash "-" allowed
13	Contact			Alphanumeric 25 characters max

J.P.Morgan   181

Table 7: Merchant Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
14	Custom Field 1 | Custom Field 2 | Custom Field 3	Represents merchant custom fields defined by the user that can be associated with a merchant. Custom fields need to be updated to reflect the Merchant custom fields setup in PaymentNet. The header row needs to be updated with the names of the Merchant Custom fields.	No. If Merchant custom fields are not defined, the Custom Field column header should be left blank. If Merchant custom fields are defined in the header, but a specific value in a row of the import does not contain a value, the value of null should be indicated by a hyphen (-).	Pipe delimited Unlimited
15	Add/Update/Delete Flag	Action code passed for each record.	Yes.	Valid fields include: ■ Update: For new rows containing new data. Only allowed to "Update" merchants.
16	Blank Override	Overwrite action passed for each record. Blank Override will only be used when Add/Update/Delete Flag is set to Update. Best Practice: Keep Blank Override equal to "0."		Valid fields include: ■ 0: default to existing value if field left blank. When adding multiple account numbers, set this field to 0 ■ 1: default to overwrite all old code.

Transaction Defaults Import

The Transaction Defaults import file is used to set default values on Employees, Accounts, Merchant Category Codes, Merchants, Hierarchy, and Customer Codes. You are able to add, update, and delete all Transaction Default records.

Please note the following:

■ You must create Chart of Accounts values BEFORE you load defaults. If you try and load defaults before the Chart of Accounts, your Transaction Defaults import will fail.

- The number of Transaction Custom Fields is variable, depending on how the system is configured for the organization. ALL Transaction Custom Fields are required in the header of the Import file; however it is NOT required that all Transaction Custom Fields in the Import file have a value. Unused Custom Fields should be left blank.

- The Hierarchy ID is only relevant for those Objects which use a Hierarchy ID. If the Hierarchy ID is left blank the system should make these globally available (i.e., put them in the top node in the Hierarchy.)

- Accounting code segments must be combined or linked together (concatenated) into a single column, with individual segments delimited by spaces. The system will assume all spaces are delimiters; therefore spaces should not be used within individual segments.

- You must use a hyphen in place of a value in the Chart of Account column in the case where accounting code segments are not being imported. If no value will be imported, a dash "-" should be used in the cell. For example, "231 95000 -". In this example, 231 is first accounting code segment, the space is the delimiter, 95000 is the second accounting code segment, the space is the delimiter, and hyphen in place of the last accounting code segment value.

- When replacing a Transaction Defaults import, it will replace all existing default types.

- If you are validating Chart of Account values (validation check box is selected), you must create the Chart of Accounts prior to loading defaults. If you try and load defaults before creating the Chart of Accounts, the import will fail.

Table 8: Transaction Defaults Import File Layout

ID	Column Name	Description	Required	Valid Codes
1	Default Type	Import default type.	Yes.	Valid fields include: ■ Account ■ MCC ■ Merchant ■ Employee ■ Customercode ■ Hierarchy
2	Object ID	Code that will be updated.	Yes.	Valid fields include: ■ Account Number ■ MCC ID ■ Merchant ID ■ Employee ID (User ID) ■ CustomerCode (17 characters max) ■ Hierarchy ID

Table 8: Transaction Defaults Import File Layout *(continued)*

ID	Column Name	Description	Required	Valid Codes
3	Hierarchy ID	Applicable if hierarchy is used.	Yes for Hierarchy, Merchant & MCC.	Alphanumeric 15 characters max
4	Chart of Accounts	Chart of Accounts name.		Alphanumeric 20 characters max
5	Accounting Code	Segments must be concatenated into a single column, with individual segments delimited by by pipe symbol ("|"). Accounting Code shall consist of segment values separated by pipe symbol ("|"). as delimiters and concatenated in the ascending order of segment number.	Yes if Chart of Accounts (Row #4) is populated.	Alphanumeric Example: "12|1200|1220"
6	Custom Field 1| Custom Field 2| Custom Field 3	Custom Field Names. The header row needs to be updated with the names of the Transaction Default Custom Fields.	Yes when the header row is defined and corresponding Custom Fields are configured to be "Required" for Transaction Defaults.	Pipe delimited Unlimited
7	Add/Update/Delete	Action code passed for each record.	Yes.	Valid fields include: ■ Add: For new rows. ■ Update: For existing rows that will be updated. ■ Delete: For rows that will be removed.
8	Blank Override	Default overwrite action passed for each record. Blank Override will only be used where Add/ Update/Delete Flag is set to "Update." Best Practice: Keep Blank Override equal to "0."	Yes.	0: Default to existing value if field left blank. When adding multiple account numbers, set this field to 0. 1: Default to overwrite all old code.

8 | Queries

The Query feature in PaymentNet is used to narrow search results for a variety of key card program data, including card account, employee user account , merchant, transaction, and single-use account information. You can use Paymentnet to query across thousands of records and experience a faster response time than many other online systems.

This chapter explains the following sections:
- Querying Options
- Working with a Saved Query

Querying Options

There are three types of queries available in PaymentNet:
- **Quick Query**: A Quick Query allows you to perform a basic search for information using pre-selected fields and values. Quick Queries provide a fast way to run a basic search for information.
- **Advanced Query**: Advanced Queries offer additional search options, can be more complex, and allow filtering using hierarchy and sorting options.
- **Default Query**: Default Queries allow the user to save frequently used queries and apply them at any time to a List screen.

This section explains the following topics:

- Performing a Quick Query
- Performing an Advanced Query

Performing a Quick Query

A Quick Query allows you to perform a basic search for information using pre-selected fields and values.

Note: Quick Queries cannot be saved. To save query results, you must perform an Advanced Query.

This section explains the following topics:

- Performing a Quick Query - Accounts
- Performing a Quick Query - Employees
- Performing a Quick Query - Merchant Category Codes
- Performing a Quick Query - Merchants
- Performing a Quick Query - Transactions
- Performing a Quick Query - Single Use Account Orders

Performing a Quick Query - Accounts

You can perform a basic search for card account information using pre-selected fields and values.

To perform a quick query for accounts:

1. Select **Accounts** > **Manage**.

2. Select the appropriate query from the options in the **New Query** drop-down list. Quick Query options that are available from the Account List screen include:
   - Account Number
   - Cardholder First Name
   - Cardholder Last Name
   - Diverted To
   - Hierarchy ID
   - User ID

3. Enter the characters or digits of the search criteria.

4. Click Go. Results from the Quick Query are displayed on the Account List screen.

Performing a Quick Query - Employees

You can perform a basic search for employee user information using pre-selected fields and values.

To perform a quick query for employees:

1. Select **Employees** > **Manage**.

2. Select the appropriate query from the options in the New Query drop-down list. Quick Query options that are available from the Employee List screen include:
   - User ID
   - Last Name
   - Employee Hierarchy ID

3. Enter the characters or digits of the search criteria.

4. Click **Go**. Results from the Quick Query are displayed on the Employee List screen.

Performing a Quick Query - Merchant Category Codes

You can perform a basic search for merchant category code information using pre-selected fields and values.

To perform a quick query for merchant category codes:

1. Select **Administration** > **Merchant Category Codes**.

2. Select the appropriate query from the options in the New Query drop-down list. Quick Query options that are available from the Merchant Category List screen include:
   - Merchant Category Code
   - Merchant Category Code Description
   - T&E Type
   - Type

3. Enter the characters or digits of the search criteria.

4. Click Go. Results from the Quick Query are displayed on the Merchant Category Code List screen.

Performing a Quick Query - Merchants

You can perform a basic search for merchant information using pre-selected fields and values.

To perform a quick query for merchants:

1. Select Administration > Merchants.

2. Select the appropriate query from the options in the New Query drop-down list. Quick Query options that are available from the Merchant List screen include:
   - Merchant Category Code
   - Merchant ID
   - Merchant Name
   - Parent Merchant Name

3. Enter the characters or digits of the search criteria.

4. Click Go. Results from the Quick Query are displayed on the Merchant List screen.

Performing a Quick Query - Transactions

You can perform a basic search for transaction information using pre-selected fields and values.

To perform a quick query for transactions:

1. Select Transactions > Manage.

2. Select the appropriate query from the options in the New Query drop-down list. Quick Query options that are available from the Transaction List screen include:

   - Account Number
   - Approval Status
   - Cardholder Last Name
   - Diverted To
   - Merchant Name
   - Parent Merchant Name
   - Post Date
   - Transaction ID

3. Enter the characters or digits of the search criteria.

4. Click Go. Results from the Quick Query are displayed on the Transaction List screen.

Performing a Quick Query - Single Use Account Orders

You can perform a basic search for information on single use account orders using pre-selected fields and values.

To perform a quick query for single use account orders:

1. Select Orders > Manage.

2. Select the appropriate query from the options in the New Query drop-down list. Quick Query options that are available from the Order List screen include:

   - Account Number
   - Merchant Name
   - Order ID
   - Order Status

3. Enter the characters or digits of the search criteria.

4. Click Go. Results from the Quick Query are displayed on the Order List screen.

Performing an Advanced Query

You can perform more complex searches for information using advanced search options. Advanced search options provide the ability to filter and sort information.

This section explains the following topics:

- Performing an Advanced Query - Accounts
- Performing an Advanced Query - Employees
- Performing an Advanced Query - Merchant Category Codes
- Performing an Advanced Query - Merchants
- Performing anAdvanced Query - Transactions
- Performing an Advanced Query - Single Use Accounts Orders

Performing an Advanced Query - Accounts

You can perform more complex searches for card account information using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for accounts:

1. Do one of the following:
   - Select Accounts > Query.
   - From the Account List screen, click the Advanced link.

2. Enter the appropriate information in the Criteria section.

   a. Select the desired criteria from the Field drop-down list.

      Note: The value filter options available vary based on the field option selected.

   b. Select the desired criteria from the Operation drop-down list. The operation selected allows you to further filter results.

c. Do one of the following:

- Select the desired criteria from the Value drop-down list.
- Enter the desired criteria in the Value field.

> Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.

- The And operator joins the search criteria and will provide more targeted results.
- The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

3. Enter the appropriate information in the Hierarchy section.

> Note: It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user's hierarchy level.

a. Click the Add Hierarchy icon (plus symbol).

b. Select the Hierarchy ID. Do one of the following:

- Click on the Hierarchy ID link to select the Hierarchy ID for the report data from the Hierarchy drop-down list.
- Enter the appropriate data in the Hierarchy ID field.

c. Select the Include Children check box to include all levels of hierarchy below the selected hierarchy ID level.

4. Enter the appropriate information in the Order By section to view the data in a specific order.

> Note: Ordering information is optional. If an Order By preference is not selected, the results are based on default settings .

a. Click the **Add Order** icon (plus symbol).

b. In the **Field** drop-down list, select the data you want displayed in order.

c. Select the **Order Sequence** from the drop-down list.

5. Click **Process** to run the query. Query results will be displayed on the Account List screen.

Performing an Advanced Query - Employees

You can perform more complex searches for employee user account information using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for employee user accounts:

1. Do one of the following:
   - Select **Employees > Query**.
   - From the Employee List screen, click the **Advanced** link.

2. Enter the appropriate information in the **Criteria** section.

   a. Select the desired criteria from the **Field** drop-down list.

Note:	The value filter options available vary based on the field option selected.

   b. Select the desired criteria from the **Operation** drop-down list. The operation selected allows you to further filter results.

   c. Do one of the following:
      - Select the desired criteria from the **Value** drop-down list.
      - Enter the desired criteria in the **Value** field.

Note:	To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

   d. To add additional rows, click the **Add Criteria** icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to

performing multiple queries one at a time, select the **And** or **Or** operator from the additional row.

- The **And** operator joins the search criteria and will provide more targeted results.
- The **Or** operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the **Delete Criteria** icon (trash can symbol).

3. Enter the appropriate information in the **Hierarchy** section.

Note: It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user's hierarchy level.

a. Click the **Add Hierarchy** icon (plus symbol).

b. Select the **Hierarchy ID**. Do one of the following:
- Click on the **Hierarchy ID** link to select the Hierarchy ID for the report data from the **Hierarchy** drop-down list.
- Enter the appropriate data in the **Hierarchy ID** field.

c. Select the **Include Children** check box to include all levels of hierarchy below the selected hierarchy ID level.

4. Enter the appropriate information in the **Order By** section to view the data in a specific order.

Note: Ordering information is optional. If an **Order By** preference is not selected, the results are based on default settings .

a. Click the **Add Order** icon (plus symbol).

b. In the **Field** drop-down list, select the data you want displayed in order.

c. Select the **Order Sequence** from the drop-down list.

5. Click **Process** to run the query. Query results will be displayed on the Employee List screen.

Performing an Advanced Query - Merchant Category Codes

You can perform more complex searches for merchant category code information using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for merchant category codes:

1. Select **Administration** > **Merchant Category Codes**.

2. From the Merchant Category Code List screen, click the **Advanced** link.

3. Enter the appropriate information in the **Criteria** section.

   a. Select the desired criteria from the **Field** drop-down list..

   > Note: The value filter options available vary based on the field option selected.

   b. Select the desired criteria from the **Operation** drop-down list. The operation selected allows you to further filter results.

   c. Do one of the following:
      - Select the desired criteria from the **Value** drop-down list.
      - Enter the desired criteria in the **Value** field.

      > Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

   d. To add additional rows, click the **Add Criteria** icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the **And** or **Or** operator from the additional row.
      - The **And** operator joins the search criteria and will provide more targeted results.
      - The **Or** operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

4. Enter the appropriate information in the Order By section to view the data in a specific order.

Note: Ordering information is optional. If an Order By preference is not selected, the results are based on default settings .

a. Click the Add Order icon (plus symbol).

b. In the Field drop-down list, select the data you want displayed in order.

c. Select the Order Sequence from the drop-down list.

5. Click Process to run the query. Query results will be displayed on the Merchant Category Code List screen.

Performing an Advanced Query - Merchants

You can perform more complex searches for merchant information using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for merchants:

1. Select Administration > Merchants.

2. From the Merchant List screen, click the Advanced link.

3. Enter the appropriate information in the Criteria section.

a. Select the desired criteria from the Field drop-down list.

Note: The value filter options available vary based on the field options selected.

b. Select the desired criteria from the Operation drop-down list. The operation selected allows you to further filter results.

   c. Do one of the following:

- Select the desired criteria from the Value drop-down list.
- Enter the desired criteria in the Value field.

     Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

   d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.

- The And operator joins the search criteria and will provide more targeted results.
- The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

   e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

4. Enter the appropriate information in the Order By section to view the data in a specific order.

     Note: Ordering information is optional. If an Order By preference is not selected, the results are based on default settings .

   a. Click the Add Order icon (plus symbol).

   b. In the Field drop-down list, select the data you want displayed in order.

   c. Select the Order Sequence from the drop-down list.

5. Click Process to run the query. Query results will be displayed on the Merchant List screen.

Performing an Advanced Query - Transactions

You can perform more complex searches for transaction information using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for transactions:

1. Do one of the following:
   - Select Transactions > Query.
   - From the Transaction List screen, click the Advanced link.

2. Enter the appropriate information in the Date Range section.

   a. Select the desired purchase date option from the Field drop-down list.
      - The Transaction Date filters based on the date of purchase.
      - The Post Date filters based on the date the purchase was actaully charged to the card account.

   b. Select the desired criteria from the Operation drop-down list . The operation selected allows you to further filter results.

   c. Do one of the following:
      - Select the desired criteria from the Value drop-down list.
      - Enter the desired criteria in the Value field.

      Note: The value filter options available vary based on the operation selected.

   d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.
      - The And operator joins the search criteria and will provide more targeted results.
      - The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

   e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

3. Enter the appropriate information in the Criteria section

   a. Select the desired criteria from the Field drop-down list..

      Note: The value filter options available vary based on the field options selected.

b. Select the desired criteria from the Operation drop-down list. The operation selected allows you to further filter results.

c. Do one of the following:
- Select the desired criteria from the Value drop-down list.
- Enter the desired criteria in the Value field.

   Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.
- The And operator joins the search criteria and will provide more targeted results.
- The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

4. When appropriate, enter the applicable information in the Hierarchy section.

   Note: It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user's hierarchy level.

a. Click the Add Hierarchy icon (plus symbol).

b. Select the Hierarchy ID. Do one of the following:
- Click the Hierarchy ID link to select the Hierarchy ID for the report data from the Hierarchy drop-down list.
- Enter the appropriate data in the Hierarchy ID field.

c. Select the Include Children check box to include all levels of hierarchy below the selected hierarchy ID level.

5. Enter the appropriate information in the Order By section to view the data in a specific order.

    Note: Ordering information is optional. If an Order By preference is not selected, the results are based on default settings .

    a. Click the Add Order icon (plus symbol).

    b. In the Field drop-down list, select the data you want displayed in order.

    c. Select the Order Sequence from the drop-down list.

6. Click Process to run the query. Query results will be displayed on the Transaction List screen.

Performing an Advanced Query - Single Use Accounts Orders

You can perform more complex searches for inoformation on single-use account orders using advanced search options. Advanced search options provide the ability to filter and sort information.

To perform an advanced query for SUA orders:

1. Do one of the following:
    ■ Select Orders> Query.
    ■ From the Order List screen, click the Advanced link.

2. Enter the appropriate information in the Date Range section.

    a. Select the desired criteria from the Field drop-down list.

    b. Select the desired criteria from the Operation drop-down list . The operation selected allows you to further filter results.

    c. Do one of the following:
        ■ Select the desired criteria in Value drop-down list.
        ■ Enter the desired criteria in the Value field.

            Note: The value filter options available vary based on the field selected.

d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.

- The And operator joins the search criteria and will provide more targeted results.
- The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

3. Enter the appropriate information in the Criteria section

a. Select the desired criteria from the Field drop-down list..

Note: The value filter options available vary based on the field options selected.

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b. Select the desired criteria from the Operation drop-down list. The operation selected allows you to further filter results.

c. Do one of the following:
- Select the desired criteria from the Value drop-down box.
- Enter the desired criteria in the Value field.

Note: To improve query results, enter the minimum amount of characters for the criteria value to identify text fields. (i.e., Type "Banana", instead of "Bananas," "Banana's," "Bananas Inc." or "Banana Store #2342.")

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d. To add additional rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.

- The And operator joins the search criteria and will provide more targeted results.
- The Or operator separates the search criteria from the preceding field(s) and will broaden the search results.

e. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

4. When appropriate, enter the applicable information in the **Hierarchy** section.

   Note: It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user's hierarchy level.

   a. Click the **Add Hierarchy** icon (plus symbol).

   b. Select the Hierarchy ID. Do one of the following:
      - Click the **Hierarchy ID** link to select the Hierarchy ID for the report data from the **Hierarchy** drop-down list.
      - Enter the appropriate data in the **Hierarchy ID** field.

   c. Select the **Include Children** check box to include all levels of hierarchy below the selected hierarchy ID level.

5. Enter the appropriate information in the **Order By** section to view the data in a specific order.

   Note: Ordering information is optional. If an **Order By** preference is not selected, the results are based on default settings .

   a. Click the **Add Order** icon (plus symbol).

   b. In the **Field** drop-down list, select the data you want displayed in order.

   c. Select the **Order Sequence** from the drop-down list.

6. Click **Process** to run the query. Query results will be displayed on the Order List screen.

Working with a Saved Query

There are multiple List screens within PaymentNet from which you may access the query function. The List screen you access is determined by the type of query you wish to perform.

This section explains the following topics:
- Saving an Advanced Query
- Retrieving a Saved Query

- Changing a Saved Query
- Setting a Saved Query as a Default Query
- Deleting a Saved Query

Saving an Advanced Query

You can perform an advanced query and save the results for reference on an ongoing basis.

To save an advanced query:

1. Perform an Advanced Query. The results will display on the List screen.

2. Click the Save Query link located next to the Default Query link. PaymentNet displays a text field.

3. Enter the name for the new Advanced Query in the displayed text field.

4. Click Save. The saved Advanced Query is now available from the Default Query drop-down list.

Retrieving a Saved Query

Once you have performed and saved the results of the advanced query, you can access the query results as needed.

To retrieve a saved query:

1. Navigate to the appropriate List screen.

2. Select the query you wish to retrieve from the drop-down list. The drop-down list is located in the top-left corner of the selected List screen, next to the Default Query link.

Changing a Saved Query

You can change or update the any of the information included in a previously saved advanced query as needed.

To change a saved query:

1. Navigate to the appropriate List screen.

2. Click the Advanced link.

3. From the Query drop-down list, select the saved query.

4. Change the information in the applicable fields as needed.

5. Click Process to update the query.

Setting a Saved Query as a Default Query

You can set a previously saved advanced query as the default query. Setting the saved query as the default allows you to display the results to a commonly referenced query on the List screen. This provides you with quick and convenient access to the results of a commonly referenced query.

To set a saved query as a default query:

1. Do one of the following:
   - Perform an Advanced Query.. See "Performing an Advanced Query" on page 190.
   - Retrieve a previously saved query. See "Retrieving a Saved Query" on page 202.

2. Click the Set as Default Query link. The selected Default Query now displays as the default view each time you access the List screen.

Deleting a Saved Query

You can remove a saved query once it is no longer relevant.

To delete a saved query:

1. Navigate to the appropriate List screen.

2. Select the query you wish to delete. The drop-down list is located in the top-left corner of the selected List screen, next to the Default Query link.

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3. Click the Delete Query link. A message displays asking you to confirm the deletion.

4. Click OK.

9 | Transactions

P aymentNet offers immediate transaction viewing, powerful reallocation capabilities, and real-time updates. A simple check box allows users to indicate reconciliation tasks for each transaction, and custom fields for transactions, accounts, employees, merchants, and merchant category codes (MCCs) provide additional options.

The Transactions module is used to view and manage individual transaction.

This chapter explains the following sections:

- Viewing Transaction Information
- Managing Transactions
- Performing Mass Transaction Updates
- Authorizations and Declines
- Disputes

Viewing Transaction Information

This section explains the following topics:

- Viewing the Transaction List
- Viewing Transaction Details
- Viewing Transaction List Addendum Details
- Viewing the Transaction History

Viewing the Transaction List

The Transaction List allows authorized users to review and manage transactions. The default query for the Transaction List displays transactions within the last 30 days that have not been exported. Data older than 30 days is available by performing a query. If you have created and saved your own default query for the transaction list screen, your new default will display. Tasks you can perform on the Transaction List screen include:

- Viewing Transactions
- Accessing the Transaction Addendum Detail
- Exporting Transaction Data

To view the transaction list:

1. Choose Transactions > Manage to view the list of transactions you are authorized to see.

2. Do one of the following
   - **Review Transactions**. Use the View of Transactions drop-down to control the transactions that display. By default, PaymentNet displays all authorized transactions. You can also use the Query Controls to define the your current view. For more information, see "Performing an Advanced Query - Transactions" on page 196.
   - **View Transaction Details**. Click a transaction to view the transaction details. For more information, see "Viewing Transaction Details" on page 206.
   - **View Addendum Information**. Some transactions include addendum icons. By clicking these icons, you are able to view additional data for the transaction. For more information, see "Viewing Transaction List Addendum Details" on page 207.
   - **Export Data**. The Create Export File button allows you to create a tab delimited text file or XML file of the current View of Transactions. For more information, see "Exporting Files" on page 146.

Viewing Transaction Details

Authorized users may view additional information about the transaction including merchant detail, transaction notes, approvals, and accounting codes.

To view transaction details:

1. Choose Transactions > Manage.

2. On the Transaction List, find the transaction you want to view. Transactions that have not been exported from the last 30 days are listed by default. If you know specific information about the transaction you are looking for, use one of the following query techniques:

   ■ Select either Transaction ID, Account Number, Merchant Name, Approval Status, Post Date, Last Name or Parent Merchant from the New Query field. Enter the first characters or digits of the appropriate field and click Go.

   ■ Use the Advanced link to search for the transaction. For more information on the advanced query feature, see the How to . . . Query for Transactions section.

3. Click on the transaction row to view details of the transaction. The Transaction Detail: General Information tab includes detailed transaction data, such as merchant and settlement information.

   Note: If applicable to your organization, Approvals, Accounting Codes, Transaction Custom Fields and Transaction Notes can be managed on this screen as well.

Viewing Transaction List Addendum Details

Depending on the merchant, additional or addendum detail for a transaction may be passed on to J.P. Morgan. If addendum detail is available, a small icon displays in the Transaction ID column.

1. Choose Transactions > Manage. PaymentNet displays the Transaction List screen.

2. Click the an addendum icon to view additional data for the transaction. Icons include:

   ■ **Purchase Detail.** Displays detailed transaction information.
   ■ **Rental Car Detail.** Displays detailed car rental information.
   ■ **Airline Detail.** Displays detailed flight information.
   ■ **Shipping Services Detail.** Displays detailed shipping services information.
   ■ **Fuel Detail.** Displays detailed fuel purchase information.
   ■ **Temporary Services Detail.** Displays detailed information.
   ■ **Lodging Detail.** Displays detailed hotel information.

   PaymentNet displays the selected addendum information on the **Addendum** tab of the **Transaction Detail** screen.

Viewing the Transaction History

The Transaction Detail - History screen is a read-only list summarizing the last 20 saved changes to a particular transaction using PaymentNet. This history is sorted from the newest to the oldest change.

Note: As with all History pages and reports, up to 24 months of data is displayed.

To customize the dates of the transaction history information, or to save the data, you must run the "Transaction Audit" report.

To view the transaction history:

1. Choose **Transactions** > **Manage** to access the Transaction List.

2. Select the transaction for which you want to view the history. PaymentNet displays the **General Information** tab on the **Transaction Detail** screen.

3. Click the **History** link on the right side of the screen. PaymentNet displays the **Transaction Detail - History** screen.

4. Review the following information:
   - Change Date. Displays the date the transaction was changed. Dates display in the MM/DD/YYYY format.
   - Change Time. Displays the time the transaction was changed. Times display in the HH:MM:SS format.
   - Field Name. Displays the name of the modified field.
   - Previous Value. Displays the value of the field before the change.
   - New Value. Displays the value of the field after the change.
   - Modified By. Displays the PaymentNet User ID of the user who made the change.

Managing Transactions

This section explains the following topics:
- Reviewing a Transaction
- Approving a Transaction
- Splitting a Transaction (Multiple Line)

Reviewing a Transaction

Users with the role of Cardholder can review transactions within their Hierarchy ID and scope.

To review a transaction:

1. Choose Transactions > Manage.

2. On the Transaction List, click the transaction you want to review.

3. Review the transaction to make necessary changes.

4. Select the Reviewed check box on the Transaction Detail: General Information tab.

5. Click Save. The transaction will be marked as review and, if applicable, forwarded to the appropriate approver.

Approving a Transaction

Users with the role of Transaction Approver can approve transactions within their Hierarchy ID and scope.

To approve a transaction:

1. Choose Transactions > Approve.

2. On the Transaction List, click the transaction you want to approve.

3. Review the transaction to make necessary changes.

4. Select the Approval check box on the Transaction Detail: General Information tab.

5. If additional levels of approval are required, select the next approver from the drop-down box.

6. Click Save. The transaction is marked as "Approved" and locked from further editing.

Allocating a Transaction

This topic explains the following tasks:
- Splitting a Transaction (Single Line)
- Splitting a Transaction (Multiple Line)

Splitting a Transaction (Single Line)

To split a transaction (single line):

1. Select Transactions > Manage to display the Transaction List screen.

2. Click the desired transaction to display the Transaction Detail screen.

3. From the General Information tab, select the Chart of Accounts from the Chart of Accounts field in the Accounting Codes section.

4. Enter the appropriate Accounting Code information.

5. Enter the appropriate information in the available field in the Transaction Custom Fields section.

6. Enter applicable information in the Transaction Notes field if needed.

7. Click Save.

Splitting a Transaction (Multiple Line)

To split a transaction:

1. Choose Transactions > Manage.

2. On the Transaction List, click the desired transaction.

3. Click Add Lines on the Transaction Detail: General Information tab.

4. Enter the number of lines or times to split the transaction, including accounting code allocation.

5. Click Add. The new lines are added at the .

6. Click the Expand icon (>) to view the Accounting Codes or Transaction Custom Fields for each line.

Performing Mass Transaction Updates

To perform a mass transaction update:

1. Select Transactions > Manage.

    Note: The user must be authorized to utilize the mass update functionality, from the Role Setup screen.

2. Select the transactions to update. Do one of the following:
   - Perform a Quick Query by selecting the New Query drop-down list, located at the top of the screen.
   - Perform an Advanced Query by clicking the Advanced link, located at the top of the screen.
   - Use a previously created default query from the drop-down list, located next to the Set as Default Query link.

   Note: The number of transactions that can be mass updated at once is limited to 100.

3. Click Mass Update.

   Note: When performing a mass update, changes will be applied to all records in the list screen view. Verify the records that are displayed in the current list screen view are the records you want to update.

4. Select the check box in front the criteria you want to update. Do one of the following:
   - Select the appropriate data from the drop-down lists when applicable.
   - Enter the appropriate data in the applicable fields.

5. Click Update.

6. Click OK.

Authorizations and Declines

This section explains the following topics:
- Viewing Authorizations and Declines
- Viewing Authorization and Decline Details

Viewing Authorizations and Declines

The Authorization and Decline Account List allows authorized users to view activity on specific accounts. This is live data and will display the account activity for the past seven days.

To view authorizations and declines:

1. Choose Transactions> **Authorizations/Declines**. PaymentNet displays the Account List.

2. Review the following information:
   - Account Number
   - Name
   - User ID
   - Account Status

Viewing Authorization and Decline Details

You can viewing the Authorization and Decline List for a Specific Account. This screen displays detailed information about the authorization or decline.

To view authorization and decline details:

1. Choose Transactions> **Authorizations/Declines**. PaymentNet displays the Account List.

2. Select an account.

3. Review the following information:
   - Status
   - Amount
   - Date
   - Time
   - Merchant Name
   - Merchant Category Code
   - Number or reason of the decline

   Note: To refresh the list with up-to-the-minute information, click the Refresh button.

Disputes

This section explains the following topics:

- Disputing a Transaction
- Canceling a Dispute

Disputing a Transaction

To dispute a transaction:

1. Choose Transactions > Manage.

2. On the Transaction List, click the transaction you want to dispute.

3. Click Dispute on the Transaction Detail: General Information tab.

4. On the Transaction Dispute screen, enter your e-mail address.

5. Select a Dispute Reason from the drop-down list.

6. Enter any additional information required for the dispute.

7. Click Submit. An e-mail notification is generated stating that the transaction is being disputed.

   After submitting a dispute, a yellow square indicator appears by the transaction on the Transaction List. A red square indicator signifies the dispute is in process. When the dispute has been resolved, a green square indicator appears.

Canceling a Dispute

To cancel a dispute:

1. Choose Transactions > Manage.

2. On the Transaction List, click on the disputed transaction. The Transaction Detail: General Information tab is displayed.

3. To cancel a dispute, do one of the following:
   - If the square indicator is yellow, click Cancel/Undo.
   - If the square indicator is red, click Mark As Resolved.

4. Click Save. The cardholder then receives a system-generated e-mail stating that the dispute has been resolved.

10 | Reports

A wide range of PaymentNet's real-time reporting options provide your company or organization access to the transaction data needed to manage budgets, monitor spending compliance, support vendor negotiations, and develop business forecasts.

With PaymentNet, you have access to more than 70 comprehensive standard weekly and monthly reports. In addition, you can also create customized reports using the powerful query feature available in PaymentNet.

The Reports menu is used to generate or schedule reports.

This chapter explains the following sections:
- Accessing Report Information
- Managing Reports
- Downloading a Report
- Deleting a Report

Accessing Report Information

PaymentNet offers you a comprehensive list of standard reports and the ability to generate customized reports using the query feature. In addition you can schedule, manage, and download reports.

This section explains the following topics:

■ Viewing the Report List

■ Viewing Report Details

Viewing the Report List

The Report List screen displays the reports available in PaymentNet and is the starting point for generating or scheduling reports. Access to reports is based on the user's role. By default, program administrators will see all reports. For all other roles, the program administrator must authorize users to access reports. The program administrator may also select which reports the user may view. See "Setting Up Reports" on page 65.

To view the report list:

1. Select Reports > Create.

2. From the Report List screen, do one of the following:

   ■ Use the page drop-down list or navigation arrows, located in the top-right corner, to display the appropriate screen.

   ■ Select the applicable report category to filter the list of reports from the Report Type drop-down list, located in the top-left corner. Reports types are categorized as follows:

      ■ All

      ■ My Saved Reports

      ■ Custom

      ■ Administration

      ■ Accounts

      ■ Transaction

      ■ Order (if applicable)

      ■ Merchant

Viewing Report Details

The Report Detail screen allows you to define the data contained in the selected report.

To view the report details:

1. Display the Report List screen. See "Viewing the Report List" on page 218.

2. Click the desired report name. The Report Detail screen displays.

Note: The Report Detail screen is pre-populated with the default filter and sort criteria for the selected report. You may keep the default criteria, delete the default criteria, or add new criteria.

Managing Reports

You can generate standard reports or use the query feature to customize the criteria to include in your report. In addition you can schedule the report to run automatically. Access to reports is based on the user's role. The program administrator must authorize users to access reports. The program administrator may also select which reports the user may view. See "Setting Up Reports" on page 65.

This section explains the following topics:
- Generating a Report
- Customizing a Report
- Saving a Report
- Scheduling a Report

Generating a Report

You can generate a standard report using default criteria.

To generate a report:

1. Display the Report Detail screen. See "Viewing Report Details" on page 218.

2. Select the report format from the **Report Format** drop-down list. Options include:
   - Adobe PDF
   - MS Excel
   - CSV

3. Click the Compress Output checkbox. If the report contains sensitive information this field will automatically default as selected. For reports that do not contain sensitive data you have the option to compress output.

Note: Selecting the Compress Output feature decreases the file size to better facilitate the sending and receiving of files.

4. Click Process Report. You will be directed to the Available Downloads screen to retrieve the report. See "Downloading a Report" on page 222.

Customizing a Report

You can customize a selected report to better fit your information needs. This includes the ability to define the criteria and report name.

To customize a report:

1. Display the Report Detail screen. See "Viewing Report Details" on page 218.

2. Enter the name of the report in the Name field.

Note: Each report name must be unique.

3. Enter the appropriate information in the Criteria section.

Note: The criteria filter options available vary based on the report selected. Selecting at least one criteria when customizing reports ensures the report runs quickly and delivers targeted results.

a. To add rows, click the Add Criteria icon (plus symbol). To run multiple queries that are separate but related in one search, as opposed to performing multiple queries one at a time, select the And or Or operator from the additional row.
   ■ The And operator joins the search criteria and provides more targeted results.
   ■ The Or operator separates the search criteria from the preceding field(s) and broadens the search results.

b. To delete a row of criteria, click the Delete Criteria icon (trash can symbol).

4. Enter the appropriate information in the **Hierarchy** section.

Note: It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user's hierarchy level.

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a. Click the **Add Hierarchy** icon (plus symbol).

b. Select the Hierarchy ID. Do one of the following:
   - Click on the **Hierarchy ID** link to select the Hierarchy ID for the report data from the **Hierarchy** drop-down list.
   - Enter the appropriate data in the **Hierarchy ID** field.

c. Select the **Include Children** check box to include all levels of hierarchy below the selected hierarchy ID level.

5. Enter the appropriate information in the **Order By** section to view the data in a specific order.

Note: Ordering information is optional. If an **Order By** preference is not selected, the results are based on default settings (i.e., most recent post date, alphabetical order).

---

a. Click the **Add Order** icon (plus symbol).

b. In the **Field** drop-down list, select the data you want displayed in order.

c. Select the **Order Sequence** from the drop-down list.

6. Click Save. This allows you to save the customized report to the Report List screen for future use.

Note: Saving the customized report to the Report List screen is optional. You do not need to save in order to process the report.

---

7. Click Process Report. Report results are displayed on the Available Downloads screen. See "Downloading a Report" on page 222.

Saving a Report

You may save a customized report to the Report List screen for future use.

To save a report:

1. Create a customized report. See "Customizing a Report" on page 220.

2. Click Save. This allows you to save the customized report to the Report List screen for future use.

Scheduling a Report

You may schedule reports to run automatically. The scheduled report displays on the Available Downloads screen once it has been processed.

To schedule a report:

1. Display the Report List screen. See "Viewing the Report List" on page 218.

2. Do one of the following:
   - Select My Saved Reports from the Report Type drop-down list located in the top-left corner of the Report List screen, if you have previously saved a report.
   - Click the report to be scheduled.
   - Create a new report. See "Generating a Report" on page 219.

3. Select the Schedule to Run Automatically checkbox.

4. From the Frequency drop-down list, select the one of the following:
   - Weekly
   - Monthly
   - Daily
   - Cycle

5. Select the desired criteria from the Day drop-down list.

6. Click Save. The report is scheduled.

Downloading a Report

Once a report has been processed or scheduled to run automatically, the report displays on the Available Downloads screen.

To download a report:

1. Select Reports > Download.

2. From the Available Downloads screen, click Refresh to update the report status. When the Status column displays as Successful, the report is available for download.

3. Click the Name link for the report you wish to download.

4. In the File Download dialog box, do one of the following:
   - Click Open, to immediately view the report.
   - Click Save, to save the results to your desktop.

5. Verify the report meets your criteria.

Deleting a Report

You can remove any report displayed on the Available Downloads screen.

To delete a report:

1. Select Reports > Download.

2. Select the checkbox next to the report name you wish to delete from the Available Downloads screen.

3. Click Delete Selected. The report is removed from the Available Downloads screen.

11 | Statements and Payments

PaymentNet offers the ease and convenience of accessing statements and making payments online - resulting in reduced paperwork and the ability to submit payments promptly.

The Statement and Payment modules are used to view current and past statements and to initiate scheduling a payment.

This chapter explains the following sections:
- Statements
- Payments

Statements

This section explains the following topics:
- Viewing a Statement
- Printing a Statement

Viewing a Statement

Program Administrators may have rights to view individual statements for other users.

To view a statement:

1. Choose Accounts > Manage.

2. On the Account List, find the account for the statement you would like to view.
   If you know specific information regarding the account you are looking for, use
   one of the following query techniques:
   - Select either User ID, First Name, Account Number, Last Name or Hierarchy
     ID from the New Query field. Enter the first characters or digits of the
     appropriate field and click Go.
   - Use the Advanced link to search for the account. For more information on
     the advanced query feature, see the How to . . . Query for Accounts
     section.

3. Click the Statement icon on the account row. The latest statement is displayed
   for the account.

Printing a Statement

To print a statement:

1. Display a statement. For instructions, see "Viewing a Statement" on page 225.

2. On the Statement Detail screen, click Submit Print Request. Your statement
   opens in your default PDF viewer.

3. Using your PDF viewer, print the statement.

Payments

This section explains the following topics:
- Setting Up Bank Information
- Making a Payment
- Recurring Payments
- Viewing the Payment History

Setting Up Bank Information

To set up bank information:

1. Click the My Profile icon.

2. Select the Bank Information tab.

3. Click Add Bank.

4. Complete the following fields:
    - ABA Routing Number
    - Bank Account Type
    - Bank Account Number
    - Description

5. Click Save.

Making a Payment

Payments can also be created from the Payment List. Click Submit New Payment to create a one-time payment.

To make a payment:

1. Choose Payments > Create.

2.   select the Account Number for which you are making the payment.

3. If more than one bank is set up, select the Bank Description from the drop-down list.

4. Enter the Payment Amount.

5. Enter the Payment Date (MM/DD/YYYY format).

6. Click Submit. PaymentNet displays a message asking you to verify the payment information.

7. Click OK to continue with the payment.

Recurring Payments

This topic explains the following tasks:

- Scheduling a Recurring Payment
- Canceling a Recurring Payment

Scheduling a Recurring Payment

Users who wish to automatically pay the current amount due can use the recurring payment feature.

To schedule a recurring payment:

1. Choose Payments > Manage.

2. On the Payment List screen, click the Recurring tab.

3. Click Schedule New Recurring.

4. On the Payment Recurring Detail screen, select the Account Number for which you are scheduling the payment.

5. If more than one bank is configured, select the Bank Description from the drop-down list.

6. Select when the full payment will be scheduled:
    - Pay in full on due date
    - Pay on last day of billing cycle

7. Click Save. PaymentNet displays a message asking you to verify that payments will be made on an ongoing basis.

8. Click OK to continue with the scheduled payment.

Canceling a Recurring Payment

To cancel a recurring payment:

1. Choose Payments > Manage.

2. On the Payment List screen, click the Recurring tab.

3. Select the recurring payment you want to cancel.

4. On the Payment Recurring Detail screen, click Delete. A dialog box appears stating that the pending payments associated with the recurring payment may not be impacted by canceling the recurring payment.

5. Click OK.

Viewing the Payment History

To view the payment history:

1. Choose Payments > Manage.

2. On the History tab of the Payment List, a summary of past payments is listed.

3. Select the payment row to view more information regarding the payment. A read-only version of the Payment Detail screen is displayed showing more information regarding the payment.

12 | Single Use Account Orders

S ingle-use accounts are based on a purchasing card platform, but rather than a traditional plastic card, each single-use account is a "virtual card" with a unique account number. This unique account number allows every single-use account to be tied to a specific transaction or purchase document (such as a purchase order or invoice).

The Orders module is used to create a new or modify an existing Single-Use Account Order.

This chapter explains the following sections:

- Querying for Orphaned Transactions
- Viewing SUA Order Information
- Creating an SUA Order
- Editing an SUA Order
- Reconciling SUA Orders
- Creating Merchant SUA Order E-mail Messages

Querying for Orphaned Transactions

To query for orphaned transactions:

1. Choose Orders > Query.

2. In the Criteria section, enter the specific data in the fields provided for the three criteria as described below. (To create the second and third rows of criteria, click the Plus (+) icon at the end of each row. For this example, the Add/Or operator should remain And to provide the targeted results.)

   ■ Criteria 1

      a. Field = Order ID

      b. Operation = Is Equal To

      c. Value = Blank or null

   ■ Criteria 2

      a. Field = Settlement Method

      b. Operation = Is Equal To

      c. Value = ExacTrac Account

   ■ Criteria 3

      a. Field = Begin Date

      b. Operation = Is Between

3. Value = Enter date range in MM/DD/YYYY format

4. Click Process to run the query.

   Note: You can save a query for use later. For more information, see "Working with a Saved Query" on page 201.

Viewing SUA Order Information

The Order List screen displays all created orders within your scope-of-view. The Order List screen also allows you to initiate creating a new order.

This section explains the following topics:

■ Viewing the SUA Order List

- Viewing SUA Order Details

Viewing the SUA Order List

The Orders List displays all created orders that the user has access to view.

To view the SUA list:

1. Choose **Orders** > **Manage**. PaymentNet displays the **Order List** screen.

Viewing SUA Order Details

The Order Detail screen displays additional information regarding a specific order. Existing orders may be modified using the Order Detail page. From this screen, you may also access orders that have been successfully saved and are eligible for reconciliation. To view reconciliation data, see "Reconciling SUA Orders" on page 235.

To view SUA order detail:

1. Choose **Orders** > **Manage**. PaymentNet displays the **Order List** screen.

2. Select an existing order. PaymentNet displays the **Order Detail** screen.

3. Click the **Order** tab.

4. Review the following fields:
   - **Requester Name.** This field is a read only field that defaults to the Name (Last, First) of the logged-in User for manually created orders.
   - **Merchant.** This field displays the Merchant name for the Order. The field accepts up to 20 alphanumeric characters.
   - **Begin Date.** This field is a required and indicates the date that the order will become active. The field accepts numbers in the MM/DD/YYYY format only. When the Settlement Method is a Single Use Account this is the activation date of the account number. Once the user has saved the Order, this field remains editable.
   - **End Date.** This is a required field indicating the date that the order will no longer be active. The date entered must be after the Begin Date. The field accepts numbers in a MM/DD/YYYY format only. When the Settlement Method is Single Use Account, this is the date that the account is no longer

available for use and will be recycled. Once the user has saved the Order, this field remains editable.

- **Settlement Method.** This field displays the pre-defined settlement method. Where only Single Use Accounts are applicable, this field is a display field. This is a required field.

- **Account Number.** This field is a required field that displays a system assigned Account Number associated with the Order. Because Single Use Account is the only Settlement Method, this field will remain blank and read only until users click the Save button and submits the Order. Then the screen will refresh and the system will display the newly generated account number here. Once the user saves the Order, this field is read only and cannot be edited. The Account Number field label is a hyperlink to the account details screen when the User has privileges for the Account Details Controls page and the Order status is active.

- **Security Code.** This field contains the CVV/CVC value (Card Verification Value or Code) and account information security information.

- **Account Pool.** This field is a required field that identifies the Account Pool ID and the Account Pool description for the order. When a user is creating a new order, the drop-down list contains the Account Pool ID values available to the user based on the user's Role and Scope of View. Upon selecting a single Account Pool ID value from list, the screen automatically refreshes and updates the Account Pool information for the order. Once the order is saved and an account number and order ID are assigned to the Order, the Account Pool fields are read only fields and the Account Pool ID and Description are unchangeable.

- **Merchant.** This field displays the Merchant name for the Order. The field accepts up to 20 alphanumeric characters.

Creating an SUA Order

Users must be given access to create Single Use Account orders online. To give an employee the role of Order Requestor, see "Assigning or Changing Access Roles" on page 130.

To create an SUA order:

1. Choose **Orders > Create.**

2. Select the **Account Pool** from the drop-down menu.

3. Complete the required fields: Begin Date, End Date, MCC Group, Order Tolerance, Description, Number of Units and Unit Price.

4. Complete additional fields, if needed.

5. Click Save. The new Single Use Account Number and expiration date will appear in the Account Number field.

Editing an SUA Order

If an order is still active or has not been reconciled, you can adjust the values on the Order Detail page. The user may create orders or make manual changes to the order using this page.

The Order Detail page for existing orders is similar to the page for creating an order but many of the fields and options change once an order is created and saved. The Reconciliation tab is enabled for existing orders.

Note: An order cannot be modified once it has been automatically reconciled, manually reconciled, or deactivated.

To edit an SUA order:

1. Choose Orders > Manage. PaymentNet displays the Order List screen.

2. Select an existing order. PaymentNet displays the Order Detail screen.

3. Click the Order tab.

4. Edit the fields as necessary.

Reconciling SUA Orders

This section explains the following topics:
- Manually Reconciling an SUA Order
- Automatically Reconciling SUA Orders

Manually Reconciling an SUA Order

Reconciling will close out an order and suspend the account attached to that order. After an order has been reconciled, you will no longer be able match transactions to the order.

To manually reconcile an SUA order:

1. Choose Orders > Reconcile. PaymentNet displays a list of orders that have not been reconciled to date.

2. Click the Order ID for the order you want to manually reconcile. PaymentNet displays the Order Detail screen.

3. Click the Reconciliation tab.

4. Select Reconcile from the Order Status drop-down menu.

5. Click Save.

6. Click OK to continue to manually reconcile the order.

Automatically Reconciling SUA Orders

To automatically reconcile SUA orders:

1. Choose Administration > Hierarchy > Settings > Order.

2. Enter the default Hierarchy ID in the field or click on the Hierarchy ID link and select the Hierarchy ID from the pop-up window options.

3. On the General Information tab, select the Override inheritance check box.

4. Select the Allow auto-reconciliation box to automatically match transactions with orders information.

5. Click Save.

Creating Merchant SUA Order E-mail Messages

To create merchant SUA order e-mail messages:

1. Choose **Administration** > **Hierarchy** > **Settings** > **Order**.

2. Enter the default Hierarchy ID in the field or click on the Hierarchy ID link and select the Hierarchy ID from the pop-up window options.

3. On the **Merchant E-mail** tab, select the **Override inheritance** check box.

4. Select the **Enable merchant e-mail notification** check box.

5. Enter the e-mail address in the **From** address field. Do the same in the CC address field, if applicable.

6. for your e-mail in the **Subject** field.

7. Type the message in the Message **introduction** field.

8. Select the Order **Fields** you want to include in the e-mail by selecting the field under the **Available Columns** list. Click the **Add** button to move the field into the **Selected Columns** list. You can remove fields from the **Selected Columns** list by clicking the Remove button.

9. Enter a message to follow the Order **Fields**, if applicable, in the Message **closing** field.

10. Select the check boxes for the Notifications you want to include (i.e., On order create, On order activate or On order change).

11. Set up a Reminder by clicking the **Plus** (+) button and selecting from the **Reminders** drop-down. You can then customize the timing of the reminder.

12. Click Save.

g | Glossary

ABA Routing Number
The American Bankers Association (ABA) routing number is a nine digit bank code, used in the United States, displayed on the bottom of negotiable instruments such as checks. The routing number identifies the financial institution on which the check was drawn.

Allocate

Central Bill

Chart of Accounts

CVC (Card Verification Code)

CVV (Card Verification Value)

Hierarchy

Hierarchy ID

Mapper

Merchant

Merchant Category Code (MCC)
A Merchant Category Code (MCC) is a four-digit number assigned to a business by MasterCard or VISA. The MCC is used to classify the business by the type of goods or

services it provides. In the United States, it can be used to determine if a payment needs to be reported to the IRS for tax purposes.

Merchant Category Code Groups (MCCG)

Module

Orphaned Transactions

Query

Reconcile

Role

Single Use Account (SUA)

Split

Transaction

i | Index

J.P.Morgan