WASHINGTON STATE UNIVERSITY

For online help visit **go.wsu.edu/pcard**

PaymentNet 4

WSU Day 1 Guide

Created by:

The Washington State University Purchasing Card Administration team in conjunction with the Accounts Payable, Travel, and J.P. Morgan & Chase teams.

Version 1.07
Last Revision: 02/14/2014

PaymentNet 4 Day 1 Guide

The following guide is a series of handouts to help you get up and running on your first day with PaymentNet 4. This guide will contain some detailed notes about common Reconciler tasks along with web links to WSU resources as well as links to the JPMC PaymentNet 4 Help pages, which are pre-populated with a vast array of guides about using the new system.

Do not print this document out. It is best viewed digitally, as hyperlinks will not be visible or usable if it is printed.

Table of Contents *(CTRL+click on any title to be taken to that section)*

- **Purchasing Card Administration Information** (page 2)
- **How to Login** (page 4)
- **How to Process a Pcard Transaction** (page 9)
- **How to Query** (page 18)
- **How to Run a Report** (page 25)
- **System Specifications** (page 27)
- **PaymentNet 4 Information Verification** (page 28)

Purchasing Card Administration Information

If you have any questions or concerns, we have a team of helpful resources to assist you.

Your Purchasing Card Administration team consists of:

Name: Jeff Senkevich
Title: Program Specialist 2
PH: (509) 335-9527 [Direct]
PH2: (509) 335-3541 [Dept.]
Email1: jeff.senkevich@wsu.edu [Direct]
Email2: purchasing.card@wsu.edu [Pcards]
Email3: purchasing.mail@wsu.edu [Dept.]
Duties: Pcard inquiries, changes, applications, closures, trainings, and general questions.

Name: Patty Gropp
Title: Associate Director
PH: (509) 335-3582 [Direct]
PH2: (509) 335-3541 [Dept.]
Email1: gropp@wsu.edu [Direct]
Duties: Pcard Program supervision.

Your Accounts Payable/Travel team consists of:

Name: Sean Dinius
Title: Fiscal Analyst 1
PH: (509) 335-2010 [Direct]
PH2: (509) 335-2060 [Dept.]
Email1: sean_dinius@wsu.edu [Direct]
Duties: Purchasing Card Accounting.

Name: Gerik Kimble
Title: Fiscal Manager
PH: (509) 335-2041 [Direct]
PH2: (509) 335-2060 [Dept.]
Email1: gerik_kimble@wsu.edu [Direct]
Duties: AP Manager.

NOTE: Contact Button

In PaymentNet 4 there is a quick reference button that will show you all of your Program Administrator information whenever you wish to view it. Just click on the icon in the top right corner. See below for an example.

Your Program Administrator is

Jeff Senkevich
French 220
PO Box 641020

Pullman, WA 991641020
USA

(Home)
(509) 335-9527 (Work)
(509) 335-7765 (Fax)
(Pager)
jeff.senkevich@wsu.edu

For assistance, please contact your Program Administrator.

For JPMC Cardholder Support, please call:

Toll Free: 1-800-316-6056

Collect: 847-488-3748 (Outside the US and Canada)

Bank Contact Information

- If you need to contact the bank for any reason (Such as: Fraud found, ADMIN not available, etc…) please call the following phone number: **800-270-7660**

- JPMC will prompt you to provide a call-in code in order to speak with them.
    - Please contact the WSU ADMIN to receive your call-in code.

- If asked for an address, all WSU Pcard users need to provide the billing address stated below:

French 220
PO Box 641020
Pullman, WA 99164-1020

Helpful Links:

- Online Tutorial
    - Goes to a WSU recorded video that will walk you through:
        - Logging-in
        - Verifying Account info
        - Reconciling Transactions (including splits)
        - Setting a default query
        - Help Guide info.
- General Questions or having any troubles?
    - To let us know of any questions or issues found, follow the link to a quick online tool to give us feedback.
- WSU PaymentNet 4 Homepage
    - For general info about PNet4
- WSU Travel Homepage
    - For info about PNet4 and the CTA Travel program
- WSU PaymentNet 4 FAQ
    - Frequently Asked Questions and answers about PNet4
- PaymentNet 4 Tech Issues
    - For any issues with your computer running PNet4, especially Java.

Back to Table of Contents

How to Login

This Handout Covers:

- PaymentNet 4 Website
- Logging In
- First Time Logging In
- Registering the PC with an Access Code
- Logging Out

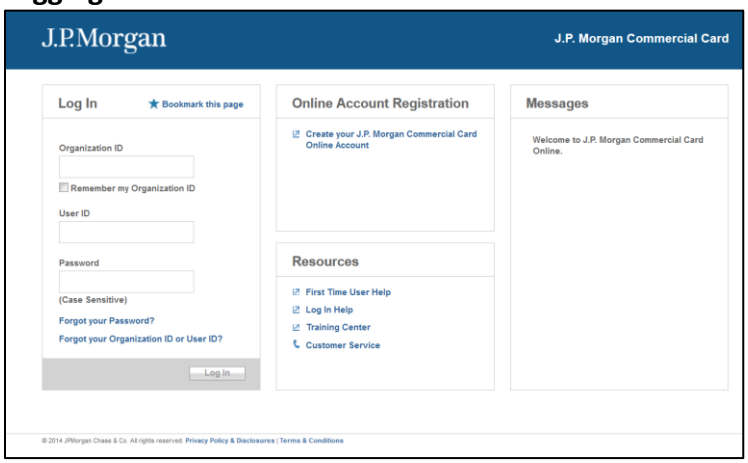
PaymentNet 4 Website

www.paymentnet.jpmorgan.com

- Bookmark this page

NOTE: It is recommended to only use Firefox as your web browser to run all PaymentNet 4 tasks.

Logging in



Organization ID = SEE BELOW

- us00922 (contains zeroes - not the letter “o”; it is not case sensitive)
  - For the Pcard program
- us01412 (contains a zero - not the letter “o”; it is not case sensitive)
  - For the CTA program

User ID = Your WSU ID Number

- This is new to PNet4 as a naming convention (i.e. first initial + last name) was previously used in Legacy.
- Length of time a USER ID can be inactive before it stops working = 185 days

Password = Use the password you created after your initial login

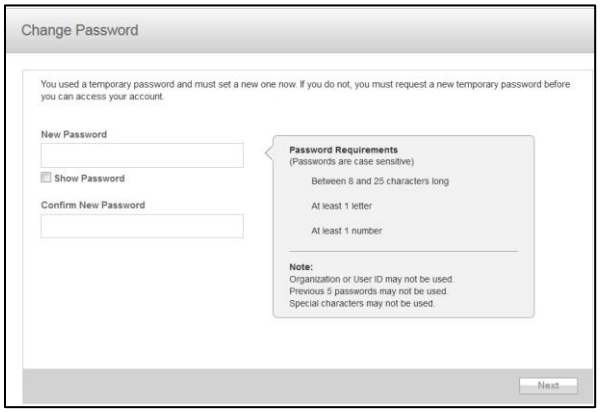
- This field is case sensitive.
- The system will remember the last 5 passwords used/saved, so you will need to change to a different password each time
- You are allowed 3 attempts at logging into a User ID. Any more than that and the system will lock the User ID out, and you will need to contact the Pcard ADMIN team to reset it.
- If this is your first time logging in, use the provided temporary password for your initial login.
  - If successful, you will be immediately taken to a Password Reset screen to make a new password.
    - See **First Time Logging In** below for details.
- Trouble?
  - At the bottom of the login screen there are links for forgotten passwords and/or User IDs.
  - For any other issues, please contact the Purchasing Dept with Questions/Errors **HERE**

IMPORTANT NOTES:

- If this is not your first time logging in, you will now be logged into PaymentNet 4 at this point and should see the Welcome Page.
- *Access code* - You may be prompted to input an **Access Code**.
    - For details see **Registering the PC with an Access Code**

First Time Logging In

Step 1 – Generate a New Password



Password requirements - Your new password must:

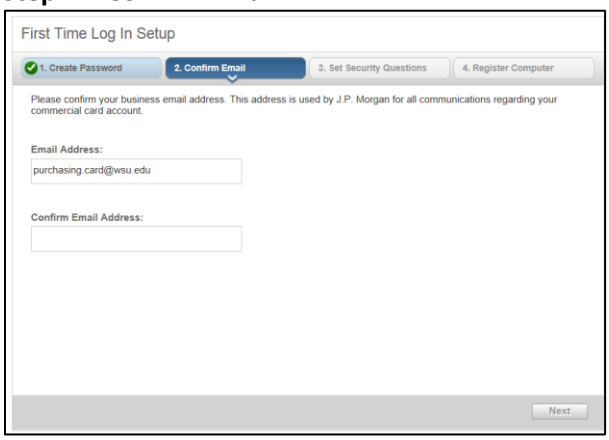
- Contain 1 letter
- Contain 1 number
- Have no special characters (i.e. *#_!@)
- Be between 8-25 characters long
- NOT be one of the last 5 passwords used for this User ID.

NOTES:

- Once issued, a temporary password will expire in 90 days if not used.
- If for any reason you do not finish the login process when using a temporary password (i.e. PC shuts off, leave your station, browser times out, etc…), then the next time you try that password, it will fail. The system will not allow you to login with a temporary password that has had a previous attempt on it.
    - You will need to have your password reset by the Pcard ADMIN team.
        - Send an email requesting this to: purchasing.card@wsu.edu

If successful, a screen will show up to confirm this. 'Continue' on to **Step 2**.

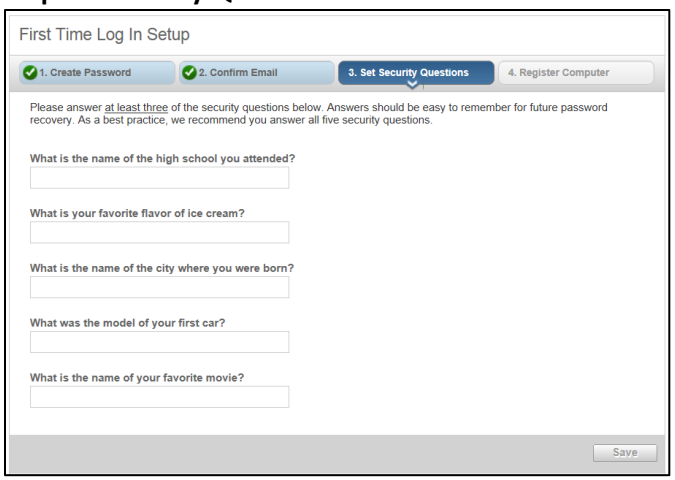
Step 2 – Confirm Email



System will ask you to verify if it has the right email address for contacting you.

- This is the email address all system notifications (including password resets) will go to, so ensure it is yours and 100% correct.
    - This should be the person who is logging in's Email (i.e. Reconciler, Approving Official, Auditor, etc…)
    - Please do not use a public domain email address from a department; use a personal WSU email address.
- Retype the address in the empty box and click on 'Next' to go to **Step 3**

Step 3 – Security Questions

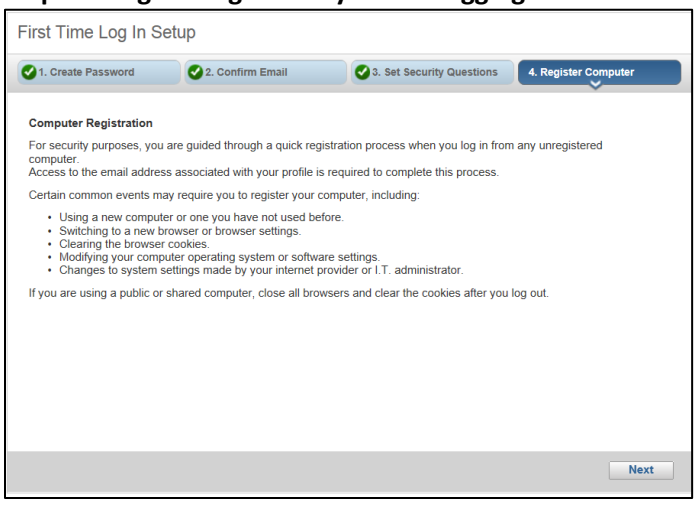


System will ask you to provide answers to 5 questions.

- Only 3 of the 5 questions need to be answered at this point in time, but answering all 5 is recommended.
- Responses are case sensitive. Be mindful of how you type it in.
- These can be edited in your PNet4 Profile, so these decisions are not set in stone in case you want to change any responses at a later time.
- These same questions will be asked of you later in case you forget your password.
    - When asked for these answers during a lost password situation, you will be asked for responses to any 2 questions that answers exist for.

When finished, the screen will recap your answers for verification. If everything looks correct, click 'Next' to go to **Step 4**.

Step 4 – Registering the PC you are Logging in with



Each computer you use to access PaymentNet 4 will need to be registered once during the login process.

- This step does not involve any action other than clicking on 'Next'.
- Upon subsequent logins you may be asked to do this step over again through an *Access Code*.
    - For details see **Registering the PC with an Access Code** below

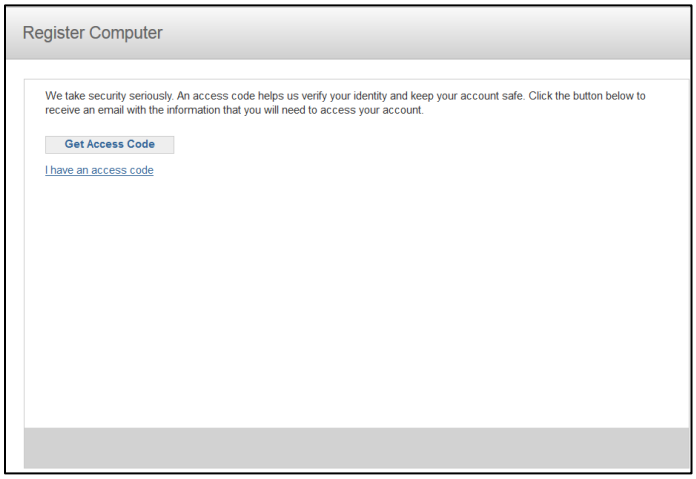
If successful with the First Time Log In process, a screen will show up to confirm this fact. Click on 'Get Started' to. You should now be back at the initial login screen and will need to login with the password you just created, and on the computer you just verified. Go back to the beginning of this Handout (**How to Log in**) for help on logging in from this screen.

Registering the PC with an Access Code

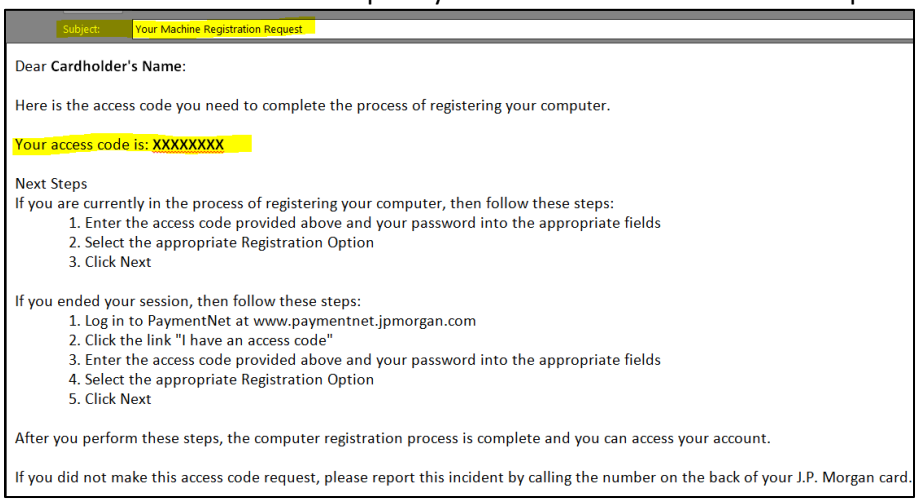
If you have logged into the computer you are currently using once before and have also done any of the following:

- Have logged in on another machine with the same User ID you are using on this machine
- Are using a different web browser (i.e. IE ➔ Firefox) from one you have already verified
- Have cleared your cache/cookies from your browser

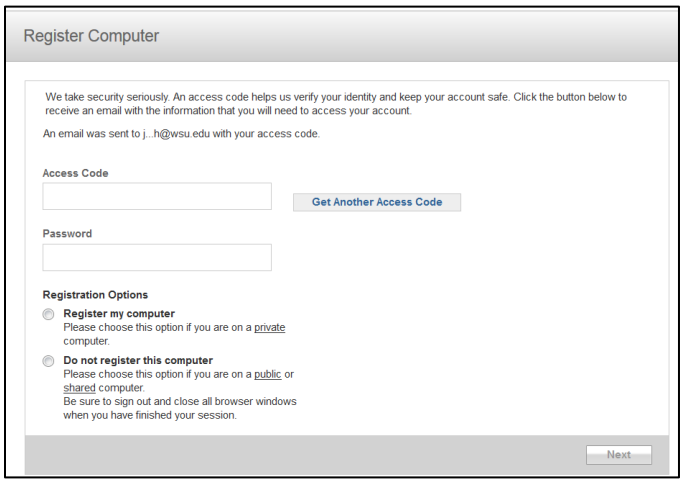
You may be prompted to input an **Access Code**



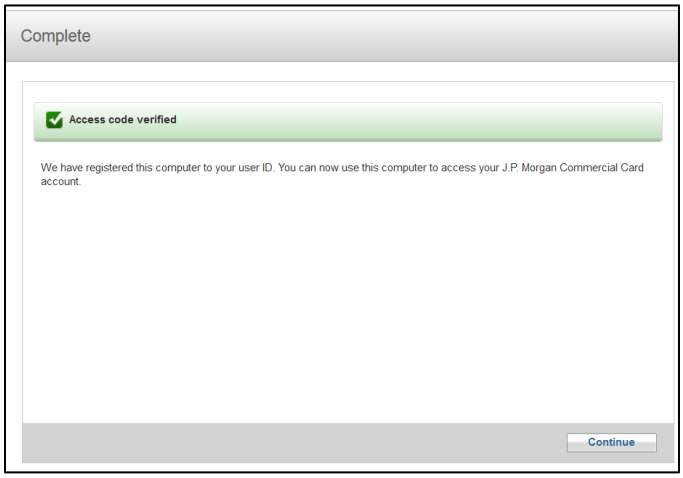
Click on 'Get Access Code'. This will cause an email to be immediately sent to the email on file in PNet4 for your User ID. This email will contain the temporary Access Code to be used. An example can be found below of this email.



Take this code back to the screen that PaymentNet 4 should now be on (see below) or if you need to login again, notice on the first screen shot there is a link that says "I Have an Access Code". Input the code as shown in the email, use your normal PNet 4 login password, then choose the appropriate final box, and finally click on 'NEXT' when you are ready.



This should finish the process, and you should see a screen to confirm this fact.



Click 'Continue' to be fully logged into PNet4.

Logging Out

Always log out when done, do not just close the browser. Use the 'X' icon in the top right corner of the program.

This will ensure that your access cannot be used to look up information after you have stopped using the site. If you just close the browser, your access can possibly be hijacked and compromised.

JPMC Links on Topic:

- Logging in - Quick Reference Guide (all-inclusive guide)
- Logging in for the first time
- Logging in with a temporary password
- Logging In from an Unregistered Computer
- Forgot Your Password?
- Computer Registration

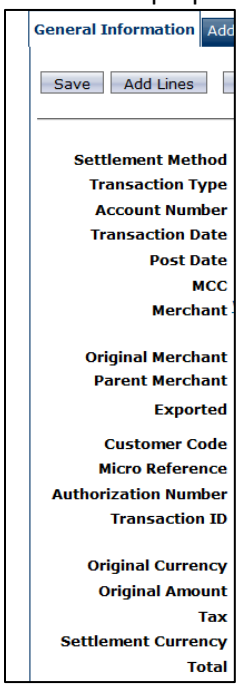
Back to Table of Contents

How to Process a Pcard Transaction

Reconciling is the act of adding detailed information about a Purchasing Card (Pcard) transaction in PaymentNet (PNet), ending with it being marked as ready to be processed by Accounts Payable (AP) in order to be expended to one's budget. Below is a field-by-field guide of every notable field found in the reconciliation process. Begin by logging into PNet4, going to the "Transactions" tab, and clicking on any transaction to see the "transaction details".

IMPORTANT NOTE: Always save after each and every action in PaymentNet 4! Any information typed into any field in PaymentNet 4 needs to be followed up by clicking on 'SAVE' immediately afterwards. If you click on any link or navigate away from the page you are on before you use the 'SAVE' button, all information inputted before the last time the file was saved will be lost.

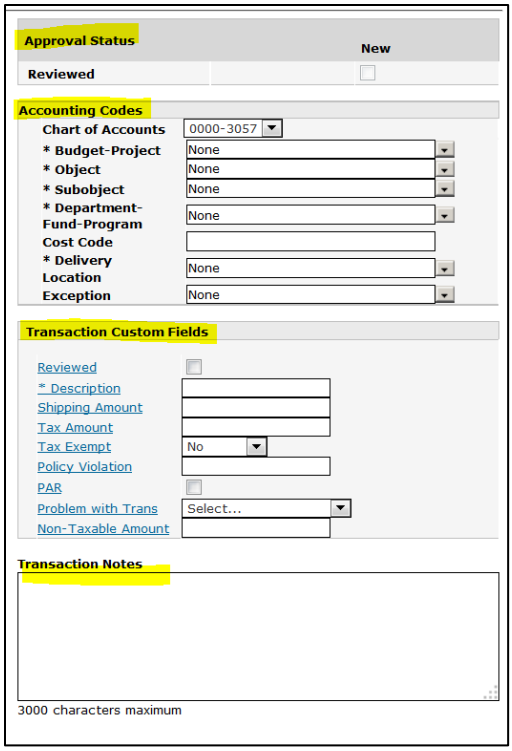
Info on Left-Side Fields (most are same as in Legacy):
These values come from the merchant and cannot be changed in PaymentNet by the Reconciler. They are for information purposes only, and the noteworthy fields have additional information below.



- Account Number = Pcard Card Number.
  - Only the last 4 digits should be visible. The rest should be masked by "*".
    - If this is not the case, please contact the Pcard ADMIN team immediately.
- Transaction Date = Date the transaction occurred with the merchant, and is still pending approval.
- Post Date = Date the pending transaction cleared the bank's approval process and was then available in PaymentNet to reconcile.
- MCC = Merchant Category Code, used to identify the type of business the merchant is.
- Merchant = Name of the business may be hyperlinked and be clicked on for more details.
- Exported = System field that, if checked, shows whether the transaction has been pulled by AP to process or not.
- Transaction ID = unique identifier used to locate this exact transaction.
  - The middle 6 digits of the PNet4 Trans ID# is the Trans ID# from our AIS-BALANCES system, with the left 4 digits and the right 3 digits both removed (i.e. AIS Trans ID# U123456 = PNet4 Trans ID# 0000**123456**001).
    - You no longer need to add a "one" in front of the AIS number to convert it to a PaymentNet ID# as we had to do in Legacy.
      - i.e. In AIS = U123456, in Legacy = **1**123456, but now in PNet4 = 0000123456001

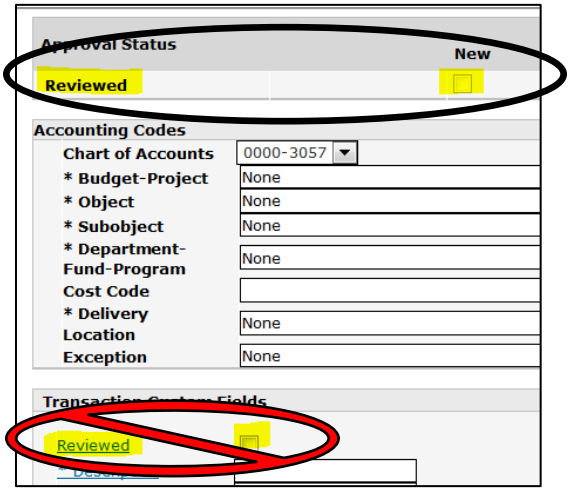
        - Currently (FEB 2014) the AIS number will not work as the middle 6 numbers of the PNet4 ID#. This is because the numbers currently in AIS are from Legacy still. PNet4 needs to run for a period of time and as transactions from PNet4 are reconciled and then expensed into AIS, those transaction IDs will slowly trickle through the system. Once transactions have begun populating the AIS system with the IDs from PNet4, you will be able to use them to look up transactions back up in PNet4.
            - You can spot Legacy AIS numbers as they will be in the 200,000 number range currently, and be somewhat sequential.
            - The new PNet4-AIS ID numbers WILL NOT be sequential in AIS any longer. It will look like a randomly generated number.
            - All transactions in PNet4 will be assigned new ID numbers. This means if you run a Reconciliation report in PNet4 for JAN 2014, and compare it to the one you got from Legacy before the migration – the transactions will all have completely different Transaction ID numbers.
- Original Currency = the currency the transaction was conducted in.
    - If anything other than USD (U.S. Dollars), you may see a difference in the amount shown on this transaction and the final amount in AIS, due to exchange rates and the time it takes a transaction to post. This is normal and only needs accounted for in the Transaction Notes in PNet.
- Tax = Tax charged as reported from the merchant

Info on Right-Side Fields:
These are the fields that Reconcilers must enter to complete the information needed to identify and expense the transaction.

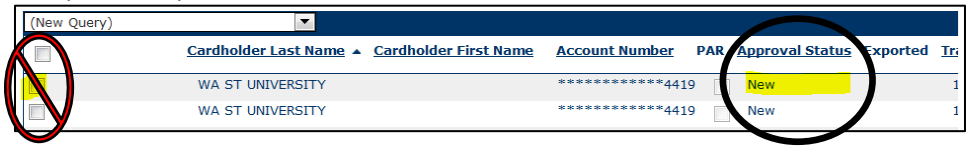


- **Approval Status**
    - "Reviewed" = 'new' checkbox, used by the Reconciler to indicate that the transaction needs no more changes and is ready for AP to expense to the identified budget.
        - Once the "Reviewed" box is checked and saved, the status will change from 'New' to 'Approved'. Once it says 'Approved', it is completed.

- This is to be checked only when the transaction is 100% completed. Do not make adjustments to the transaction once you mark it completed.
- This takes the place of the 'Reviewed' box that was used in Legacy to finalize transactions. The old box is still visible on the "Transaction Detail" screen but is no longer usable by Reconcilers.



- On the left side of the "Transaction View" screen, there is also a check box. This is used to select transactions used for tasks like Exporting, which are not needed to reconcile a transaction and has no bearing on the Approval Status being marked as "approved" or not. This is especially important to note because this selection box is exactly where the old "reviewed" box in Legacy was previously located on the screen.



- **Accounting Codes** (Only allowable codes will be shown in each field)
  - Chart of Accounts = WSU Financial Info, listed in Budget blocks. Choose the block that contains the Budget Number Range you will be using (i.e. Budget 1111 is in block 0000-3057).
  - Budget-Project = Will only show Budget Project combinations allowable based on the Chart of Accounts Block selected in the above field.
    - Shows as a single numerical string (i.e. Budget 0000 and Project 1111 show as 00001111) as well as a description of the account following the number.
  - Object = a two digit code that identifies the type of purchase category being used.
  - Subobject = a two letter code that further identifies the type of purchase sub-category being used.
    - The drop-down list will only show the first page of results. To get the value you want – start typing it by the Object number first (list is denoted in this style: Object 03 with Subobject AA = 03AA in this list) and the rest should auto-populate with the options that are available.
      - You need to know the code before you attempt to enter it here. If the code is not on the first page of results, there is no way to look at anything else by view alone. You need to type in the code you want in order for it to auto-populate from there. You will not be able to search for a code in this system.

        - You should look up a Subobject code before you use it. You can find a searchable Subobject tool at: http://purchasing.wsu.edu/Object-SubobjectCoding.html
    - Do not contact the Pcard ADMIN team about what code to use for your purchase. This is a matter best resolved between the Approving Official for your Pcard and the WSU Controller's Office.
- Department-Fund-Program = Each Budget-Project combination exists in conjunction with a number/letter identifier (Fund/Sub-Fund). This serves to classify the type of funds being used (i.e. 17A = discretionary funds).
    - Will show up as the identifying Number/Letter code, along with a description next to it.
- Cost Code = Not a mandatory field, used only for informational purposes to identify transactions later in AIS.
    - This field should not be used unless you are familiar with it and know what coding is accepted.
- Delivery Location = Tax location; this should be the name of the city that the item/service being purchased is ultimately being sent to or will be used at, NOT solely where it was purchased.
    - This field is entered by the Tax Location code first and then the name of the city (i.e. Pullman = 3812 Pullman). If you enter the city name first, it will not work.
    - You will need to look up the Location Code once before using this field. This number will not change over time, so once it is located, keep the information obtained nearby for ease of use in future transactions.
        - To lookup the Location Code for your city, use this **Location Guide** found on our PNet4 Guides webpage.
    - We are only tracking Delivery Locations inside the state of Washington for sales tax purposes. If the Delivery Location is one that is outside of the State of WA, choose "NOWA" (Not WA State) from the drop down selection.
        - No notes need to accompany this selection. You do not need to denote the Delivery Location city, state or country if using "NOWA".

- **Transaction Custom Fields**
    - Reviewed = used only by AP to show they have reviewed this transaction and are now expensing it to the budget. This field is not usable by the Reconciler.
        - This was the field in Legacy used to mark a transaction complete, but in PNet4 that is now done by the Reconciler in the "Approval Status" section instead.
    - Description = A detailed description of the item/service being purchased
        - This should show what the item is, not how it's being used. Notes on how it's being used belong in the "Transaction Notes" section.
        - This is a character delimited field (50 char)
        - Field can be queried, so you can use text that supports this (i.e. put a part number in this line so you can search for it later)
    - Shipping Amount = Repeat the Receipt; enter whatever the receipt reports as paid in Shipping.
    - Tax Amount = Repeat the Receipt; enter whatever the receipt reports as paid in Tax.
    - Tax Exempt = Only mark this "Yes" if you are sure the item/service being purchased is excluded from tax
        - Unlike most universities Washington State University is not a tax exempt institution. All purchases that are normally taxed, should still be taxed.
    - Policy Violation = Optional open text field. This is used by the Reconciler to send an explanation to AP/ADMIN of a known policy violation with the transaction in question.
    - PAR = stands for Program Administrator Review. This is a checkbox used by AP to indicate to a Reconciler that the transaction has been reviewed by AP/ADMIN and they have found an issue with the transaction.
        - This is used in conjunction with the "Problem with Trans" box.

        - This will primarily be used when AP/ADMIN team finds an issue with a transaction. They will check the "PAR" box and fill out the "Problem with Trans" box with details on the issue. The transaction is then sent back to the Reconciler to correct the error.
        - The Reconciler should be on the lookout for any transaction with a checked PAR box, as this requires their immediate review and some kind corrective action to be taken.
        - Once the issue has been fixed, the 'PAR' box should be unchecked by the Reconciler. By doing this, the transaction will again get sent to AP for processing into the budget when the next set of transactions is processed each day.
            - As long as the PAR box is checked, the transaction will not be processed by AP.
        - If you Split a transaction, the 'PAR' box is only viewable on the line item detail of that transaction. You will not be able to see it from the "Transaction View" page. If you split a transaction and approve it, and then still see it on your list after a couple days - go into the "Transaction Detail" screen and see if AP marked the 'PAR' box for your review.
    - Problem with Trans = This is locked and cannot be used by the Reconciler. This is an open notes field used by AP/ADMIN to communicate specific text information to a Reconciler that the identified transaction has an issue that needs correcting.
        - See the 'PAR' section above for more details.
    - Non-Taxable Amount = Optional field, allows you to designate any amount from the total transaction amount listed that is tax exempt. This would only apply if only a portion of the total charge falls under this designation and both are being charged to the same Chart of Accounts.

- **Transaction Notes**
    - Use this for passing along any information about the transaction.
    - This is a character delimited field (3000 char)
    - Transaction Notes are recommended for:
        - Denoting any discrepancies in the data showing
        - Denoting any Purchasing Approved Exception Requests involved in this purchase
            - This should be done for each transaction connected to an Approved Exception Request, even if it is an Ongoing Exception Request.
        - Describing how an item was used
        - Passing along any info you want ADMIN/AP/AUDIT to know about
        - Fraud Case details
        - PayPal transactions
            - These often have too little information in PaymentNet due to the way PayPal passes along merchant information. It is a good idea to use the Transaction Notes to fill in the gaps of missing information (i.e. Merchant name, product description, etc…).
        - Dispute Case details
        - Notes from AP/ADMIN may also appear here.

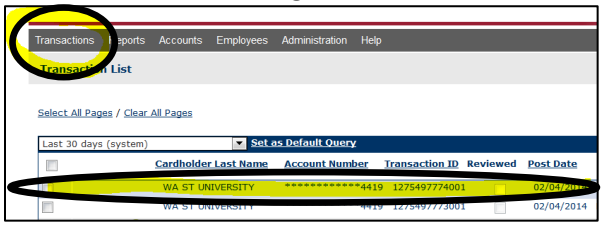
IMPORTANT NOTE: Reconciler's Email/Out of Office

- The Reconciler's email address is the primary point of contact for Accounts Payable (AP) to reach out to in case any issues are discovered with a transaction sent in for processing (i.e. it was marked as "reviewed").
- If the Reconciler will be away from their computer or job for any extended period of time (i.e. a few days or more), please be sure to use the Outlook "Automatic Replies" feature under: Outlook ➔ File ➔ Info ➔ Automatic Replies.
    - Please ensure the Out of Office message contains alternate contact information.
        - This ensures that when you are away, that AP has someone they can communicate with about any issues found with transactions.
            - Some issues require Urgent/ASAP responses (i.e. Fraud)
        - Failure to do this will mean issues with your transactions go unresolved, while also making it look like communication requests are being ignored.

Splits

Splits are a way to divide one transaction into many sub-transactions. This is typically done when a purchase needs portions of the total price to be expensed to different Budget-Project numbers.

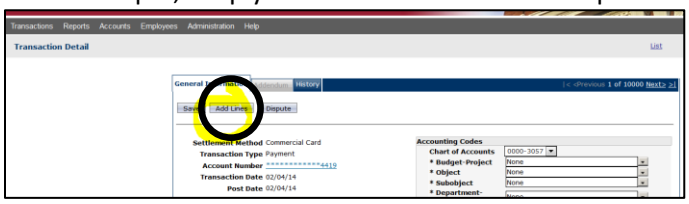
To Split a transaction, begin by viewing the transaction from the "Transaction List" page (you can 'Manage' or 'Query' to bring the transaction up). From there click on the transaction you would like to split in order to be taken to the "Transaction Details" Page of that transaction.



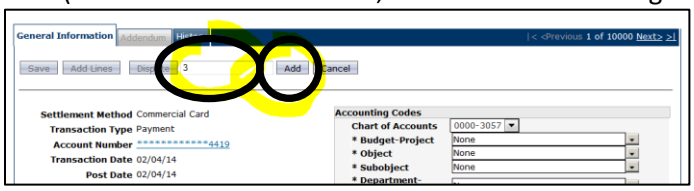
From the "Transaction Details" page, you have a choice to make before initiating the split. The choice revolves around the question: do all of the sub-transactions need the same information in any of the fields?

- If the answer is YES, then you will want to fill out all of the fields on the "Transaction Details" page that this applies to next (i.e. all sub-transactions that would have the same "Description" or "Delivery Location"), before you start the split. This will populate all of the added lines with the data you are now inputting.
    - Once done you must click on 'SAVE' for the info to stick, otherwise when you do the split the info will be erased.
- If the Answer is NO, you can skip ahead and start the split now.

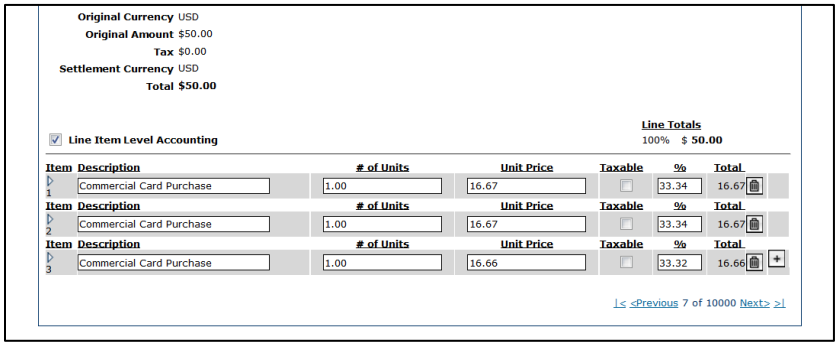
To start a Split, simply click on the box near the top entitled "Add Lines".



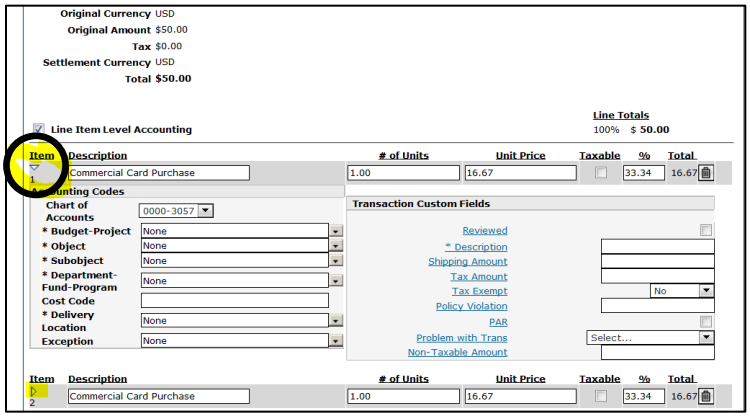
You will then be asked how many sub-transactions will this transaction be split into (i.e. "# of lines"). Enter a value from 2-20 (if more than 20 is needed, contact the Purchasing Dept. for assistance), and then click on 'Add'.



This will spawn the sub-transactions on the bottom of the same page. Below is an example of a $50 transaction with 3 splits.

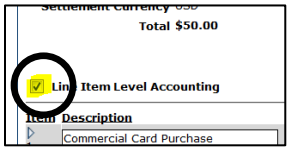


If you put any info in and saved it before the split was initiated, each sub-transactions will now have that info. You can now adjust each sub-transaction. The lines are collapsed in this view, so to see the whole sub-transaction, click on the horizontal triangle next to the "Item" on the far left side. This will give you access to the sub-transaction's full Chart of Accounts for processing it.

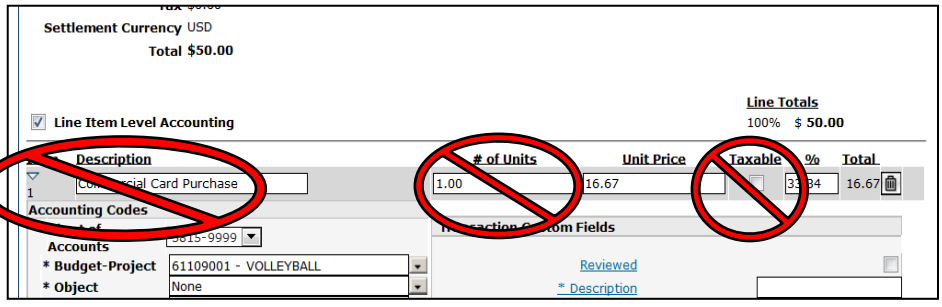


IMPORTANT NOTES:

- "Line Item Accounting" should always be checked because Splits should only be used when breaking up Fund information. It should be automatically checked when a split is initiated.

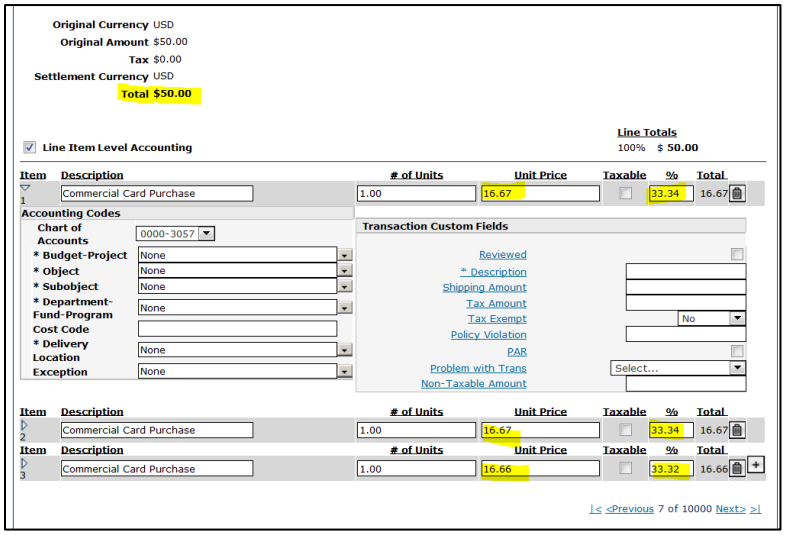


- There are several fields you will have access to on this sub-transaction screen that should not be used.
  - These fields are:
    - "Description"
      - Each sub-transaction should have the same "Description" of the original transaction.
      - This is because AP's system will only see the Description entered in the Transaction itself; no sub-transaction "descriptions" are passed along so anything put here will not be seen by AP
    - "# of Units"
      - Leave it set to "1.00"
    - "Taxable?"
      - Leave as an unchecked box



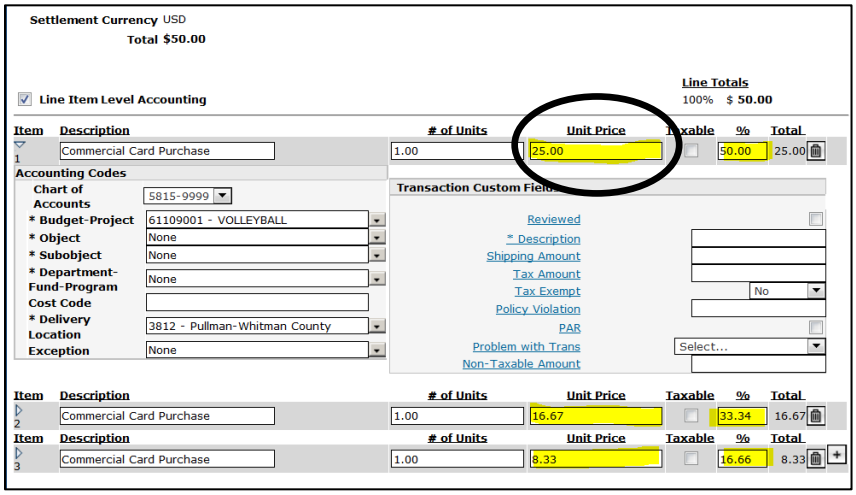
Continuing on with information about splits - at this point you will want to fill out each sub-transaction as if it were its own separate transaction line. Remember to 'SAVE' after each sub-transaction is filled out or before you navigate away from the page or data loss will occur.

To calculate the "Unit Price" and/or the "%" each line will be worth, there are two ways to approach it (see below). The system will automatically split the "Total" from the Transaction into even amounts over the "# of lines" you entered. In our ongoing example you will see $16.67 in each "Unit Price" field and 33.34% in each "%" field because we split $50 three ways to start the split.



Method 1

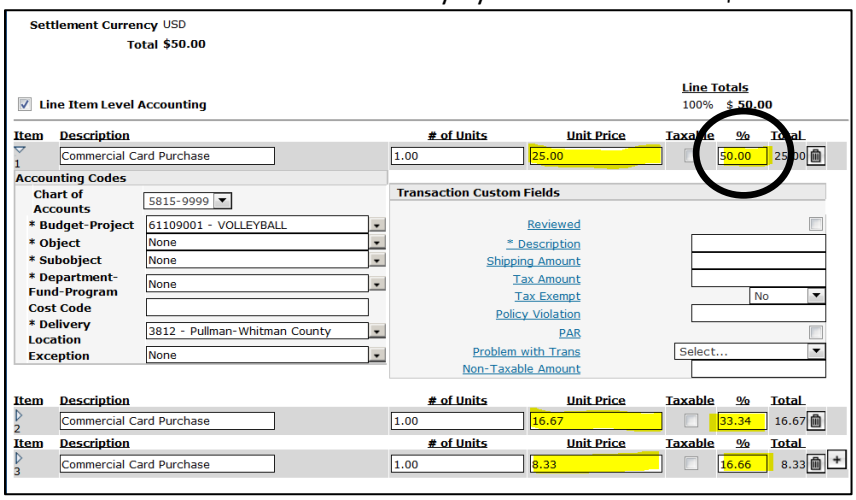
1. By "Unit Price"
    a. Simply type an amount in any sub-transaction "Unit Price" field. Click anywhere outside of that field and PaymentNet 4 will auto calculate both the new "%" for that sub-transaction, and it will also readjust the other lines based on how much you put in in order for the transaction as a whole to still come out as the amounts listed.
        i. In our ongoing example, I put $25 on sub-transaction line 1. The rest of the changes were done automatically by PNet4 to allow the $50 total to still stand.



Method 2

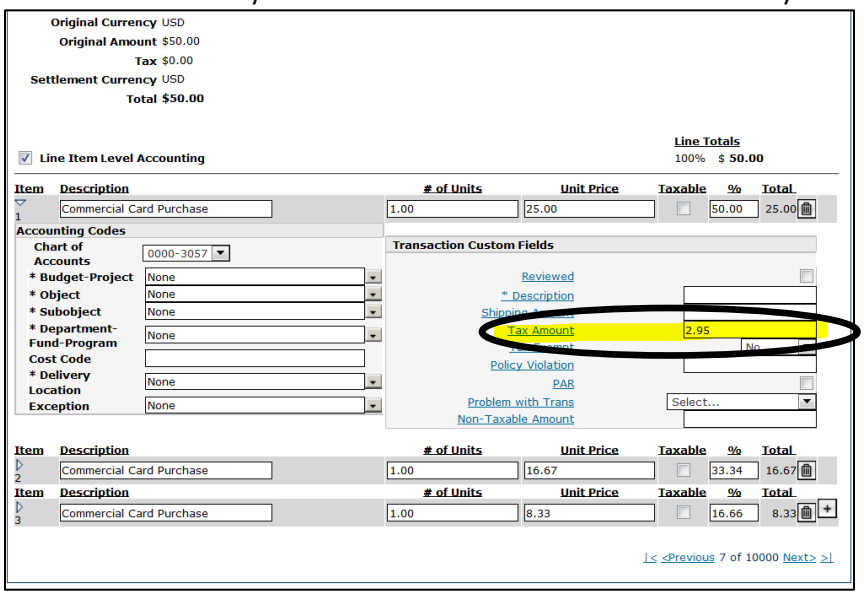
2. By "%"
    a. Same as method 1, but instead of entering the "Unit Price", just put the percentage in the "%" field instead. The system will then recalculate all other lines.

i. In our ongoing example, I put 50% on sub-transaction line 1. The rest of the changes were done automatically by PNet4 to allow the $50 total to still stand.



The system is more robust than it was in Legacy and will allow percentages over 100 or into negative values so that you can work with the sub-transactions with more ease than before. Ensure that all of the sub-transactions' "Unit Price" and/or "%" fields all add up to the correct total (i.e. Total Price and 100%) before finishing.

Tax – This is done differently from the "Unit Price" and the "%". The percentage entered will not apply to the tax. Tax must be calculated by hand for each sub-transaction and manually entered.



Shipping – This is not a field that needs to be split amongst the sub-transactions at all. If there were any shipping charges on the transaction being split, simply repeat the full amount from the receipt on the first (or any line, does not need to be the first one) sub-transaction line for shipping.

All other fields are handled as they are in a regular transaction. See the beginning of this handout for a detailed walkthrough of each field if needed. When finished entering information into each sub-transaction, click on 'SAVE' to finish.

JPMC Links on Topic:

- Editing a Transaction

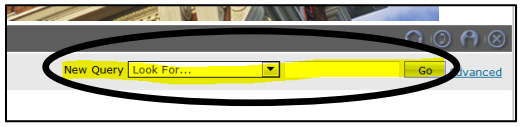
Back to Table of Contents

How to Query

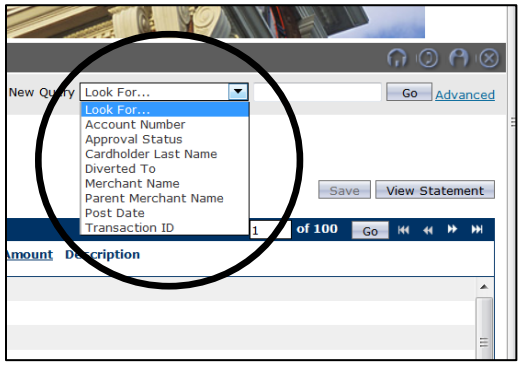
A query is basically a search. This will walk you through how to use basic queries in PNet4. Reconcilers will be doing queries on Transactions and Reports. There are two types of queries you can do in PNet4: Quick and Advanced.

To Run a Quick Query

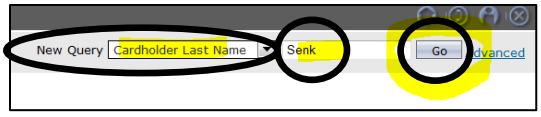
- Go to "Transaction List" Page
    - This will work on any screen that has this. Most users will only have the ability to see "Transactions".
- Look in the top right corner of the "New Query" box



- Select a Value from the drop down box to search by.
    - Example below is from the "Transactions" list of choices



- All Quick Queries are done as "Begins with"
    - This means it only searches for the provided text as the beginning of the word being looked for, not a whole word match
        - Example: if I wanted to look for "apple", I could just type "app").
    - **NOTE:** For queries on "Account Number", "Post Date" or "Transaction ID#", only use whole values.
- Enter a value in the box on the right and click on 'Go' (or 'Enter' on the keyboard) to execute the query.

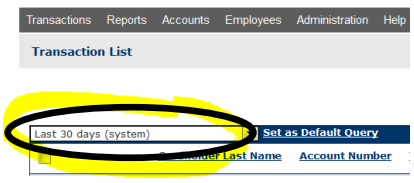


- Results will come up on the screen for you to look at. Use "Advanced" if this kind of search is inadequate for your data needs.

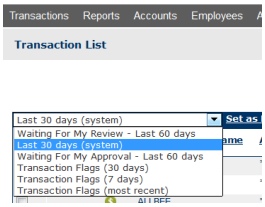
To Run an Saved Query

A set of pre-made queries has been provided to see transactions commonly asked for in Pcard transactions.

- Go to "Transaction List" Page; look right above the list of results. The drop down box in the top left corner is the list of saved queries.



- Use the drop down box to choose from a list.

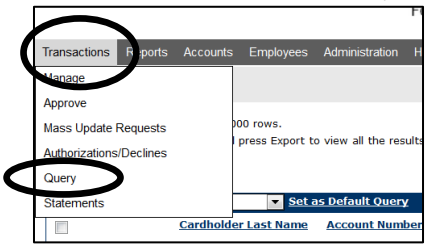


- When you click on the query you want, it will automatically run it right then.
    - You cannot set any additional parameters on this search. For that use an Advanced Query.
- "Flag" reports show if something was tagged by the system for a possible infraction. Flags are just an automated heads up. They do not necessitate anything is wrong with the transaction, only that it should be looked at to verify nothing is wrong.
    - Flags look for two kinds of issues:
        - Transactions over $5k.
            - Looking for Capital items that should be inventoried.
            - Also looking for possible Direct Buy Limit ($10k and over) issues.
        - More than 1 transaction with the same merchant on the same day.
            - Looking for Stringing/Stepping issues.
    - It is recommended to put a few notes by the Reconciler in the "transaction Notes" section to explain any flags.

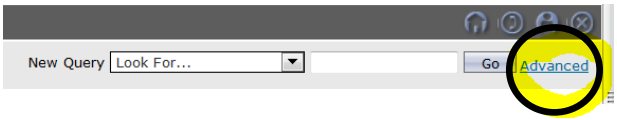
To Run an Advanced Transaction Query

Advanced queries are an information search with a few more options than a Quick Search. Much of PNet4 is based around getting info from queries, so this is a very helpful tool.

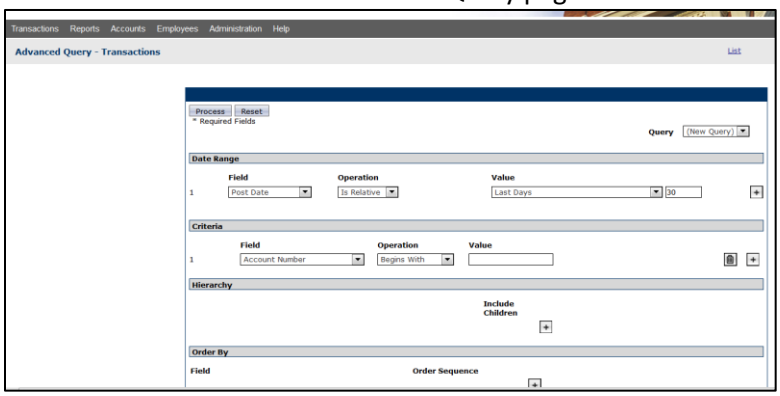
- There are two ways to access the Advanced Queries page.
    - Navigate Directly to it.
        - Under "Transactions", click on 'Query' and you will be taken there.



    - The 'Advanced' Button
        - Go to "Transaction List" Page
            - This will work on any screen that has this.
            - Click on 'Advanced'

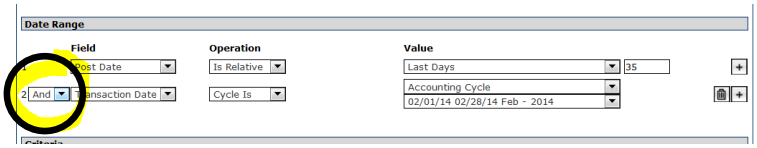


- You should now be on the Advanced Query page:



- **Sections**

  The Advanced Query page allows searching by a combination of elements.
  - Date Range
    - Allows you to choose the time frame you want data from.
    - It is recommended to search for more than the defaulted value of 30 days (i.e. 35+).
      - This is because 30 days will not always capture a whole month/cycle of data.
    - The "And/Or" modifier
      - If you add more than one line of criteria, an additional box will show up on the left side of all criteria lines added after the first line.



      - This allows you to choose how the multiple lines of criteria interact with each other.
      - "**And**"
        - This means the line of criteria "And" is next to must be true at the same time as the line directly above it.
        - This tends to give very few results because you are cross-referencing multiple queries and pulling out only those that match.
          - i.e. as a purely made-up example: If I wanted to search a food database for "fruit", then added criteria of "begins with" + "B", and chose the "And" to join them, I would get results for all fruit that also started with the letter B, and nothing else.
            - So – a banana basically
      - "**Or**"
        - This means that the line of criteria that "Or" is next will report all results that match that criteria line as true, and in addition it will also report all results of the line above it that report true as well (i.e. 2 sets of results).
        - This tends to give a large set of values back because it is basically the equivalent if running multiple queries at once. "Or" is usually used much less often than "And" in queries.
          - i.e. as a purely made-up example: If I wanted to search a food DataBase (DB) for "fruit", then added criteria of "begins with" + "B", and chose the "Or" to join them, I would get results for all fruit, as well as I would also get all food that started with the letter B.
            - So – every single fruit in the food DB would come up, and then you would also get every single food that starts with "B" would also come up.

- NOTE: This would be a long list. Compare that to the list on the "and" example above that came back with one result. Huge difference in results based on a single field marked one way or another. Be mindful of how you set this field.

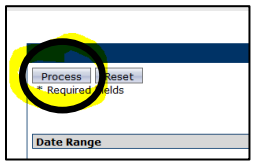
- The "And/Or" field is also found in the "Criteria" section and works in the same fashion there.

- Criteria

  This is the most important section of a query as this is where you will define the actual values you will be looking up. The query will need 3 fields entered in order to define the search.

  - Left field/box – "Field"
    - This is the type of information you are searching for.
    - This typically corresponds to the list of titles/headers you see on the results screen.
    - This list is not Dynamic and cannot be adjusted. If you do not see it, it cannot be used.
  - Middle field/box – "Operation"
    - This is a Quantifier of how you are searching. Used to adjust how the "value" will be looked up for the "Field".
    - 3 most commonly used quantifiers are:
      - "**Is equal to**"
        - Used for exact match searches of the whole text entered, and only that text.
        - Need to be careful, because if you misspell the word you will not get the desired results
      - "**Begins with**"
        - Used to find anything that starts with the text provided
          - i.e. Query of "Merchant Name" that "Begins With" "Offi" may get you results like Office Depot, Office Max, etc…
        - Very useful where the whole text is not needed, like in last name searches.
      - "**Contains**"
        - Used to find the string of text provided anywhere, even inside a word.
          - i.e. Query of "Merchant Name" that "Contains" "Depot" may get you results like Office Depot, Home Depot, etc…
        - This is a powerful tool because you may not always know the exact name of a merchant, or what word in their name comes exactly first. Search for the part of the name that you do know.
  - Right filed/box – "Value"
    - Value of what you are searching for. Simply input the value here.
    - The "Value" field is changed based on the "Field" and "Operation" values chosen. It can allow only text or numbers, or have just 1 box or more, based on which selections come before it.
      - i.e. A "Field" of 'Transaction ID' will set the "Value" for only numerical values.
      - i.e. An "Operation" of 'Is Between' will set the "Value" to have two boxes for each input instead of just one.
    - What should you input in "Value"?
      - Less is more. Only type in what is needed. Extra text can cause matching errors.
      - Watch typos. If you mistype the inputted info, you will not get the data you are looking for.

        - "And/Or" field
            - See the "Date Range" section above for a breakdown of how this works.
        - For additional tips on query input values, see the guide from JPMC at the end of this section for some great tips (see "Best Practices for Constructing Queries").
    - Hierarchy
        - If you have been granted access to more than one dept., you can specify which dept. folder you want to look at here.
    - Order By
        - This is just a basic sorting feature. It is here because some reports are not dynamic (i.e. PDF vs Excel) and you cannot sort within the report itself, so here you can control what order the results are shown by.
        - Optional field to use; not required.
            - If no criteria is selected, results will show in the order of:
                - Transaction - the "Post Date" of the transaction in descending order from the most current result.
                - Other reports or features will be sorted by Alphabetical order.
        - Click on the "+" if you want to add a criteria.
            - Multiple lines of criteria can be added.
- Once all of the data has been entered and you are ready for the query to execute, simply click on "Process"

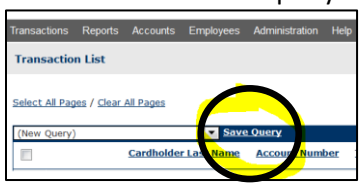


- You should now be on the Transaction List page and should see the results of your query.
    - You will only see results of data that you have access to. You cannot query for transaction information from cards you are not assigned to.
    - Beware of False Positives. If you type in a query and get no results, it may be because the info you entered is incorrect – not that there are no results to be found.

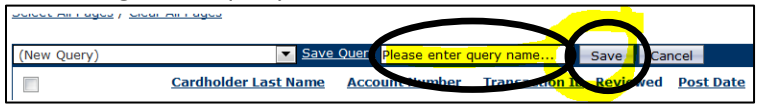
To Save a Query

If you have to run a rather long or complex advanced query, you can save it. This way you can return to it with ease later and adjust it as opposed to creating the whole query over again from scratch.

- Once a successful query has been run, just click on 'Save' on the results screen



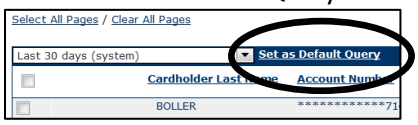
- Then give the query a name and click on the next 'Save' button.



Saved Queries will show up on drop down box list as the name you saved it under. These saved queries can then also be set as your Default Query.

Default Query

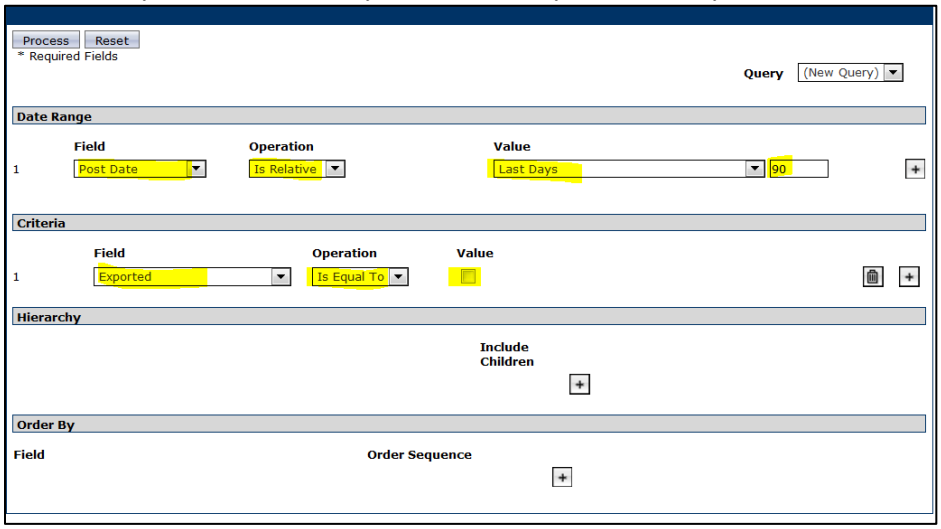
To set your Default Query - run a successful Advanced query, and then save it (see: **To Save a Query**). Go to the drop down box of saved queries, and select the one you want to be your default and click on it. After it successfully runs, click on the 'Set as Default Query' button from the results page.



Now every time you navigate to the Transactions page, it will populate the page with the results from the Default Query you set. You can set any default query you wish to. The system will have 'Last 30 days (system)' set as your initial Default Query. Once a new query is set as the new default, you will be able to tell as the name will now indicate this with "(default)" at the end of the name.

We recommend creating your own query and saving as your default one. The following advanced transaction query is one that would be a great one to have as your default Query:

- Go to the tab Transactions ➔ Query from any page, or click on 'Advanced' from the "Transaction View" page.
- Set the "Date Range" to: "Post Date" + "Is Relative" + "Last Days" + "90"
- Set the "Criteria" to: "Exported" + "Is Equal To" + "[ ]" (leave the box as unchecked)
- Only set the "Hierarchy" and "Order By" sections if you need to.



Now you can 'Process' the query, then 'Save Query', and name it. Once that is done, you can select it from the Saved Queries drop down box, and then set it as your default. This will work very similar to the default query that ran in Legacy for all users in that it will give you all recent unreconciled transactions.

To Delete a Query

From the drop down box of saved queries, select and run the saved named query you want to delete. Once ran, a choice to delete the query from the list will appear. Click on 'Delete Query' to remove it from the list. If it set as the default query, the system will revert back to have 'Last 30 days (system)' as the default.

JPMC Links on Topic:

- Best Practices for Constructing Queries
- Creating a Quick Query
- Creating an Advanced Query – Transactions
- Edit a Query
- Setting a Default Query
- Saving a Query

Back to Table of Contents

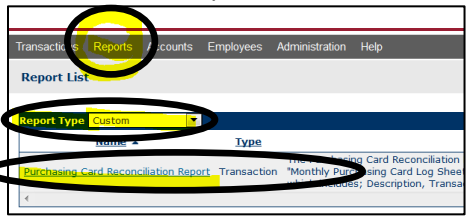
How to Run a Report

To run a report, you just need to generate a query for the information you want. The main report created and ran in our PaymentNet system is the Reconciliation report, used to encapsulate all transactions from the previous month.

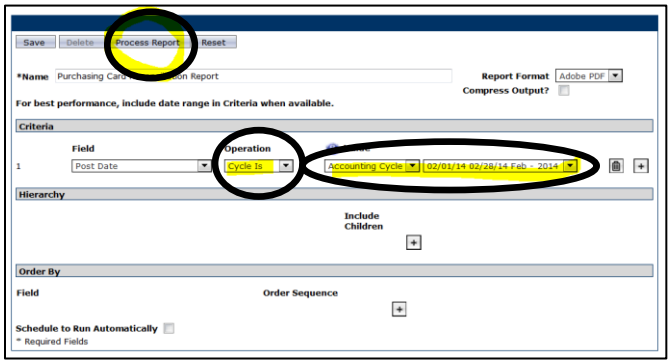
Purchasing Card Reconciliation Report

This report is used to capture all transactions used on the Pcard in a given month. It is meant to replace any handmade or previously required logs of Pcard usage. This is the only report needed to track cardholder activity, and is one part of the 3-part End of Month documentation requirements (i.e. 3 parts = Pcard Reconciliation Report + Bank Statement + Itemized Documentation).

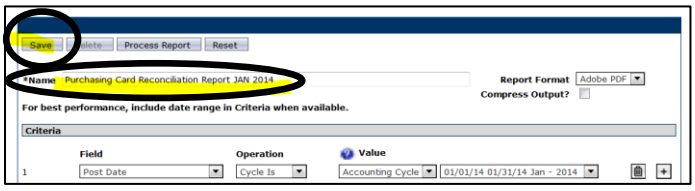
Go to the "Reporting" module tab, click on 'Create', filter the "report type" to 'custom', and select the 'Purchasing Card Reconciliation Report'.

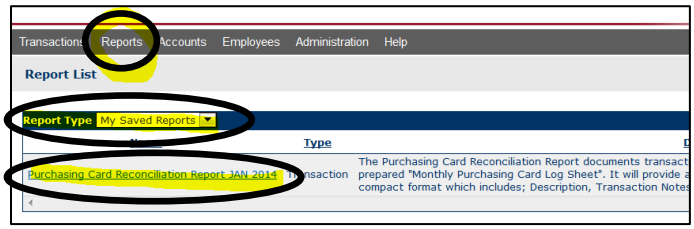


Next you need to query the desired data. To run a report on the desired time frame you can input the values several different ways, but the easiest is to leave "Field" as it is, change the "Operation" to 'Cycle Is', change "Value" to '(the previous month's dates from the choices provided)', and then just hit 'Process Report'.

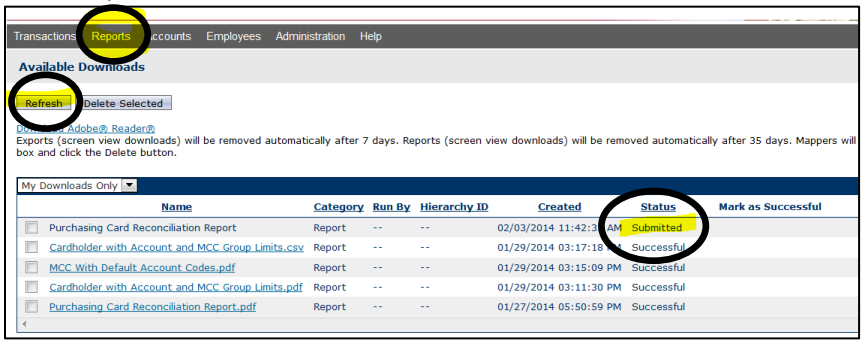


NOTE: If you are setting up a complex report or just want to save the setup of the report you have created, you can select 'Save' and name this report. Then you can access this saved setup whenever you like from the "Reports" tab by filtering for 'My Saved Reports'. This is not necessary to run the reconciliation report, but can be a helpful tool in complex queries of any kind.

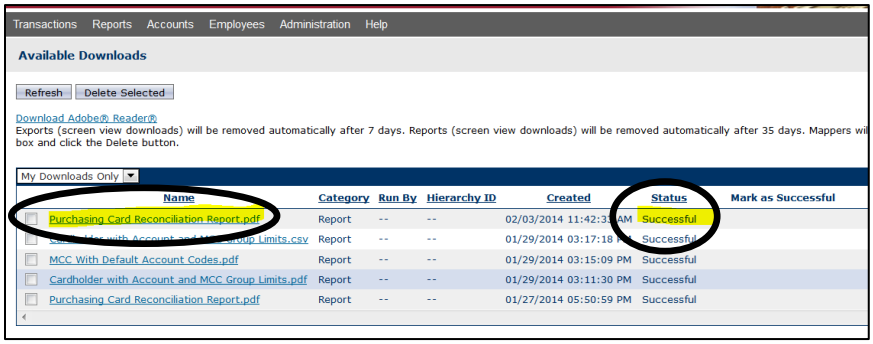




The report that was run was sent to a page where you can download it from and then the screen auto navigates to that same page. You can also access this page by going to “Reports” and ‘Download’ from the top navigation tabs. At first the report will be “submitted” and not available yet. You will need to wait for about a minute and then hit ‘Refresh’ to see if it is ready.



Once the “Status” changes to “successful” and the name of the report becomes a hyperlinked file name, you can click on that hyperlink to download the file.



Once clicked on, the system will ask you if you want to ‘Open with (PDF)’ or ‘Save File’, you can choose either. Open this file and you have your report. The same process can be applied to any report listed, not just the Reconciliation report.

JPMC Links on Topic:

- Creating a Report
- Downloading a Report

Back to Table of Contents

System Specifications

Click **HERE** to see the hardware and software requirements for your computer to run PaymentNet 4.

NOTES:

- IT recommends using Firefox as your only PNet4 Browser.
- Do not make any changes to your computer without the expressed approval of your IT support team.
- Never change/lower your computer's security level or settings.

If you are having any technical difficulties, especially Java issues, please have your IT team try the solutions found on our website at:

- http://purchasing.wsu.edu/Tech_Solutions.html

Back to Table of Contents

PaymentNet 4 Information Verification

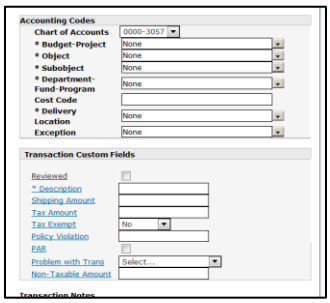
Now that you are logged into PaymentNet 4, it is a good idea to ensure that all information captured by Washington State University and JPMC is correct for your profile and every Pcard that you are responsible for. Below you will find a walkthrough of the various fields and values you should verify upon your first time in PaymentNet 4.

Any discrepancies or errors should be reported to our website portal **HERE**.

- The link can also be found at the bottom our homepage at: http://purchasing.wsu.edu/PNet4_FAQ.html

Areas to Verify:

- Fraud Check
  - Look over the transactions listed under the "Transaction" tab and ensure there are no fraud concerns of any kind.
    - If there are, please contact the Pcard ADMIN team or JPMC immediately!
  - This is especially important for all Cardholders and Reconcilers involved in the Migration to PaymentNet 4 in FEB of 2014 because there was a gap in notification emails and access to the new system. Ensure nothing new came in that is not authorized.
    - If there are, please contact the Pcard ADMIN team or JPMC immediately!
- WSU ID (i.e. PNet4 User ID login): Is the WSU ID# that you are logging into the correct and current one?
- Transaction Defaults
  - You cannot directly see the default setup for a Pcard Account, but there is a way to see what the default values are set as.
  - Look at the Transaction Detail screen for any transaction that is unreconciled that has not been adjusted yet for the Pcard Account in question.
    - Any values that show up in the below boxes other than what you see in the below pic is a default value set for that Pcard.



- Profile
  - Your "Profile" is found in the top right hand corner of any PaymentNet 4 screen. Click on it to be taken to the Profile page.

  - From here you can access options for your profile, adjust your screen view, or look at the accounts you can oversee. Click on the "Accounts" tab for this task, but feel free to look around here and adjust your profile as you see fit.

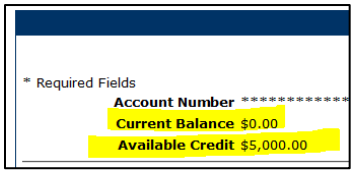
- To verify if that Pcard is setup correctly, click on each Pcard listed. You should be verifying (at a minimum):
  - The number of Pcards listed under your profile
  - Correct Pcard number for each Cardholder
    - Only the last 4 digits will be showing
  - Cardholder Name
  - Hierarchy ID (i.e. Dept. # and Name) the Pcard is listed under
  - Limits (3 total): verify each amount is set to the correct purchasing approved permanent limit amount. Limits not specifically pointed out below are not in place on the card and can be ignored.
    - Single Amount Limit (SAL)
      - In Legacy this was previously listed as the Single Transaction Limit (STL)
    - Credit Limit (CL)
      - In Legacy this was previously listed as the Monthly Credit Limit (MCL)
    - Daily Transaction Limit (DTL)
      - In Legacy this was previously listed as the Transactions Per Day Limit (Trans/day)
  - Statement Address
    - This should be set to the location of the Reconciler for this Pcard is at – not the Cardholder.
    - This cannot be a home address as this mailing has sensitive University information.
    - Ensure that your address reads so that your Street address/PO Box is on "Address Line 1" and your department name should be on "Address Line 2".
      - If these are reversed, you will not get your statement as the address will not be USPS compliant.
  - Cardholder Current Phone Number
    - Listed under "Business Phone"

IMPORTANT NOTES:

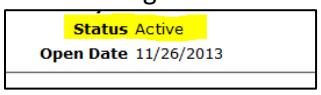
- The "Cardholder Address" field should always show the Purchasing Department's address, as shown below.

  - This is also known as the **Billing Address** in the Pcard system.

- In the top left corner of this view, you can see the current balance on any of your Pcards.



- In the right left corner of this view, you can see the current status (i.e. open or closed) of any of your Pcards.



Back to Table of Contents