Logging In

1. Open your Internet browser and enter the following in your address bar: https://gov1.paymentnet.com
2. Enter the following on the PaymentNet **Login** screen:
   - **Organization ID:** DHS0001
   - **User ID:** Enter the following DHS approved User ID using the following format:
     - First initial of your first name.
     - First 15 letters of your last name. (If your last name is less than 15 characters, use your full last name).
     - Last 4-digits of your social security

USCG cardholders will use their USCG ID as their User ID for PNET.

   - **Pass Phrase:** (as defined by your agency)
3. Click **Go**.

Changing Your Pass Phrase

1. From the main menu, select the **My Profile** icon.
2. Click **Change Pass Phrase** link.
3. Enter **Old Pass Phrase.**
4. Enter and confirm **New Pass Phrase.**
5. Click **Save** .

The new Pass Phrase will take effect when you next log in.

Viewing Transactions

1. Select **Transactions** > **Manage**. The **Transaction List** screen displays your transactions for the last 30 days.

Additional information on transactions may be available if icons (e.g.,) are displayed on the Transaction List. Click the icon to view the line item detail.

Disputing Transactions

1. On the **Transaction List** screen, click the transaction you want to dispute.
2. On the **Transaction Detail** screen, click **Dispute**.
3. Confirm your **E-mail Address**.
4. Select the **Dispute Reason** from the drop-down list. The system will refresh and may require additional field input.
5. Enter any additional information, if necessary.
6. Click **Submit**.

Track the status of your dispute online on the Transaction List.
= Dispute in Process
= Dispute Submitted
= Dispute Resolved
Click the colored squares and follow the steps to Undo or Resolve your dispute.

Viewing Your Statement

1. Select **Transactions** > **Statement**. The current billing cycle statement is displayed.
2. If you have more than one account number, use the **Account Number** drop-down box to view other statements.

3. other statements.

Downloading and Printing Statements

1. Follow the instructions in **Viewing Your Statement**.
2. On the **Statement Detail** screen, click **Download Statement**.
3. Enter and confirm a password to open the statement file. You may select any password you wish. Passwords must be between 6-25 characters long.
4. Click **OK**. You will be directed to the **Available Downloads** screen. (Select **Download** from the **Reports** menu.) Statements will be created in a compressed WinZip format.
5. When the **Status** is “Successful,” click the statement name.
6. On the **File Download** window, click **Open**. When opening the WinZip file, you will be prompted to enter the password you used in Step 3.
7. Once the Adobe PDF file is open, you can save or print the statement.

Using Quick Links

1. On the **Welcome** screen, in the **Items Awaiting Your Action** box, links will appear that will take you directly to a task, if applicable.

Your session will automatically “time out” after 15 minutes of inactivity.

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J.P.Morgan

Performing a Query

1. Select **Transactions > Query.**
2. Enter your criteria.
   - **Field** - Available fields are listed in alphabetical order. Select a field from the drop-down.
   - **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.
3. If additional rows of criteria are desired, click the **Plus** (+) icon. To delete row a row of criteria, click the **Trash Can** icon.
4. To limit the search by hierarchy level:
   - Click the **Plus** (+) icon in the Hierarchy section.
   - Enter the Hierarchy ID.
   - Select the **Include Children** check box to include all levels of hierarchy below the entered hierarchy ID.
5. To view the data in a specific order:
   - Click the **Plus** (+) icon in the **Order By** section.
   - Select the **Field**.
   - Select the **Order Sequence**.

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

6. Click **Process** to run the query. Query results will be displayed on the **Transaction List** screen.
7. Click **Reset** to clear all query settings and begin again.

Creating Reports

1. Select **Reports > Detail**.
2. The **Report Detail** screen displays.
3. Enter the name of the report in the Name field.

> Each report name must be unique.

4. Select the report format from the **Report Format** drop-down list. Options include:
   - Adobe pdf
   - Text
   - MS Excel
   - XML

> Netscape users should avoid creating files in XML. Netscape is not compatible with the XML file format received from PaymentNet.

5. Select the **Compress Output** check box.

> For security purposes, you will be prompted to enter and confirm a unique password to open and view the report. This password is not the passphrase used to login to PaymentNet.

6. Enter a password in the **Password** field to open the report after it has been processed.
7. Re-enter the password in the **Confirm Password** field.
8. Enter the appropriate information in the **Criteria** section.

> Options for each of the criteria fields will vary based on the report selected.

   - 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 **Add** or **Or** operator from the additional row.
     - The **Add** 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.
   - To delete a row of criteria, click the **Delete Criteria** icon (trash can symbol).

9. Enter the appropriate information in the **Hierarchy** section.

> It is not required to add a hierarchy. If no hierarchy is selected, the results are based on the user’s hierarchy level.

   - Click the **Add Hierarchy** icon (plus symbol).
   - 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.
   - Select the **Include Children** check box to include all levels of hierarchy below the selected hierarchy ID level.

10. Enter the appropriate information in the **Order By** section to view the data in a specific order.

> 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).

11. Click the **Add Order** icon (plus symbol).
12. In the **Field** drop-down list, select the data you want displayed in order.
13. Select the **Order Sequence** from the drop-down list.
14. Click **Save**.
15. Click **Process Report**. Report results are displayed on the **Available Downloads** screen.

Your session will automatically “time out” after 15 minutes of inactivity.

Set Up Bank Information

Users must first set up bank information to complete a one-time payment via PaymentNet.

1. Select the My Profile icon.
2. On the My Profile screen, select the **Bank Information** tab.
3. Click **Add Bank**.
4. Enter the following fields:
   - **ABA Routing Number**
   - **Bank Account Type** (Checking or Savings)
   - **Bank Account Number**
   - **Description** (between 4-50 characters)
5. Click **Save**.

Make a One-Time Payment via PaymentNet

Please review payment closely before submitting. One-time payments cannot be cancelled.

1. Select **Payments > Create**.
2. On the **Payment Detail** screen, 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**.
   - The Payment Amount should be the amount due found on your statement.
   - Select **Transactions > Statement** to view your more recent statement.
5. Enter the **Payment Date** (MM/DD/YYYY format).
6. Click **Submit**.
7. A dialog box appears verifying the payment information.
8. Click **OK**.

Make a One-Time Payment via Phone

1. Call the Customer Service team at: 1-888-297-0781. They are available 24 hours a day for payment assistance.
2. Make the payment via the phone.

Scheduling a Recurring Payment

1. Select **Payments > Manage**.
2. On the **Payment List** screen, select 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**.
8. A dialog box appears verifying payments will be made on an ongoing basis.
9. Click **OK**.

Cancelling Recurring Payments

Recurring payments can only be cancelled 48 hours after the scheduled date, NOT the date the payment was submitted.

1. Select **Payments > Manage**.
2. On the **Payment List** screen, select the **Recurring** tab.
3. Select the recurring payment you would like to cancel.
4. On the **Payment Recurring Detail** screen, click **Delete**.
5. A dialog box appears stating that the pending payments associated with the recurring payment may not be impacted by cancelling the recurring payment.
6. Click **OK**.

Please be aware that the next scheduled payment using recurring payments may still be processed. If this occurs, please contact Customer Service to reverse the payment.

Viewing Payment History

1. Select **Payments > Manage**.
2. On the **Payment List** screen, select the **History** tab to view a summary list of past payments.
3. Select the payment row to view more information regarding the payment.
4. A read-only version of the **Payment Detail** screen is displayed showing more information regarding the payment.

Cardholder Support

The Cardholder Support Team is available 24 hours a day for assistance at: 1-888-297-0781
Possible inquiries include:
- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

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