



Logging In to PaymentNet

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

Changing the Pass Phrase

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

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

Viewing Transactions

1. Select **Transactions > Manage**.
2. The **Transaction List** screen displays all transactions for the last 30 days.
 - To view transactions older than 30 days, run an **Advanced Query for Transactions** (See page two).
 - To save a different view on your screen to use later, select **Save Query** and input name for query.
 - To save a different view as your default, select **Save Query** and input name for query.
 - Select **Save Default**.

You may save as many views as you wish.

Review/Search for Declined Transactions

1. Choose **Transactions > Authorizations/Declines** to view the Account List.
2. Find the desired account by running a quick query or by looking through the list of accounts.
3. Click on the desired account.
4. You will be directed to the **Authorization and Declines List** for the specified account.
5. This list displays whether the transaction was an authorized, referred or declined transaction, the amount, date, time, merchant name, Merchant Category Code, and the number or reason on the decline.

The authorization list will provide you with real-time information about the card's fund status and any authorizations and declines that have recently taken place on the card.

If you see a decline, look for the decline reason. Reasons like "Insufficient Funds", "Overlimit", "Account Velocity Exceeded", and "Not Enough Available Money" indicate that the card is out of funds. There are many reasons for a card to run out of funds and researching this depends on how your card program was setup.

If you see a decline reason like "Security/Fraud" or "Watch" this means that the bank, by some automated process, has determined that the card may have been used for fraudulent purchases. You should contact the fraud department directly in order to verify the charges made on the card. If the card does turn out to have fraudulent activity, the bank will generate a new card after they have talk to the AOPC or the cardholder.

The Decline Report can be used to review or search for a specific declined transactions within a date range. Reports are not real-time.

Viewing Accounts

1. Select **Accounts > Manage**.
2. The Account List screen displays all of the accounts associated with the user access.
3. To view specific accounts, run an **Advanced Query for Accounts**.

Increase/Decrease Credit Limit

1. Select **Accounts > Manage**.
2. The Account List screen displays all of the accounts associated with the user access.
3. Select Account Number from the **New Query** drop-down box. Enter the account number and click **Go**.
4. Click on the account number. The **Account Detail: General Information** tab is displayed by default.
5. Select the **Controls** tab to change the credit limit.
6. Enter the desired limit in the **Credit Limit** box.
7. Click the **Save** button.

Increase Credit Limit Temporarily

1. Follow steps 1 through 5 of "Increase/Decrease Credit Limit" to select card Account.
2. Click **Set Temporary Limit**.
3. Enter the **Temporary Limit** for the credit limit.
4. 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.
5. Click **Save**. A clock icon is displayed on the **Account Detail: Controls** tab to signify that a temporary limit is currently in effect.
6. Click **Save** on the **Account Detail** page

Increase/Decrease Cash Limits

1. Follow steps 1 through 4 of “How do I increase/decrease cardholder’s credit limit” to select card Account
2. Select the MCC Group Controls tab.
3. Within the MCC cash group section, enter the desired limit in the Amount Limit box.
4. Click the Save Button. Select the Controls tab to change the credit limit.

Managing Card Status

1. Select Accounts > Manage.
2. The Account List screen displays all of the accounts associated with the user access.
3. Select the Account Number from the New Query drop-down box. Enter the account number and click Go. Select Account Number from the New Query drop-down box. Enter the account number you want to modify and click Go.
4. Click on the account number. The Account Detail: General Information tab is display by default.
5. Select the desired status (Active, Closed, Suspended, Lost or Stolen) from the drop-down list. If you select Lost or Stolen status, please enter the date last seen.
6. Click the Save button.

Issuing a Replacement Card

1. Follow steps 1 to 4 of “How do I increase/decrease cardholder’s credit limit” to select card account.
2. Click the Issue New Card button.

To replace a damaged card or issue a new card due to name change are the reasons for clicking on the Issue New Card button. A new copy of the cardholder’s current credit card will be mailed to the cardholder address. Do not click the Issue New Card button for lost or stolen cards. Please contact customer service or deactivate the card within the application, marking it as lost/stolen the bank will automatically process a new card for the cardholder.

Viewing Employees

1. Select **Employees > Manage**.
2. The **Employees List** screen displays all of the accounts associated with the user access.

Reactivate/Disable a Cardholder’s Login

1. Select Employees > Manage.
2. On the Employee List, select the user with the pass phrase you want to disable or unlock or use the New Query field to search for the user.
3. Select the User Access tab on the Employee Detail screen.
4. To disable a cardholder’s login:
 - Check the Login Disabled box
 - Enter reason why disabling profile, if desired
 - Enter the Disable as of date (date must be in the future) if desired.
 - Click Save
5. To unlock and reactivate a user’s access to PaymentNet:
 - Clear the Login Disabled check box
 - Clear the reason
 - Clear the Disable as of Date
 - Click the Change Pass Phrase link
 - Enter the new pass phrase
 - Confirm the new pass phrase
 - Click Save

Saving Screen Views

1. From the menu bar on the home page, select **My Profile**.
2. Select the **Screen View** tab.
3. Select the **Screen to Configure**. Each screen has standard default values set by your Level I OPC that you cannot edit.
4. Screen Views include:
 - Accounts
 - Transactions
 - Employees
 - Merchants
5. Highlight **Available Columns** and click **Add**.
 - To select all columns, click **Add All**. Selected values move to the **Selected Columns**.
 - To modify the order of the fields, click the directional arrows to the right of the Selected Columns.
 - To deselect field, highlight field and click **Remove**.
 - To remove all fields except default values, click **Remove All**.
6. Click **Save**.

Performing a New Query

The New Query option is available from the **Transaction, Account, and Employee List** screens.

1. Select the appropriate List screen,
2. Select the appropriate query from the options in the **New Query** drop-down list.
3. Enter the characters or digits of the search criteria.
4. Click **Go**. Results from the Quick Query are displayed on the selected **List** screen.

Performing an Advance Query

The Advance Query option is available from the **Transaction, Account, and Employee List** screens.

1. Do one of the following:
 - Select **Query** from the menu.
 - From the selected List screen, click the **Advanced** link.

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.")

2. Enter the appropriate information in the **Criteria** section.
 - 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 **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).
3. 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 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.

4. 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).

- Click the **Add Order** icon (plus symbol).
 - In the Field drop-down list, select the data you want displayed in order.
 - 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.

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.

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.