Logging In

1) Open your internet browser and enter the following address:

   https://gov1.paymentnet.com

2) Enter the following on the PaymentNet Login Screen:

   - Organization ID = USDOCSP
   - User ID – **cardholder**
     - o Initial First Name + last four digits of your Travel card + first four initials of last name (9 characters total max) e.g. J1234SMIT (for John Smith) If you do not have a travel card – the last four digits of your purchase card was used.

3) **Pass Phrase:** < password> note lower case

Viewing Transactions

1) From the top menu on the home page, select **Transaction** then **Manage.**

2) **Cardholders:** You will first see the Transactions List, displaying all of your transactions.

> Extra detail on transactions may be available; if icons are displayed in the Trans ID column - (such as 🟠🟢🔵) - click the icon to view line-item detail.

Reviewing Transactions

1) Click on a transaction.

2) Compare the transaction details (e.g., amounts) with your receipts.

3) Review accounting code allocations (defaulted codes will appear) and make any changes, if necessary.

4) Add any information to the **Transaction Notes** field, if needed.

5) Click Save .

Disputing Transactions

> Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant!

1) From the Transaction List, click on the transaction to dispute.

2) Click Dispute .

3) Confirm your E-mail Address and enter the Merchant State, if necessary.

4) Choose the Dispute Reason from the drop-down box.

5) Enter any additional information required.

6) Click Submit .

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

Your session will automatically "time out" after 20 minutes of inactivity.

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Viewing Statements

1) On the right-hand side of the top menu, select "My Profile" (🔒).

2) Access the "Accounts" tab on the right side of the list

3) Click the "Default" radial button if your account Status is "Active". If your account status is "New", you must call the number on your new card and activate it.

4) Choose Statement Delivery "Electronic With Reminder" from the drop down list and then choose the "Standard" Statement Format.

5) Click the Save button.

6) Your most recent statement will appear. If you have more than one account number, use the Account Number drop-down box to view other statements.

7) To view historical statements, select a date from the Billing Date drop-down box.

Printing Statements

1) Click on [Submit Print Request].
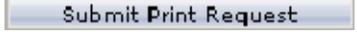
2) Select statement option of "Standard" or "Standard (with Addendum Details)".

3) Your statement will then appear on the download page under the report menu.

Note: To save the PDF file, click 💾.

To print the PDF file, click 🖨.

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

Note: Cardholder Support will not be able to assist with PaymentNet-specific questions.

Quick Links

On the home page of PaymentNet, in the "Items Awaiting Your Action" box, there could be links listed that will take you directly to a task.

Items Awaiting Your Action
7 Transactions for Review
25 Transactions for Approval
7 Orders to be Reconciled
2 New files for Download

PaymentNet Support

Company specific program inquiries/information or for help with navigating within PaymentNet contact:

Contact your local bureau AOPC for your specific program, e.g. Travel, Purchase, or Fleet.

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