


Log On

- 1) Open your Internet Browser.
- 2) Enter the following in your address bar:
<https://gov1.paymentnet.com>
- 3) Enter the following on the PaymentNet Login Screen:
Organization ID: NASASP2
User ID: <AUID>
Default Pass Phrase: <NASA*sp2>
Click .
- 4) You will be required to change your pass phrase the **first time** you log on.
- 5) Enter your new pass phrase.
- 6) Confirm your new pass phrase. (8 chars, 1 number, 1 spec character)
- 7) Click .
- 8) You will have 5 times to try your password before you are locked out; if this happens please ask your CAPC to reset your pass phrase.
- 9) After the initial password change, if you forget your pass phrase, use instructions under Forgotten Pass Phrase

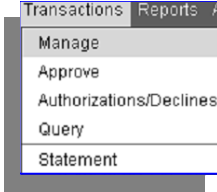
Change Your Pass Phrase


- 1) From the main menu bar, select **My Profile**

 - 2) Click on the **Change Pass Phrase** hyperlink.
 - 3) Enter the **Old Pass Phrase**.
 - 4) Enter and confirm the **New Pass Phrase**.
 - 5) Click .
- The new Pass Phrase will take effect upon your next login.

Forgotten Pass Phrase

- 1) On the login page, select
- 2) Enter the following information:
Organization ID, User ID, Email Address
- 3) Click .
- 4) If the information entered matches what is on file, a temporary pass phrase will be sent to your email address.

View Transactions

- 1) From the main menu, choose **Transactions**, then select **Manage**.

- 2) This will take you to the **Transaction List**, displaying all of your transactions for the last 30 days.

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

Dispute 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 you need to dispute.
- 2) Click .
- 3) Select a Dispute Reason from the drop-down list.
- 4) Confirm your **E-mail Address** and enter the **Merchant State**, if requested.
- 5) Enter any additional information required and click .

Track the status of your dispute online on the Transaction List:

 = Dispute Submitted  = Dispute in Process
 = Dispute Resolved

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

View Statement

- 1) On the **Transactions** menu, select **Statement**.
- 2) The statement from the current billing cycle will be displayed.
- 3) To print the current statement, click

Submit Print Request

Navigate PaymentNet




Navigation areas:

- (1) Menu Bar
- (2) Customizable Greetings
- (3) Icons
- (4) Items Awaiting Your Action

- 1) Modules you can access
- 2) Items awaiting your action
- 3) Home, Contact Us, My Profile, Logout
- 4) Items awaiting your action (reports run)

My Profile Options

- 1) From the main menu bar, select **My Profile**

- 2) Click the General Info tab to confirm your e-mail address and request notification of reports run.
- 3) Select **Add Bank** to set your payment information for IBA Travel accounts ONLY.
- 4) Select **Screen View** to set up your personalized screen views for accounts. Certain fields have been set up as a default setting.
- 5) Select **Accounts** to view your accounts and to review a statement.

Leaving NASA or Transferring to another NASA Center

- 1) Notify your supervisor
- 2) Turn in your purchase card (and convenience checks, if applicable) to your Center Agency Program Coordinator
- 3) Ensure your CAPC clears you for out processing at your Center

Running Reports

Cardholders will have access to the following reports in the **Reports** module from the main menu bar:

- 1) Transaction Detail
- 2) Transaction by Merchant
- 3) Transaction by Parent Merchant
- 4) Transaction Detail with Level 3 Purchase Addendum

To run a report, click on the report and choose the format (pdf, text or excel) and click on process.

To save a report to run again, click on the report and chose the format (pdf, text or excel) and rename the report. It will be saved in your "My Saved Reports" drop down in the Reports module.

To schedule a report to run automatically, follow the same procedure as above and click on "Schedule to Run Automatically" and follow the prompts.

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 questions regarding navigating within PaymentNet.

PaymentNet Support

To update your contact information, for specific program inquiries/ information, or for help with navigating within PaymentNet contact your Purchase Card Center Agency Program Coordinator.

CAPC:

Telephone:

Email:

For more information on PaymentNet, including interactive training modules, visit the Learning Web Site:

<http://learning.paymentnet.com>

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