


National Aeronautics and Space Administration

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.
- 7) Click .
- 8) You will have 5 times to try your pass phrase before you are locked out; please contact your CAPC or JPMorgan Chase if you need to reset your pass phrase.
- 9) If you forget your pass phrase, follow the 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 .

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Individual Travel Cardholder Guide

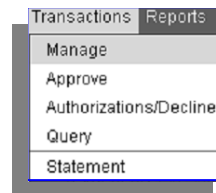
Side One

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:


-  (red) = Dispute Submitted
-  (yellow) = Dispute in Process
-  (green) = Dispute Resolved

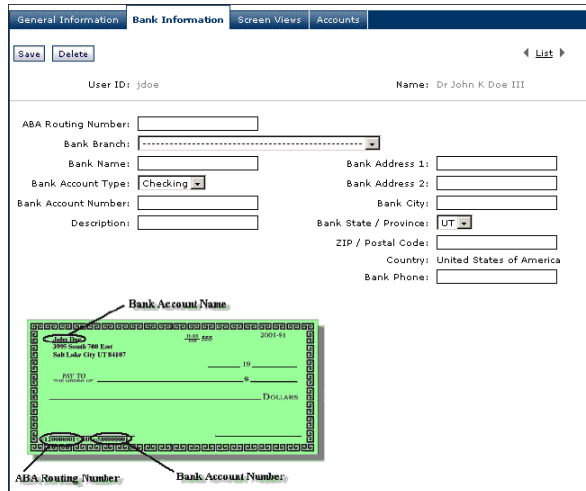
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View Statement

- 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

Add Bank Information for Making Payments

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

- 2) Select the **Bank Information** tab.
- 3) Click
- 4) Enter all bank information detail.
- 5) Click



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Side Two

Make a Payment

- 1) From the main menu, choose **Payments**, then select **Create**. The Payment Detail page will be displayed.
- 2) Select the **Account Number** from the drop-down list.
- 3) Select the **Bank Account**. Banks can be created or modified on the Bank Information tab of My Profile.
- 4) Enter the **Payment Amount**.
- 5) Enter the **Payment Date**.
- 6) Click
- 7) A dialog box appears verifying the payment. Click to continue.

View Payment History

- 1) On the **Payments** menu, select **Manage**.
- 2) Select the **History** tab, if not already selected.
- 3) The **Payment History List** will be displayed. Click on an existing payment to see the details.

To create a new payment from the Payment History List, 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 questions regarding navigating within PaymentNet.

PaymentNet Support

To update your contact information, for company specific program inquiries/ information, or for help with navigating within PaymentNet contact your Agency Program Coordinator:

Michele Rollins

(228) 813-6322

michele.m.rollins@nasa.gov

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

<http://learning.paymentnet.com>