Millersville University

Cardholder
Quick Reference Card

PaymentNet®
Travel Card

Logging In

1. Open your Internet browser and enter the following in your address bar: www5.paymentnet.com
2. Enter the following on the PaymentNet **Login** screen:
   - **Organization ID:** PASSHE1
   - **User ID:** First Initial Last Name
   - **Pass Phrase:** marauder1
3. Click **Go**.

Changing Your Pass Phrase

1. From the main menu, select the **My Profile** icon.
2. Click on the **Change Pass Phrase** hyperlink.
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.)

Changing E-mail Address for Notification

1. From the main menu, select the **My Profile** icon. The **General Information** tab appears by default.
2. From the **General Information** tab, enter the desired e-mail address in the **E-mail Address** field.
3. Click **Save**.

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. Select **Transactions > Manage**.
2. On the **Transaction List** screen, click on the transaction you want to dispute.
3. On the **Transaction Detail** page, click **Dispute**.
4. Confirm your **E-mail Address**.
5. Select the **Dispute Reason** from the drop-down list. The system refreshes and might require additional field input.
6. Enter any additional information, if necessary.
7. 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 Statements

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

Downloading and Printing Statements

1. Select **Transactions > Statement**. The current billing cycle statement displays.
2. On the **Statement Detail** page, click **Submit Print Request**.
3. Select the **Statement Type**: **Standard** or **Standard with Addendum Details**.
4. Click **Continue**. The **Available Downloads** screen displays.
5. From the **Reports** menu, selected **Download**. The statement is created in PDF format.
6. When the **Status** is **Successful**, click the statement name.
7. Once the PDF file is open, you can save or print the statement as needed.

Selecting a Statement Delivery Method

1. From the main menu, select the **My Profile** icon. The **General Information** tab appears by default.
2. Select the **Accounts** tab.
3. Select an account.
4. From the Statement Delivery field, select Electronic With Reminder from the drop-down list.
5. Click **Save**.

Adding Your Bank Information

1. From the main menu, select the **My Profile** icon .
2. Select the **Bank Information** tab.
3. Click the **Add** button to add a bank account for payments. The **Bank Information** screen opens.
4. Enter your **ABA Routing Number**.
5. Select the **Bank Account Type**.
6. Enter the **Bank Account Number**.
7. Enter a **Description**.
8. Click **Save**.

Making a Payment

1. Select **Payments > Create**.
2. On the **Payment Detail** screen, select the **Account Number** for which you are making the payment. If more than one bank is set up, select the **Bank Description** from the drop-down list.
3. Enter the **Payment Amount**.
4. Enter the **Payment Date** (MM/DD/YYYY format).
5. Click **Submit**. A dialog box verifies payment information.
6. Click **OK**.

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**.
7. Click **Reset** to clear all query settings and begin again.

Cardholder Support

The Cardholder Support Team is available 24 hours a day for assistance at: **1-800-270-7760**
Possible inquiries include:
- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support cannot assist with questions specific to PaymentNet.

PaymentNet Support

For company-specific program inquiries, information or for help with navigating in PaymentNet, contact your organization’s assigned program administrator.