PaymentNet™

Cardholder/Manager Guide

Side One

USAF SERVICES
Combat Support & Community Service

Log On

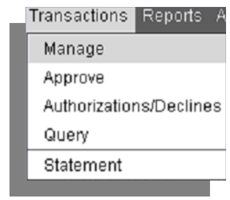
1) Open your Internet Browser.
2) Enter the following in your address bar: http://www.afnafpo.com
3) Click on the P-Card logo
4) Enter the following on the PaymentNet Login Screen:
   Organization ID: AFSVA01
   User ID: <Enter ID>
   Pass Phrase: <Enter Pass Phrase>
5) Click Go.
6) You will be required to change your pass phrase the first time you log on.
7) Enter your new pass phrase.
8) Confirm your new pass phrase.
9) Click Save.

Change Your Pass Phrase

1) From the menu bar on the home page, 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 Save.

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.
3) To view transactions older than 30 days, run an **Advanced Query for Transactions** (see Side Two).

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.

Allocate Transactions

1) Click on a transaction to view the **Transaction Detail** page.
2) Compare the transaction details (e.g., amounts) with your receipts.
3) Review the defaulted accounting code allocations and make any necessary changes.
4) Add information to the **Transaction Notes** field (required).
5) Click Save.

Review Transactions

1) Click on a transaction to view the **Transaction Detail** page.
2) Compare the transaction details (e.g., amounts) with your receipts.
3) Review the accounting code allocations and make any necessary changes.
4) If needed, add information to the **Transaction Notes** field.
5) Check the **Reviewed** box.

Approval	Status New
Reviewed	☑
Approval 1	☐

6) Click Save.

Approve Transactions

1) Click on a transaction to view the **Transaction Detail** page.
2) Review the accounting code allocations and make any necessary changes.
3) Check the **Approved** box.

Approval	Status New
Reviewed	☑
Approval 1	☑

4) Click Save.

Release 2.8.1 (rev 7/06)

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

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Add Lines / Reallocate Transactions

1) From the **Transaction Detail** page, click Add Lines.
2) Indicate in the pop-up box how many lines you would like to add and click OK. The total transaction amount will be divided evenly among each line.
3) Make any necessary changes, including description, percentage/amount and code allocation for each line.
4) Click Save.

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 Dispute.
3) Select a Dispute Reason.
4) Confirm your E-mail Address and enter the Merchant State, if requested.
5) Enter any additional information required and click Submit.

Track the status of your dispute online on the Transaction List:
= Dispute Submitted = Dispute in Process
= Dispute Resolved

Advanced Query for Transactions

1) From the main menu, choose **Transactions**, then select **Query**.
2) On the **Advanced Query – Transactions** page, click on the + to the right of the Criteria row.
3) Select the **Field** to query.
4) Select the **Operation** for the query.
5) Enter the desired data in the **Value** field.
6) To add additional rows of criteria, click the + button. To delete a row of data, click the button.
7) Click Process to run the query on all transactions within your entire hierarchy. Query results will be displayed on the Transaction List.

Save a Query

1) Run a query as described above.
2) Click the **Save Query** button.

3) Enter the name of the query.
4) Click OK. The screen will refresh and the new query name will be displayed in the drop-down list above the Transaction ID column.

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 will not be able to assist with PaymentNet-specific questions.

PaymentNet Support

For Air Force specific program inquiries/information or for help with navigating within PaymentNet contact:

P-Card Team
210-652-6931 (Comm)
487-6931 (DSN)
Email: NAF.Pcard@randolph.af.mil
(AF Global: AFSVA NAF PCARD)