EWU CTA Card Tutorial

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Revision date: 03/03/2016

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CTA Card Contacts

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- EWU Travel Accounting
  - James Waterman, CTA Card Administrator
    Phone: 509-359-2249
    Email: jwaterman@ewu.edu
  - Call or email EWU Travel Accounting to:
    - Request a CTA card
    - Make changes to cardholder profile
    - Deactivate/close a cardholder's account
    - Clarify CTA Card policies and procedures
    - Resolve declined transactions
    - Report a lost or stolen card (after you have contacted JPMorganChase).

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CTA Card Contacts

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- ## JPMorganChase [JPMC]
  - 1-800-270-7760, 24 hours/day
  - Call PaymentNet Customer Service to:
    - Report a lost or stolen card (call immediately)
    - Request further information on a charge after you have contacted the merchant
    - Dispute a charge if you are unable to reach a satisfactory resolution with the merchant

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Introduction

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- Central Travel Account = CTA
- The first step to acquiring a CTA card is to read the CTA Manual
- Completion of the CTA tutorial and quiz is a prerequisite for acquiring a CTA Card. All cardholders and approvers must take the training and review the CTA Manual
- The CTA Card training is simple and convenient
- CTA documentation is available on the EWU Travel Accounting website: https://sites.ewu.edu/financialservices/office-of-controller/travel-accounting/

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Introduction

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- Upon completion of the tutorial and passing the short quiz, prospective Cardholders and Approvers will fill out an application packet and submit it to EWU Travel Accounting, 319 Showalter Hall, Cheney, WA 99004-2445 (Interoffice Mail: 319 SHW)

- After the Travel Accounting Office receives the CTA enrollment packet, it will take approximately 2-3 weeks to process and issue a CTA Card

- The Travel Accounting Office will provide cardholders access to the PaymentNet website with a user ID and pass phrase. You will be required to change your pass phrase upon first log in and register your computer.

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Benefits of a CTA Card

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- Reduces large dollar advances and reimbursements
- Allows online reconciliation and expense distribution for card purchases
- Reduces ordering/processing time through Travel Accounting
- Improves campus efficiency
- Provides quicker turnaround times
- Reduces paperwork
- Greater flexibility in ordering

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CTA Card Overview

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1. The CTA allows Cardholders to procure transportation for EWU employees for university business travel

2. Cardholder reviews and reconciles transactions online through PaymentNet

3. Cardholder matches physical documents to online transactions

4. Approver / Budget Authority reviews and signs "Transaction Detail w/Accounting Codes & Notes" report from PaymentNet

5. Accounts Payable downloads the reviewed transactions from the credit card website to the accounting system

6. Accounts Payable performs review of records

7. Transactions appear on Banner Budget Status Report

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Examples of CTA Card Misuse

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- ## Transactions that are not allowed
  - Non-employee travel
  - Charter services without prior EWU Purchasing Dept. approval
  - Lodging for large groups without prior EWU Travel Office approval
  - Purchase not authorized by Budget Authority or Approver
- ## Failure to follow review procedures
  - The proper procedures are:
    - Review transactions and distribute expense to applicable Banner Index and Account codes by the 3rd business day of the following month e.g. all February transactions must be reviewed no later than the 3rd business day of March
    - Submit PaymentNet report to Approver by the 10th working day of the following month with supporting documentation (e.g., receipts)
    - Submit all documents to EWU Accounts Payable (Interoffice Mail: 319 SHW) no later than the 15th of the following month

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Safeguarding Your CTA Card

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- The card itself and the account number must be retained in a secure location.
- Report a lost or stolen CTA Card to JPMC at 1-800-VISA-911 or 1-800-270-7760, and to EWU Travel Accounting.
- Report suspicious activity to JPMC and to Travel Accounting.
- Notify EWU Travel Accounting of change in Cardholder or Approver status and submit Enrollment/Change form for permanent changes.

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Lending Your CTA Card

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- If the CTA Card is temporarily loaned to another employee within your department, the Cardholder remains responsible for the use of the card
- The person borrowing the CTA Card should be given explicit instructions on its use
    - Employee borrowing CTA card must sign *Terms of Use Agreement (*see link on Travel web page)
    - A valid detailed receipt must be turned in with the card
- Time frame should be given of when the CTA Card should be returned
- Sign out log is recommended

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CTA Card Limits

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- **CTA Card Limits**
  - Each CTA card has transaction count, transaction amount, and monthly limits
- **Declined CTA Card Transactions**
  - Contact Travel Accounting via email if your CTA Card is declined for any reason
    - Provide the merchant name, description, dollar amount, and date of transaction

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PaymentNet Overview

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- Enables access to transaction data 365 days per year
- Review your transactions on the PaymentNet website
- Distribute expense (assign Banner Index and Account codes) for every transaction online by the 3rd business day of the following month
  - Your department default index code will be charged if transactions are not reviewed by this date
    - The Cardholder and Approver will be responsible for submitting corrective paperwork (Example: Memo and copies of invoices) if the default index & account code is charged

We highly recommend reviewing PaymentNet transactions within five working days of transaction posting.

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Accessing PaymentNet

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- https://www.paymentnet.jpmorgan.com
- You will be required to make three entries:
  - Organization ID = US01418
  - User ID - Provided by Travel Accounting when cardholder is approved
  - Pass Phrase - Provided by Travel Accounting when cardholder is approved
    - When you log on the first time you will need to
      - Change your pass phrase
      - Register your computer (machine)

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EWU Central Travel Account Card Tutorial
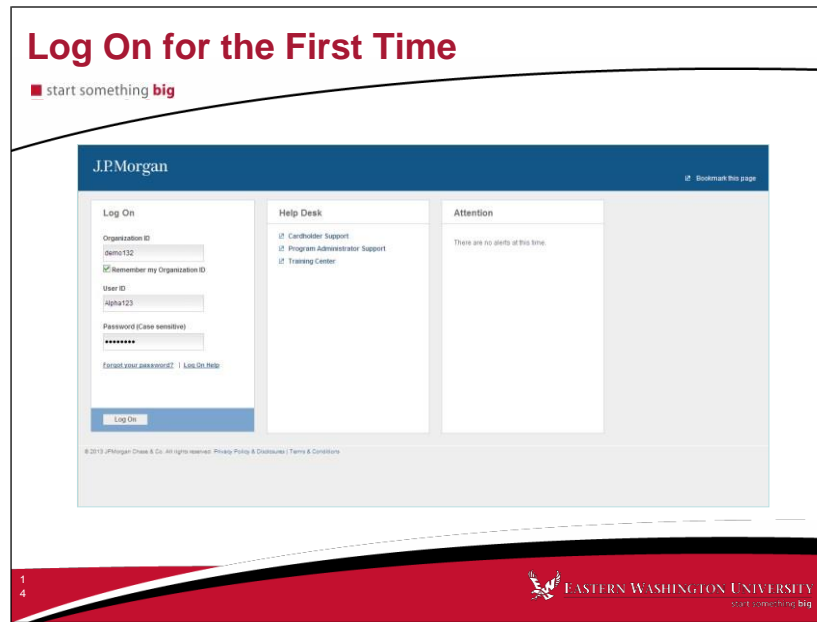
This is the new **Log On** Screen. Anytime you launch a PaymentNet session, you will be taken here. The first time you log on, you will need to sign in using three pieces of information you would have gotten directly from JP Morgan via two emails:

- The first email contained your **Organization ID** and your **User ID**
- The second email contained your temporary **Password**

To simplify your log on process going forward, check the box next to **Remember my Organization ID** to prompt the system to automatically populate it for you every time. **Note**: if you are accessing PaymentNet from a public computer, please do **not** select this option.

The **Forgot my Password** link allows you to reset your own password by clicking on it. You will no longer have to contact anyone else for a password reset.

The **Log On Help** provides immediate answers to any questions you have about this Log On process.

Once you have successfully entered your **Organization ID**, **User ID** and **Password**, you will be taken to the next screen where you will be notified your machine is registered and be prompted to change your temporary password.

There are new standards for creating passwords as indicated on the screen itself. All passwords must contain:

- 6-8 Characters
- Be Alphanumeric (at least one letter and one number)
- No Special Characters
- Different from your **User ID**
- Different from your previous five (5) passwords

Once you are finished creating your new password, click on **Next** to submit the **Change Password** request.

Click on the **Finish** button.

Note: The first time you log in, you will not see this screen.

The above **Register Machine** screen and message populate *whenever* you will be required to complete a *new* machine registration process. This will always happen if you:
- use another machine (either from work, home or on the road) than the one you originally logged on with
- change browsers on any of your registered machines
- clear your browser cookies on any of your registered machines

The first option on the screen assumes you have access to your email on file with PaymentNet. Selecting the radio button for "Send the Activation Code to my e-mail…" and clicking on the **Next** button will cause an activation number to be sent to your email. You will enter the activation number when prompted. After that, your computer will be registered and is ready for your use.

Rarely, if ever, will you have to select the second option which assumes you do not have access to your email. In this scenario you will select the radio button, click **Next** and contact your program administrator for a password reset. Once you login with the temporary password, you will be prompted to change it and immediately thereafter the machine will automatically be registered for PaymentNet access.

EWU Central Travel Account Card Tutorial
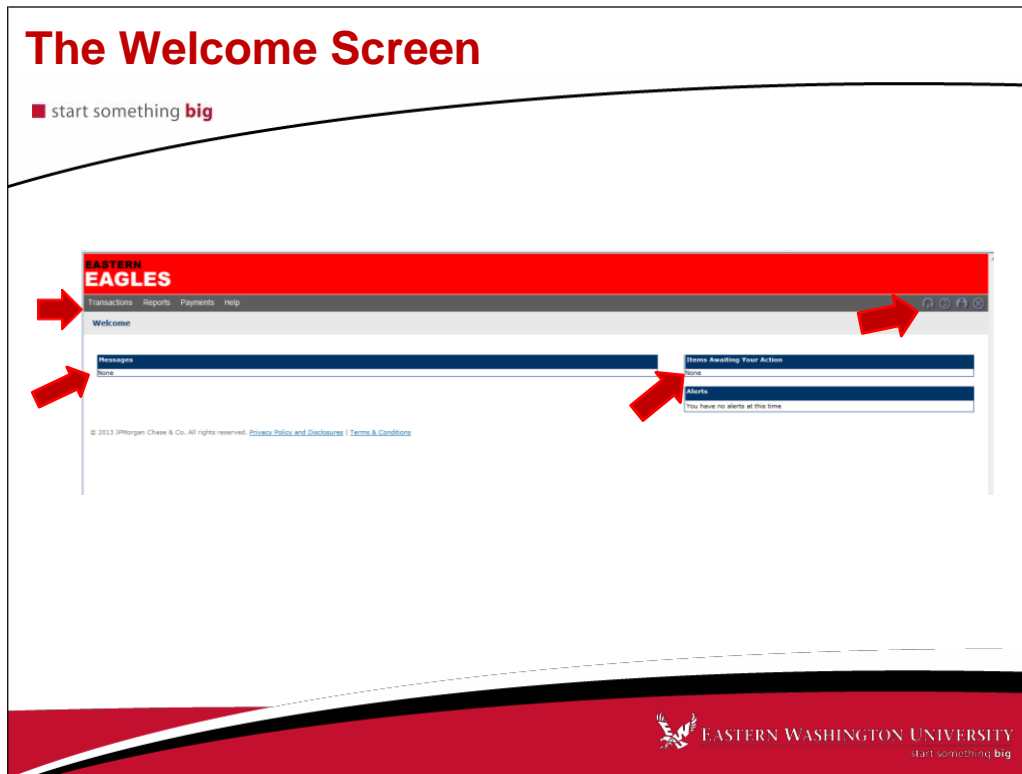
Messages - This is where any messages from either your Program Administrator or JP Morgan will be displayed.

Items Awaiting Your Action – This provides you with immediate awareness about key actions you need to take care of such as transactions for you to review, and access to files that are now available for you to download.

Icons (Upper Right Corner)
- **Home Page** – Clicking on this Icon at any time will bring you back to this **Welcome Screen**.
- **Contact Information** – This icon contains the name and number of the person(s) in our organization that will act as your point of contact regarding any questions with PaymentNet.
- **My Profile** – This icon allows you access to your personal settings which you will maintain the information on.
- **Log Out** - It is recommended that you always use this icon when logging out.

Menu Bar contains the Modules you will need to access to complete your tasks. In Legacy PaymentNet, many functions were accessed through one menu. All user actions are now accessed and grouped into several modules which may include:
- **Transactions**
- **Reports**
- **Payments** (not applicable)
- **Help**

The **My Profile** Icon is used to enter general information about yourself, your bank information (not applicable), and your screen view preferences and provides you with a view of each of your credit card accounts.

The **My Profile** information displayed applies only to the logged in user. Changes made here will not be applied system-wide.

General Information allows you to complete the following tasks found on the left-hand side of this screen:

- **Change Password** information – you can click here to change your password at any time.
- **Change Authentication Questions** – this is where you would change your answers to any of the security questions you originally answered when setting up your password and machine for the first time.
- **E-mail Address**: This email will be used for all internal messages prompted within PaymentNet.
- **Enable e-mail Notification**: This is a new feature that allows you to select which reports, files or information you would like to be notified about. **NOTE:** Any grayed out items will not be able to be chosen so disregard.

Don't forget to select the **Save** button when you are done making any changes.

Transactions: Manage

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Transaction List

Waiting For My Review - Last 60 days ▼ **Set as Default Query**

Waiting For My Review - Last 60 days
Last 30 days (system)
Waiting For My Approval - Last 60 days
Transaction Flags (30 days)
Transaction Flags (7 days)
Transaction Flags (most recent)

			view	Transaction Date
			☐	02/21/2013
			☐	02/20/2013
☐		🟢 $	79089	☑	02/20/2013
☐		🟢 $	79088	☑	02/20/2013

Please set and save "Waiting for My Review - Last 60 days" in *Set as Default Query.*

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Last 30 days (system) is the default.

Waiting For My Review – Last 60 days. This will display all transactions requiring reconciliation for the monthly accounting cycle. The Last 30 days query is not tied to the accounting cycle.

The **Transactions** Module in PaymentNet allows you to manage transaction details and settings and make real-time updates.

You will be able to complete the following tasks:

- Manage and Update Transactions
- View Transaction **Authorization** and **Decline** reasons
- Create an **Advanced Query**
- Download Monthly **Statements**

For every transaction you must:

Assign the six digit Banner Index or Fund Code from the associated TA
Select the appropriate Banner Account Code from the dropdown list
Enter the TA number
Type a description in Transaction Notes that includes the TA number, traveler, departure date and destination
Place a check in the "Review" box in the top right hand corner

Press the Save button!

Reviewing Transactions: Split

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Cardholders can split their transactions from the **General Information** tab into different lines of accounting by following these steps:

1. Click the **Add Lines** button
2. Enter the number of lines to add to the transaction
3. Click the **Add** button
4. Complete the fields that display for each split or line
5. Click **Save**

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When splitting a transaction, the **Accounting Codes** can be accessed for each line item by selecting the drop-down arrow.

A new and enhanced feature allows the Cardholder to easily add additional lines or delete incorrect lines without having to begin the splitting all over again. So if you need to add another split or delete an extra line, it is now an easy and quick process. After adding or deleting an accounting line, be sure to check the % field for each line, especially the last line since it will always be effected by any changes.

By clicking on the ***plus sign*** you can easily add additional splits. By clicking on the ***trash can*** icon, you can easily delete any lines entered in error.

EWU Central Travel Account Card Tutorial

Reviewing Transactions: Split… HELP!

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Context help is available at any time

Disputes

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Always attempt to resolve disputes with the merchant first.

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Formal Disputes

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You may formally dispute a transaction when:

- The merchant will not work with you to rectify the issue
- You did not authorize a charge or do not recognize a charge
- There is a difference between the amount you authorized and the amount you were charged
- You find duplicate charges
- Your account does not reflect a credit you have been issued by a merchant

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Formal Disputes

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- The disputed item *will* *be* paid
- The disputed transaction must be documented in writing within 60 days of the transaction
- Log the disputed item online by using the "dispute" button on the "Transaction Detail Record" screen or call PaymentNet Customer Service at 800-270-7760
- PaymentNet will instruct the cardholder to provide specific information regarding the dispute
- Review the transaction in PaymentNet as you would any other transaction
- If a credit is due, it will be reflected on PaymentNet

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Transaction Detail: Dispute

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General Information | Addendum | History

Save | Add Lines | Dispute

Settlement Method Commercial Card
Transaction Type Purchase

Submit

* Required Fields

Name	CASHON, NANCY	**Dispute Entry Date**	03/29/2013
Transaction Date	02/20/2013	**Micro Reference**	24692163051000880020000
Transaction Amount	$8.81		
Merchant Name	AMAZON MKTPLACE PMTS		
*E-mail Address	ncashon@ewu.edu		
*Dispute Reason	Select...		

Select...
Above-mentioned charge is not recognized.
Billed for an incorrect amount.
Billed more than once by the same merchant.
Canceled: Merchant/Service/Airline Ticket/Hotel Reservation.
Charged for purchase that was paid by other means.
I did not authorize this charge.
Merchandise not received that was to be shipped.
Merchandise/Service was received damaged or not as described.
No credit issued for merchandise returned to store.
Other: Detailed information attached describing dispute.

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Before disputing a transaction, you must first attempt to resolve the issue directly with the merchant.

- On the **Transaction Detail screen, click Dispute.**
- Confirm your **E-mail Address.**
- Select the **Dispute Reason from the drop-down list. The system refreshes and might require additional field input.**
- Enter any additional information, if necessary.
- Click **Submit.**

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

Red= Dispute in Process
Yellow= Dispute Submitted
Green= Dispute Resolved

Generating Monthly Reports

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- At the end of each month generate the "Transaction Allocation" report

Transaction Allocation
US01418

Date/Time Printed: 03/03/2016 05:14:35 PM   Orientation: Landscape

Selection Criteria: Post Date Is Between '01/01/2016' AND '03/01/2016' AND Cardholder Last Name Contains 'EASTERN W'

Transaction ID	Last Name	First Name	Account Number	Transaction Date	Post Date	Merchant Name	Merchant City	Merchant State/Province	MCC	Sales Tax	Transaction Amount	Transaction Type
19799701001	EASTERN WA UNIVERSITY		************9780	01/08/2016	01/11/2016	ALASKA AIR	SEATTLE	WA	3256	$0.00	$129.10	Purchase

Notes:-   P0033142, J Callaghan, 01/19/16, Spokane

Chart of Accounts: COA - US01418   Banner Index or Fund:200461|Banner Account Code:71712|TA Number:P0033142

| 19799701001 | EASTERN WA UNIVERSITY | | ************9780 | 01/08/2016 | 01/11/2016 | ALASKA AIR | SEATTLE | WA | 3256 | $0.00 | $129.10 | Purchase |

Chart of Accounts: COA - US01418   Banner Index or Fund:200505|Banner Account Code:71712|TA Number:P0033142

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Monthly Report Selection

- On the Transaction List screen, confirm that each transaction has been reviewed – every line should have the appropriate Banner index or fund, account number and Travel Authorization number

- Choose "Reports" tab and "Create" from the drop down menu

Monthly Report Selection – Output and Date

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- On the Report Criteria screen
    - 1) The report format selection is in the top section
    - 2) Choose the appropriate accounting cycle month from the drop down menu where the Post date "is Between" the first and last day of the month

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Transaction Allocation:
- Post Date Is Between 1st day of month and last day of month.
- Delete the Criteria section by selecting the trash can.
- Leave Transaction ID as the Order By field.
- Click Process Report

Monthly Report Selection – Criteria and Order by

- On the Report Criteria screen

  - 3) Delete the Criteria section
  - 4) Leave "Transaction ID" in the Order By field
  - 5) Click Process Report
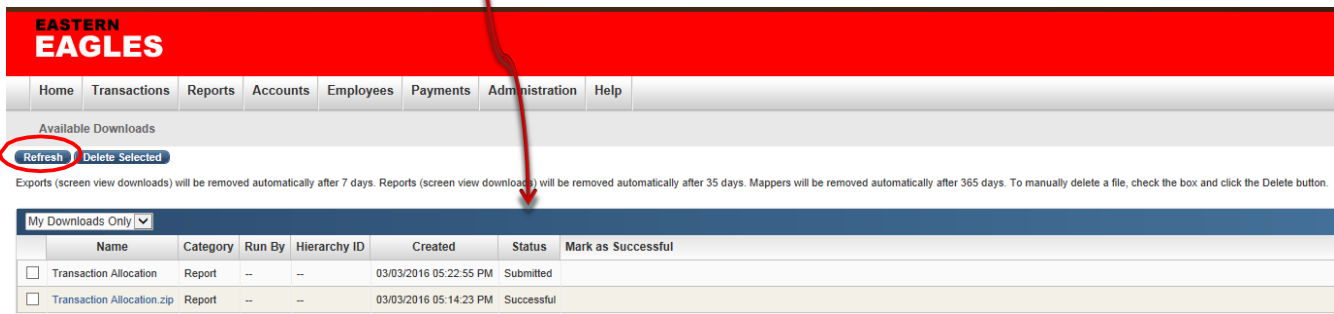
Transaction Detail with Accounting Codes and Notes:
- Post Date Is Between 1st day of month and last day of month.
- Delete the Criteria section by selecting the trash can.
- Leave Transaction ID as the Order By field.
- Click Process Report

Report Selection - Printing

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- On the Available Download Files screen, click on the "Refresh" button until the Status field changes from "Submitted" to "Successful"; click on the report to open PDF and print two copies, one for your records and one for submittal

Submitting Documents

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- **At the end of each month, submit documents:**
  - Transaction Allocation report with the original JPMC statement, receipts, refunds, and invoices for each transaction
    - To Approver, after all transactions have been reviewed, but no later than the 10th.
    - To Office of Grant and Research Development 210 Showalter Hall, Cheney, WA 99004-2444 (Interoffice 210 SHW), if applicable – most Index 5
    - To EWU Accounts Payable, no later than the 15th

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Quiz and Application

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CONGRATULATIONS, YOU'VE COMPLETED THE CTA CARD TRAINING!

NOW TAKE THE CTA CARD Quiz

- Both the Cardholder and Approver must:
  - First review the CTA Manual, then take the CTA Quiz
  - Review and complete the application packet (CTA Application, and the Default Index Authorization form)
  - Submit a completed application packet and the quiz to EWU Travel Accounting

- Once the paperwork has been received and reviewed, EWU Travel Accounting will order a CTA Card and notify the cardholder when it is available

- CTA Manual, Tutorial, Quiz, Application – all available from the EWU Travel Accounting website: https://sites.ewu.edu/financialservices/office-of-controller/travel-accounting/

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