CTA Card Contacts

• 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).
CTA Card Contacts

• 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
Introduction

- 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: [http://access.ewu.edu/Travel.xml](http://access.ewu.edu/Travel.xml)
Introduction

• 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
Benefits of a CTA Card

• 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
CTA Card Overview

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 “Monthly Transaction Detail w/Account 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 reviews of records
7. Transactions appear on Banner Budget Status Report
Examples of CTA Card Misuse

- 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
Safeguarding Your CTA Card

• 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.
Lending Your CTA Card

- 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.
CTA Card Limits

• 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
PaymentNet Overview

• 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 code is charged

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

- https://www.paymentnet.com/Login.asp
- 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
PaymentNet Main Menu

Welcome Waterman James

Message to Program Administrator
Mar. 1, 9:45 AM CT - Correction: Statement data for post date 2/29 finished loading into PaymentNet at 8:11 AM. We apologize for the miscommunication and for the delay and appreciate your patience.

February 14, 2012 AM CT - As part of our commitment to continuously improve your PaymentNet experience, we will be performing system maintenance on Saturday, March 3, 2012 starting at 8:00 AM CT through 10:00 AM CT. You may continue to access the system during the maintenance window however, two brief intermittent outages of 5 to 10 minutes each may be experienced during this time.

We value your business and apologize for any inconvenience this may cause. Please contact your account representative or Client Application Support for any questions.

Message to our users
Mar. 1, 9:45 AM CT - Correction: Statement data for post date 2/29 finished loading into PaymentNet at 8:11 AM. We apologize for the miscommunication and for the delay and appreciate your patience.

February 14, 2012 AM CT - As part of our commitment to continuously improve your PaymentNet experience, we will be performing system maintenance on Saturday, March 3, 2012 starting at 8:00 AM CT through 10:00 AM CT. You may continue to access the system during the maintenance window however, two brief intermittent outages of 5 to 10 minutes each may be experienced during this time.

We value your business and apologize for any inconvenience this may cause. Please contact your account representative or Client Application Support for any questions.
Reviewing CTA Card Transactions

- Select the **PaymentNet** option from the main menu
- The Transaction View enables users to review those transactions which have been posted
- Users can assign index and account codes to each transaction, split transactions between multiple accounts and run reports
- Cardholder will be notified via email by JPMC when transactions are ready to be reviewed
Reviewing Transactions in PaymentNet

- 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 under Additional Notes
  - 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 left hand corner
  - Press the Save button!
Always attempt to resolve disputes with the merchant first.
Formal Disputes

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
Formal Disputes

• 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
Generating Monthly Reports

- At the end of each month generate the “Monthly Transaction Detail with Account Codes and Notes” report
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 “All Reporting” from the drop down menu.
• On the Report screen, select “Transaction” category
Monthly Report Selection

• On the next screen, scroll down and click on the “Monthly Transaction Detail with Account Codes and Notes” report.
Monthly Report Selection - Criteria

1. On the Report Criteria screen
   - 1) choose the appropriate accounting cycle month from the drop down menu and
   - 2) click on the “Process Criteria” button
Monthly Report Selection – Format

- then click on “Proceed With Report” on the Report Hierarchy Criteria screen

- Choose the first arrow button on the next screen “Click to create your report in Adobe.pdf format.”
• On the Available Download Files screen, click on the “Refresh” button until the file name “Submitted” changes to the report name; click on the report to open PDF and print two copies, one for your records and one for submittal.
Submitting Documents

• At the end of each month, submit documents:
  • Monthly Transaction Detail w/Account Codes & Notes report with the original JPMC statement and 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
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: [http://access.ewu.edu/Travel.xml](http://access.ewu.edu/Travel.xml)