Why can’t I see my transactions?

Separate Views for Users with Multiple Roles
JPMC released an enhancement effective 3/23, the online experience for PaymentNet users with multiple roles has changed. The roles will be separated and users will only be able to access one role at a time within PaymentNet. This change will tighten controls and ensure users take appropriate actions when acting in a specific role.

You will need to toggle back and forth with your “Role”. Change the drop-down box to go back and forth.

If you are unable to do or see what you need to, it’s possible that it is because the “Role” that defaults with your access is not what you need.

If you review other transactions (not your own) select:
  Transaction Approver

For your own transactions select either:
  UW Cardholder
  Manager Cardholder
  Division Cardholder

If you like, you can set your default role from ‘MyProfile’ screen: