



# Guide to Using Works<sup>®</sup>

Updated November 2019

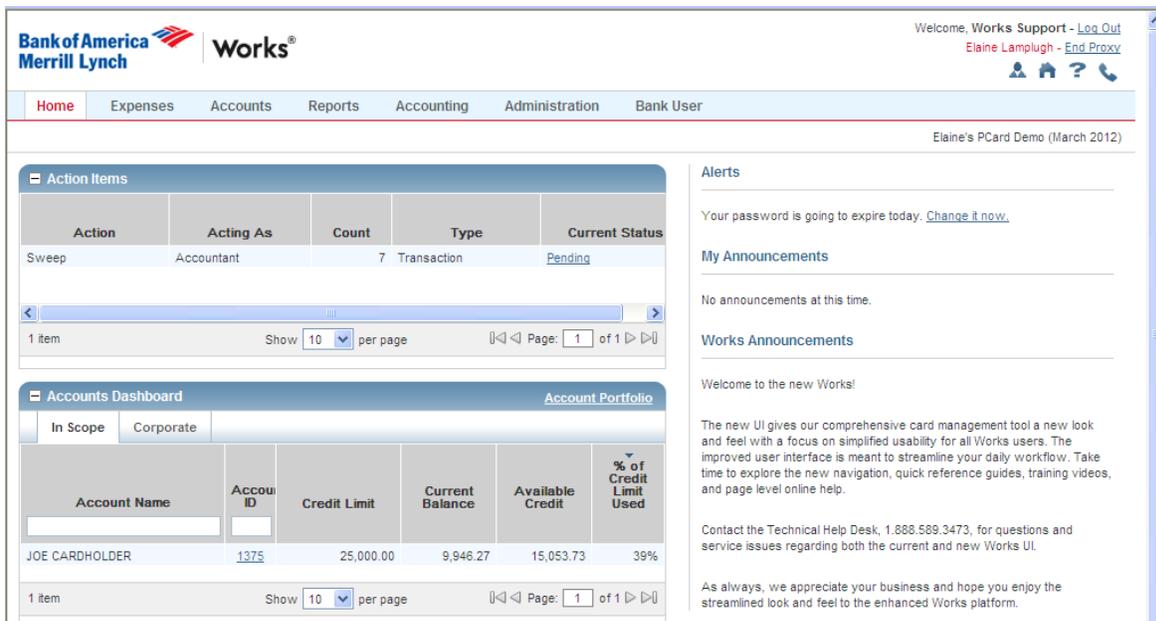


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## Logging In

1. Once you have used your initial Welcome Email to establish your password, open your Internet browser and go to <https://payment2.works.com/works/home>.
2. Enter your username and password, which are case sensitive, and click Login.
3. If you forgot your password, click **Forgot your password?**
4. Once you have logged in, you will be taken to the Home page, which looks similar to the image below.



Bank of America Merrill Lynch | Works®

Welcome, Works Support - [Log Out](#)  
Elaine Lamplugh - [End Proxy](#)

Home | Expenses | Accounts | Reports | Accounting | Administration | Bank User

Elaine's PCard Demo (March 2012)

### Action Items

Action	Acting As	Count	Type	Current Status
Sweep	Accountant	7	Transaction	Pending

1 item | Show 10 per page | Page: 1 of 1

### Accounts Dashboard

Account Portfolio

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
JOE CARDHOLDER	1375	25,000.00	9,946.27	15,053.73	39%

1 item | Show 10 per page | Page: 1 of 1

### Alerts

Your password is going to expire today. [Change it now.](#)

### My Announcements

No announcements at this time.

### Works Announcements

Welcome to the new Works!

The new UI gives our comprehensive card management tool a new look and feel with a focus on simplified usability for all Works users. The improved user interface is meant to streamline your daily workflow. Take time to explore the new navigation, quick reference guides, training videos, and page level online help.

Contact the Technical Help Desk, 1.888.589.3473, for questions and service issues regarding both the current and new Works UI.

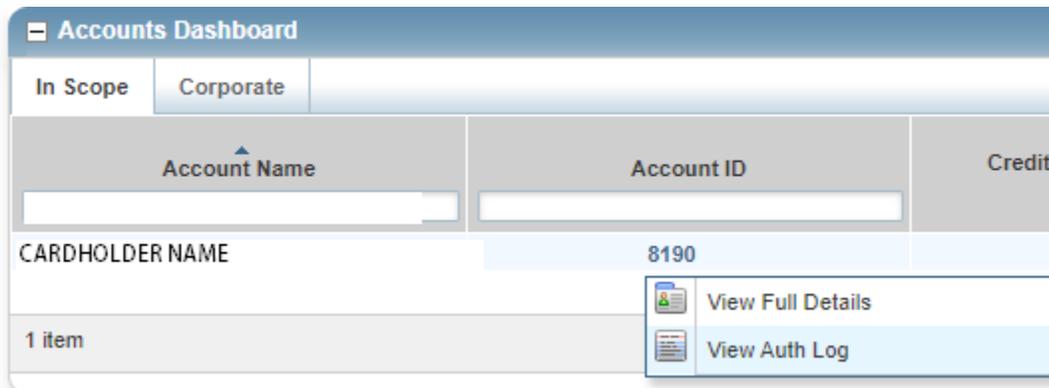
As always, we appreciate your business and hope you enjoy the streamlined look and feel to the enhanced Works platform.

5. Home page has three sections:
  - Action Items - lists tasks that you must complete, such transactions that require your sign off
  - Accounts Dashboard – lists your pcard accounts, their balances, and their available credit
  - Alerts and Announcements
6. At the top of your page, next to the word Home, you will see two other menu choices:
  - Expenses – used to access your full list of pcard transactions
  - Reports – used to create and download various reports

## Reviewing Authorizations and Declines

Transaction authorization and decline information is updated in Works® immediately after transactions are attempted at merchants' credit card terminals. To view this information:

1. Look at the Accounts Dashboard on your Home page.
2. Click on the last 4 digits of your card number and choose View Auth Log.



3. You will then see your Authorization Log, which includes your pcard's current balance, available funds, and details of the most recent transactions. A Decline Reason will be included if the transaction was declined.

Authorization Log - CARDHOLDER NAME

Current Balance: 12,816.13      ATM Cash Limit: 0.00      Available Funds: 461,097.00

	Date	Merchant Name	MCC	Amount	Result	Decline Reason
[-]	10/09/19 10:59:43 EDT	HKM DIRECT MARKET COMM	2741	\$16,674.70	Authorized	
<b>Additional Auth Details</b>						
Auth/Decline Code: 068178						
Amount Avail Before Auth: 477,772.31						
Exact Match:						
[+]	10/09/19 09:48:03 EDT	ANDA	5047	\$329.48	Authorized	
[+]	10/08/19 12:45:24 EDT	GLOBAL PROMOTIONS AND	5999	\$8,265.12	Authorized	
[+]	10/08/19 12:01:00 EDT	BSN SPORTS LLC	5137	\$3,027.36	Authorized	
[+]	10/08/19 11:14:25 EDT	BSN SPORTS LLC	5137	\$3,027.36	Authorized	
[+]	10/08/19 11:11:37 EDT	BSN SPORTS LLC	5137	\$3,027.36	Authorized	
[+]	10/08/19 11:11:21 EDT	BSN SPORTS LLC	5137	\$3,027.36	Authorized	
[+]	10/07/19 15:19:34 EDT	CANTON REGIONAL C OF C	8398	\$1,523.65	Authorized	

8 items      Show 10 per page      Page: 1 of 1

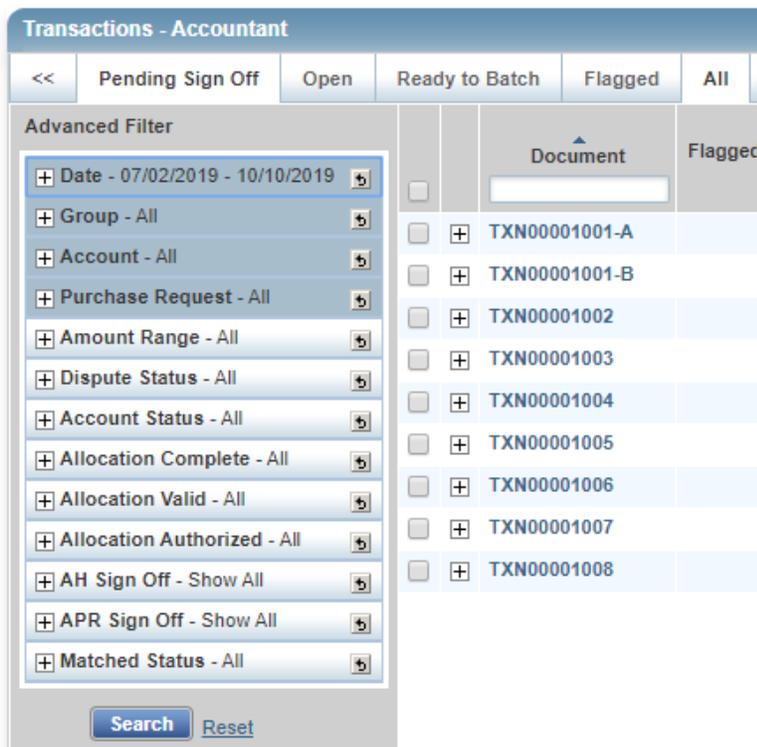
OK

## Viewing Posted Transactions

Most transactions post to the bank between one and three days after they are authorized. There are two methods of seeing a list of posted transactions—viewing them through the Transactions list and running a report.

### Transactions List

1. After logging into Works®, click on Expenses and then Transactions. If you have more than one role (e.g., cardholder and approver) you will need to choose the role whose transactions you want to view.
2. Cardholders and approvers will see three tabs across the top:
  - Pending Sign Off – transactions that have yet to be allocated and/or signed off
  - Flagged – transactions whose allocations and/or comments need corrections
  - All – a list of all recent posted transactions
3. The filters on the left can be used to narrow or widen your search.



4. You can rearrange the columns on this page by clicking their headers and dragging and dropping them. You can also add and delete columns through the Columns dropdown in the upper right corner.

## Transaction Reports

Works® has many standard reports available and all card users are encouraged to use them. The **Transactions by Cycle** report can be customized by date range and may be helpful when organizing pcard documentation for reconciliation, approval, and records retention purposes.

1. After logging into Works®, click on Reports and then Template Library.
2. The Template Library has two sections:
  - Personal – lists reports that you have saved to your personal report library
  - Shared – lists the Works® standard reports and any reports that you have saved as shared
3. In the Shared section, navigate to the Transactions by Cycle report by either increasing the number of items viewed per page or clicking on the right arrow to move to Page 2.
4. Click on the name of the report and then click Modify/Run.
5. The Modify/Run screen allows you to add fields and filters to reports, specify the output format, save templates as either personal or shared, and schedule reports to run.

Reports > Modify/Run

**Create Report**

\* Category:

\* Template:

**Report Options**     Basic     Advanced

Columns

Filters

Output Format

Save Template

Scheduling and Expiration

- To change the date range for this report, go to the Filter section and click on the small calendar icon. There are many date options available. After making your choice, click OK.

**Select Dates**

2					1	2	3	A
0	4	5	6	7	8	9	10	U
1	11	12	13	14	15	16	17	G
9	18	19	20	21	22	23	24	
	25	26	27	28	29	30	31	
2	1	2	3	4	5	6	7	S
0	8	9	10	11	12	13	14	E
1	15	16	17	18	19	20	21	P
9	22	23	24	25	26	27	28	
	29	30						
2		1	2	3	4	5		O
0	6	7	8	9	10	11	12	C
1	13	14	15	16	17	18	19	T
9	20	21	22	23	24	25	26	
	27	28	29	30	31			
2					1	2		N
0	3	4	5	6	7	8	9	O

MM DD YY  
 9 29 2019  
 10 5 2019

Month-to-Date       Selected Week  
 Cycle-to-Date       Selected Month  
 Year-to-Date       Selected Cycle  
 Previous Week       Today  
 Previous Month       Custom  
 Past 30 days  
 Previous Cycle  
 Past 30 days

OK Cancel

- To save the date range or any other modifications that you make, go to the Save Template section and click Save Template to Template Library. Enter a name for your template and then enter a description.

**Save Template**

Save Template to Template Library

Template Name:

Description:

8. You can then either run the report immediately by clicking Submit Report, or you can schedule it to run in the future.
9. To schedule a report, go to the Scheduling and Expiration section. You can leave the default job name or enter a new one. Then choose either Run Later, to run the report one time, or Recurring to schedule the report to run on a repeating basis. Once you've made your selection, click Submit Report.

**Scheduling and Expiration**

Job Name:

Run for User(s):

Schedule:

Run Now

Run Later

Recurring ! Report times will be Central time zone

Every  day(s) at

Every  at

Every month on the  at

Every billing cycle plus  day(s)

Every quarter starting

Report Expiration after:  day(s)

10. You can view your scheduled reports by clicking on Scheduled in the Reports menu.
11. You can view reports that have run by clicking Completed in the Reports menu. A report is ready for viewing once the Status column reads "Ready." It usually takes less than one minute for reports to be ready. Click on the link in the Output column to download the file. The downloaded file will show up at the bottom of your browser window.

Reports > Completed

Created 1 report. Report can be downloaded from the table below.

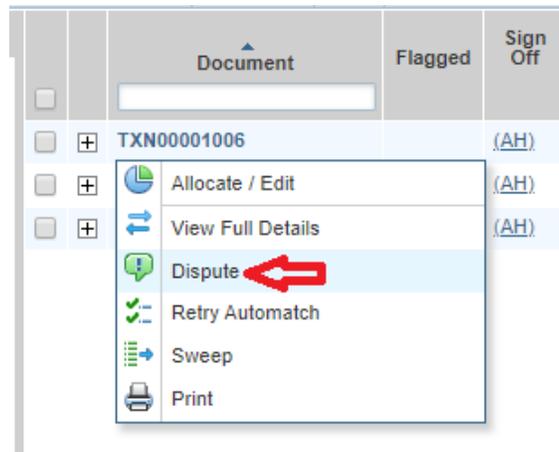
Completed Reports						
	Queued At	Report Name	Status	New	Output	
<input type="checkbox"/>	10/10/2019 02:10 PM CDT	Transactions by Cycle	Ready	<input checked="" type="checkbox"/>	<a href="#">XLS</a>	

## Disputing Transactions

Cardholders must attempt to settle disputes with merchants directly before using Works® to dispute transactions. Keep the following in mind when disputing transactions:

- Disputes must be submitted within 60 days of the pcard billing cycle close date.
- The following are the only reasons why a dispute form will not display in Works®. In each case, a message will inform you of the reason:
  - Transaction is older than 60 days
  - Statement date or merchant code is not available on the transaction
  - Transaction is a credit
  - Transaction was made with a lost or stolen card
- You may only submit one dispute per transaction and submitted information cannot be edited. If you need to modify submitted information, contact the bank.

1. After logging into Works®, click on Expenses and then Transactions.
2. Click on the transaction number for the transaction that you want to dispute and choose Dispute from the menu that appears.



3. A Dispute Transaction box, which is prepopulated with the transaction's details will appear. Choose a dispute reason from the dropdown box, enter an explanation for the dispute in the comments box, put a checkmark in the box indicating that you would like to make a dispute, and then click OK.

**Dispute Transaction** ✕

Your company should first make good faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from the bank is required, please complete this form and provide any required documentation within 60 days from the billing close date.

Bank of America - Commercial Card Services Operations  
 PO Box 63101  
 Phoenix, AZ 85072-3101  
 Phone: 800-673-1044 Fax: 888-678-8048

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**Transaction Details**

Account Nickname: CARDHOLDER NAME	Close Date: 10/31/2019
Account ID: 0329	Purchase Date: 10/08/2019
Accountholder: LAST, FIRST	Reference Number:
Phone: <input type="text" value="(330) 672-8645"/>	Vendor Information: CANTON REGIONAL C OF C

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**Dispute Details**

Posted Amount: 1,523.65

Dispute Amount:

Reason for Dispute:

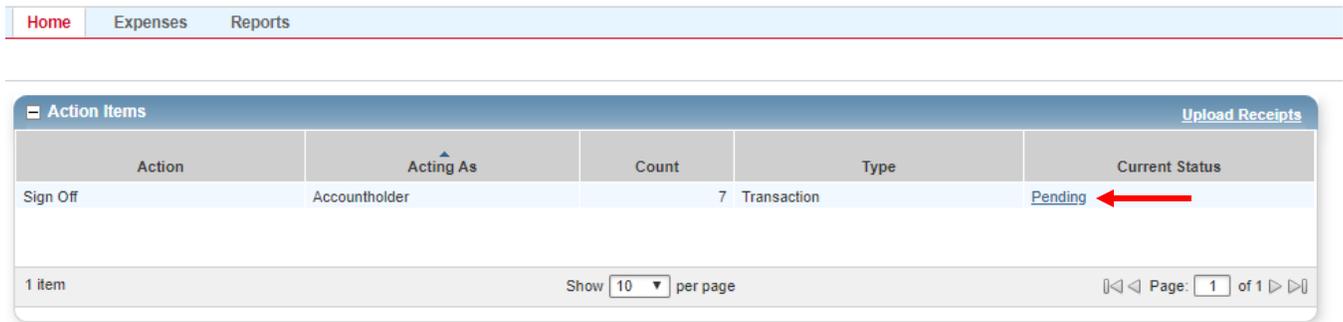
Comments:

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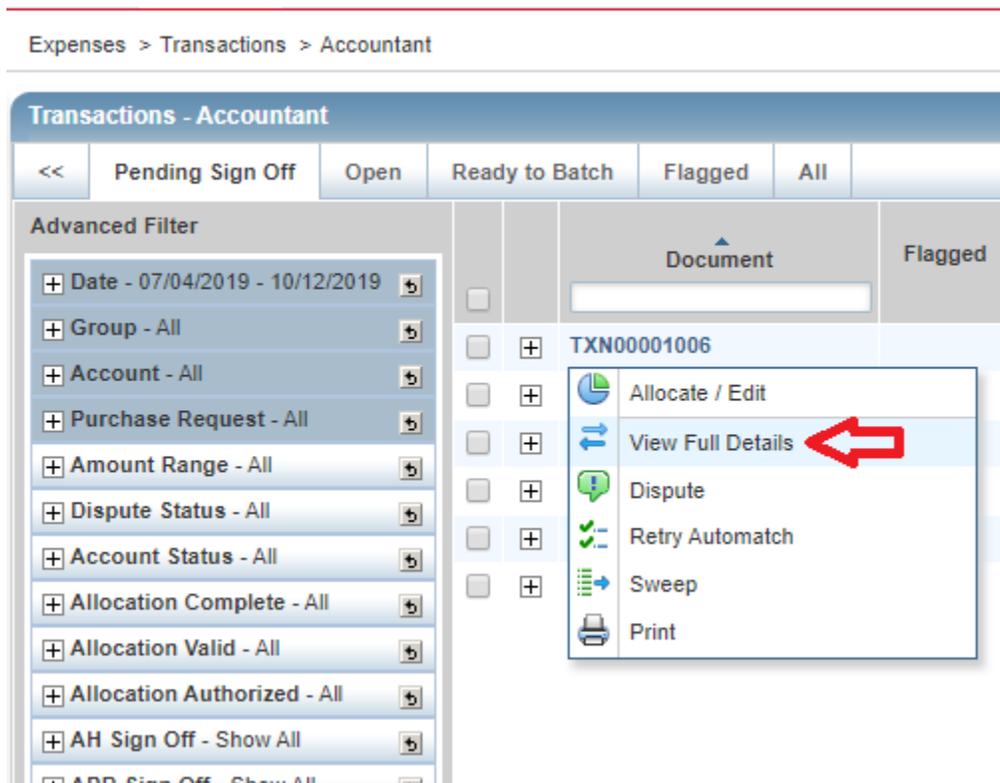
I have examined the charge(s) made to my account and wish to dispute the transaction.

## Allocating and Signing Off on Transactions (performed by Reconciler)

1. After logging into Works® navigate to the Transactions List by clicking the Pending link next to Sign Off in your Actions Items menu, or via the Expenses menu.



2. In the Pending Sign Off section of the Transactions List, click on the document number for the transaction that you would like to review and then click View Full Details.



- First, review the Purchase Amount (in the upper left corner of the transaction) to ensure that it matches the documentation (receipt) for the purchase.

Note: Ignore the Reference & Tax and Transaction Details sections. As long as your receipt shows no tax and the amount matches the Purchase Amount, the transaction amount has posted correctly and without tax charged.

TXN00001004	
<b>Purchase Amount:</b>	353.46
<b>Post Date:</b>	09/30/2019
<b>Vendor Name:</b>	VWR INTERNATIONAL INC
<b>MCC:</b>	5047 (LAB/MEDICAL/DENTAL/OPHTHALMIC HOSPITAL E)

- Next, in the Allocation section, review the default index, account, and commodity code for the transaction. If necessary, make changes to the default coding by typing in the applicable fields.

GL01: Index	GL02: Account	GL03: Commodity Code
100	72017	44120000
100100   Dean Arts Sciences		
100101   Biological Sciences		
100102   English		
100103   Instit for Bibliog Editin		
100109   Pan-African Studies	Use Tax	Shipping ZIP
100110   Jewish Studies Program	0.00	44242
100111   Mathematical Science		
100113   Chemical Physics		

5. If you need to allocate to more than one index/account/commodity code combination:

- Click the Add button below the transaction and select the number of lines to be added.

- Copy the description from the first line to all added lines.
- Enter each line's amount, index, account, and commodity codes to reflect the proper allocation.
- Verify that the Purchase Amount total matches the Allocation Total and the Variance shows 0.00 in the top right corner of the Allocation section.

Purchase Amount: 487.00    Tax Amount: 0.00    Allocation Total: 487.00   100%    Variance: 0.00		
GL01: Index	GL02: Account	GL03: Commodity Code
<input type="text" value="100304"/>	<input type="text" value="72017"/>	<input type="text" value="12000000"/>
<input type="text" value="100306"/>	<input type="text" value="72017"/>	<input type="text" value="12000000"/>
<input type="text" value="100308"/>	<input type="text" value="72017"/>	<input type="text" value="12000000"/>

6. Once you are finished entering all fields, click Save and Sign Off.

Use Tax	Shipping ZIP
0.00	<input type="text" value="44242"/>

Origin Postal Code	Purchase ID	Shipping Amount	Tax Amount	Unique Invoice Number
43040		0.00	0.00	0000000000000000

7. In the Confirm Save and Sign Off box, enter the purchase's:

- Description
- Business purpose
- Benefit to the grant being charged (when applicable)

Then click OK to move the transaction into your approver's queue.

Confirm Save and Sign Off

Confirm save and sign off 1 transaction.

Comments: |

OK Cancel

## Resolving Transaction Flags (performed by Reconciler)

1. Navigate to the Transactions List via either the Expenses menu or your Action Items.

Action Items					
Action	Acting As	Count	Type	Current Status	
	Accountholder	2	Purchase Request	<a href="#">Pending Approval</a>	
Close	Accountholder	2	Purchase Request	<a href="#">Approved - Open</a>	
<b>Resolve</b>	Accountholder	1	Transaction	<b><a href="#">Flagged</a></b>	
Sign Off	Accountholder	2	Transaction	<a href="#">Pending</a>	

4 items      Show 10 per page      Page: 1 of 1

2. Click the plus sign for the transaction you want to view and then click the plus sign to expand the transaction's Comments section. Read the approver's comments.

Ready to Batch	Flagged	All
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Document	Flagged	Sign Off	Primary Accountholder	Account ID	Date Purchased	Date Posted
TXN00001004		(AH)(APR)ACT	CARDHOLDER	8190	09/28/2019	09/30/20

**Transaction**    Allocation    Reference & Tax    Dispute

Bank Transaction #: \_\_\_\_\_ Account # \_\_\_\_\_

Purchase ID: 8087569353    Account # \_\_\_\_\_

CRI Reference: P0037018    Account # \_\_\_\_\_

Vendor ID: [178038611996](#)    Account # \_\_\_\_\_

Vendor Address: PA, 19087    Account # \_\_\_\_\_

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**Comments**

Description of purchases and business purpose  
Emily Hermon | 10/10/2019

Description of purchase is insufficient. What kind of lab supplies is the Controller's Office using?  
Emily Hermon | 10/10/2019

3. Make any needed corrections by clicking on the transaction number and choosing Allocate/Edit. After correcting the allocation or entering a new comment, click Save and Close to return to the Transactions list.
4. Select the transaction by putting a checkmark in the box next to the transaction number and then click on Remove Flag. Enter a comment stating that you have made your corrections and click OK. The transaction then moves back to your approver's queue.

## Reviewing, Flagging, and Approving Transactions (performed by Approver)

- From the Home screen, click on the Pending link in your Action Items list.

The screenshot shows the 'Action Items' section of the application. The navigation bar includes 'Home', 'Expenses', 'Reports', and 'Administration'. The 'Action Items' table has the following data:

Action	Acting As	Count	Type	Current Status
	Accountholder	2	Purchase Request	<a href="#">Pending Approval</a>
Sign Off	Approver	6	Transaction	<a href="#">Pending</a>

At the bottom of the table, it says '2 items' and 'Show 10 per page'. The page number is 'Page: 1 of 1'.

- Click on the transaction number for the transaction that you want to approve and choose View Full Details from the menu that appears.
- On the Allocation & Detail tab, review the allocation (amount, index, account, and commodity code) for correctness and compare the Purchase Amount to the itemized invoices provided by the reconciler.

Transaction	Allocation & Detail	Dispute	Receipts
Allocation			
<input type="checkbox"/>	Comp Val Auth	All Values Amount	Sales Tax
<input type="checkbox"/>	✓   ✓   ✓	253.46	0.00
<input type="checkbox"/>	✓   ✓   ✓	100.00	0.00
0 Selected   2 items			

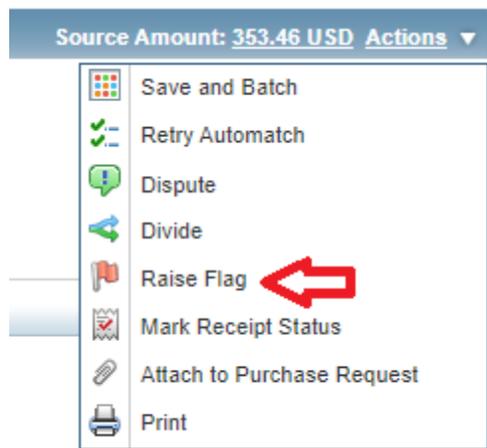
Purchase Amount: 353.46    Tax Amount: 0.00    Allocation Total: 353.46   100%    Variance: 0.00		
GL01: Index	GL02: Account	GL03: Commodity Code
100304	72017	44120000
100304	72012	10130000

4. On the Transaction tab, review the comment to ensure that it includes the required information (description of purchase, business purpose, statement of benefit to grant when appropriate.)

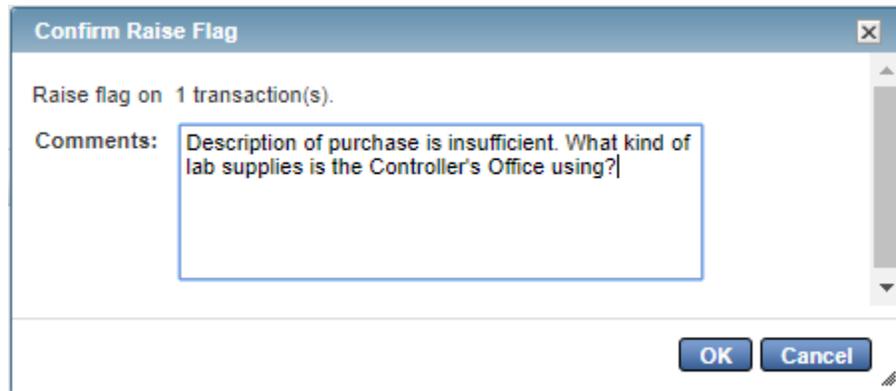
Transaction	Allocation & Detail	Dispute	Receipts
<p>Bank Transaction #: 24435659271069887793151</p> <p>Purchase ID: 8087569353</p> <p>CRI Reference: P0037018</p> <p>Vendor ID: <a href="#">178038611996</a></p> <p>Vendor Address: PA, 19087</p>			
<p>☐ Comments</p>			
<p>Description of purchases and business purpose</p> <p>Emily Hermon   10/10/2019</p>			

5. If the allocation coding or information provided in the comment is incorrect or incomplete or if you simply have a question about it:

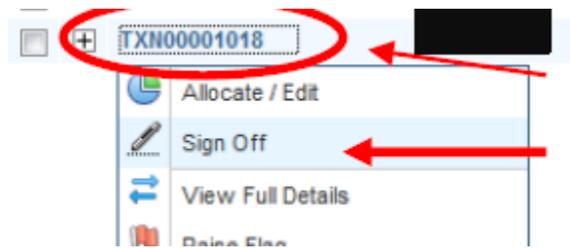
- a. Click on Actions in the top right corner and then choose Raise Flag.



- b. In the box, explain why you are flagging the transaction and then click OK. This comment will now appear in the Comments section on the Transaction tab.



- c. The reconciler will now need to take steps to clear the flag before you can continue approving this transaction.
- 6. If the allocation is correct and the information provided in the comments is sufficient, approve it by clicking Sign Off from the transactions list.



## Log of Changes

11/6/2019 – Updated screenshots and instructions in Allocating and Signing off on Transactions section.