KENT STATE UNIVERSITY

Guide to Using Works®

Updated November 2019

Bank of America Merrill Lynch | Works®

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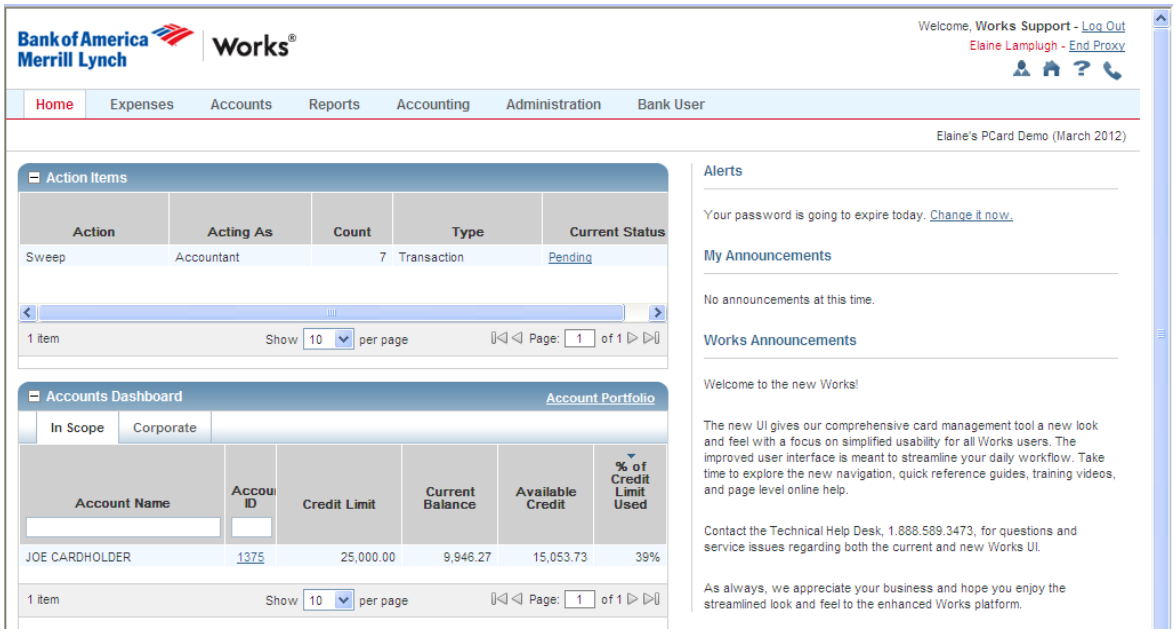
Logging In

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.



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

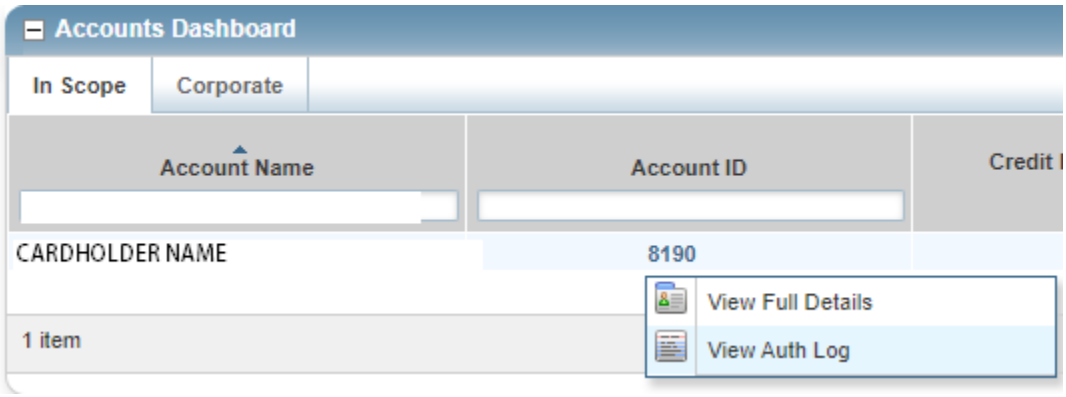
6. At the top of your page, next to the word Home, you will see two other menu choices:
   - Expenses – used to access your full list of pcard transactions
   - Reports – used to create and download various reports

Reviewing Authorizations and Declines

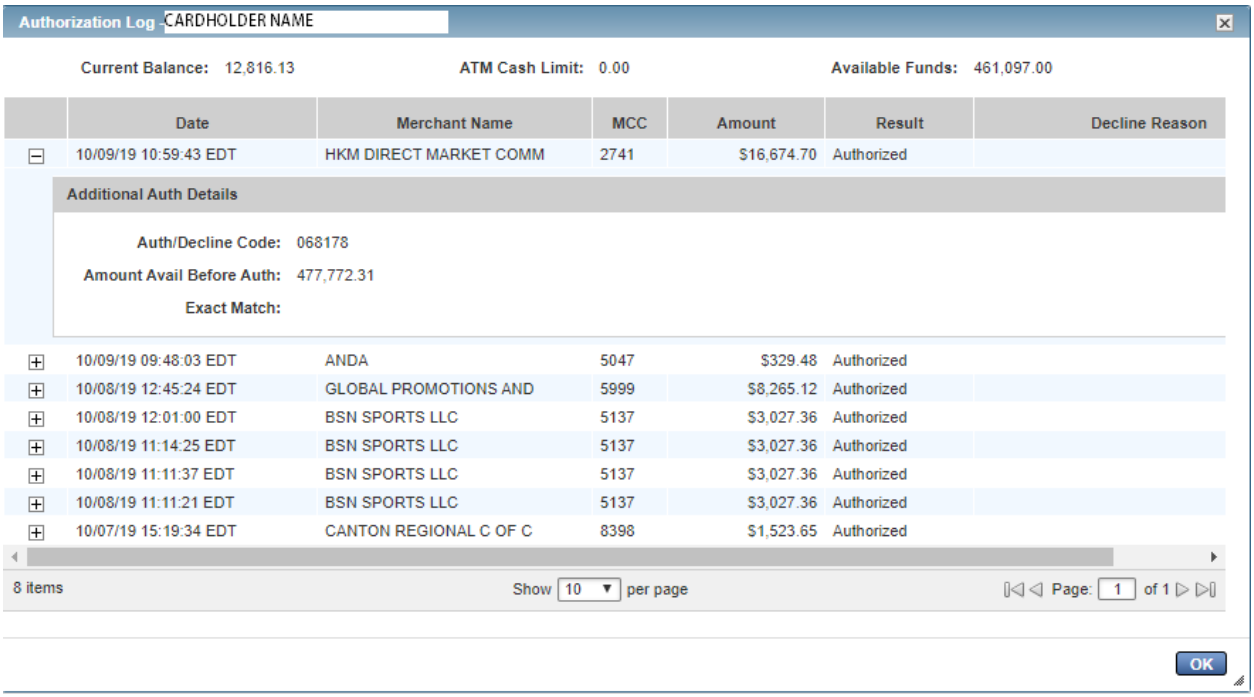
Transaction authorization and decline information is updated in Works® immediately after transactions are attempted at merchants' credit card terminals. To view this information:

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.



Viewing Posted Transactions

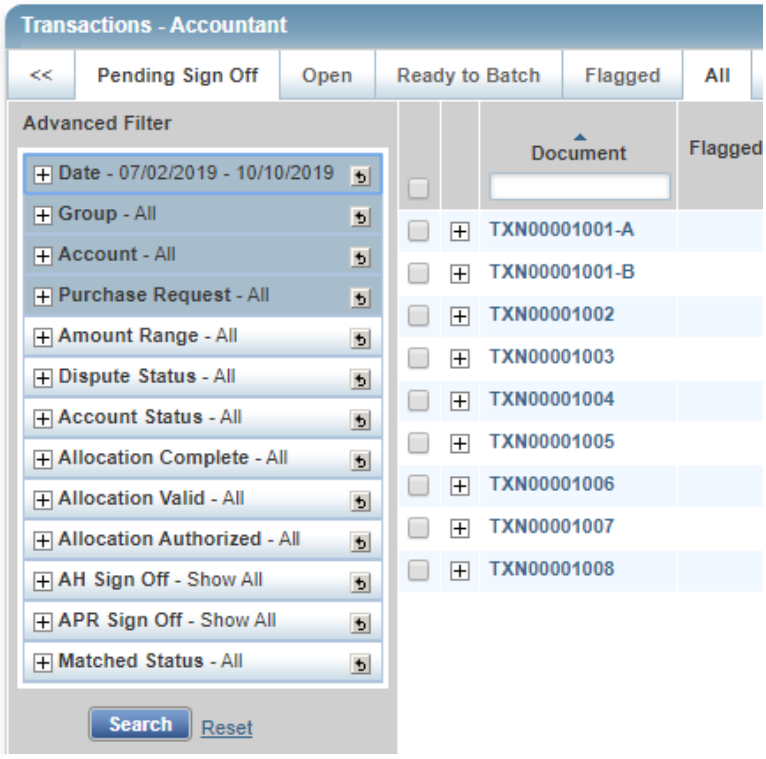
Most transactions post to the bank between one and three days after they are authorized. There are two methods of seeing a list of posted transactions—viewing them through the Transactions list and running a report.

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.

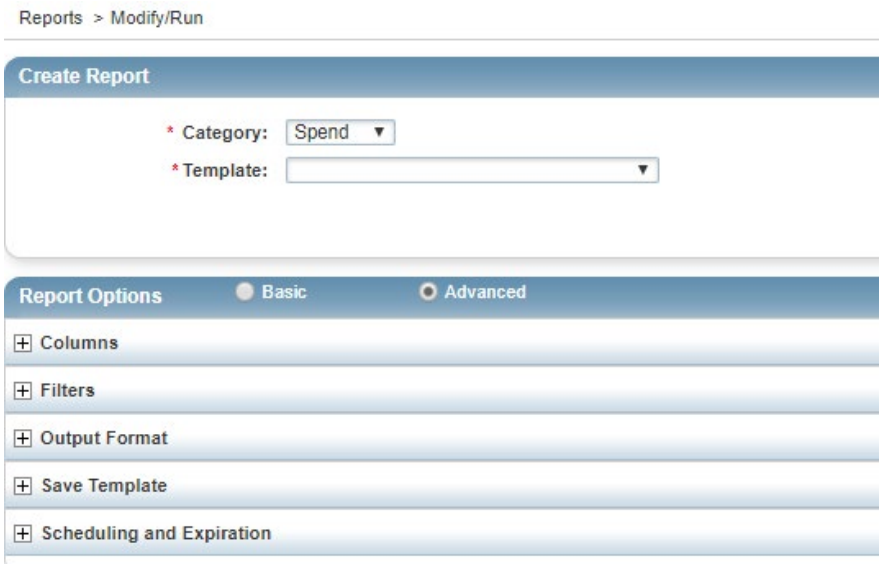
1. After logging into Works®, click on Reports and then Template Library.

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

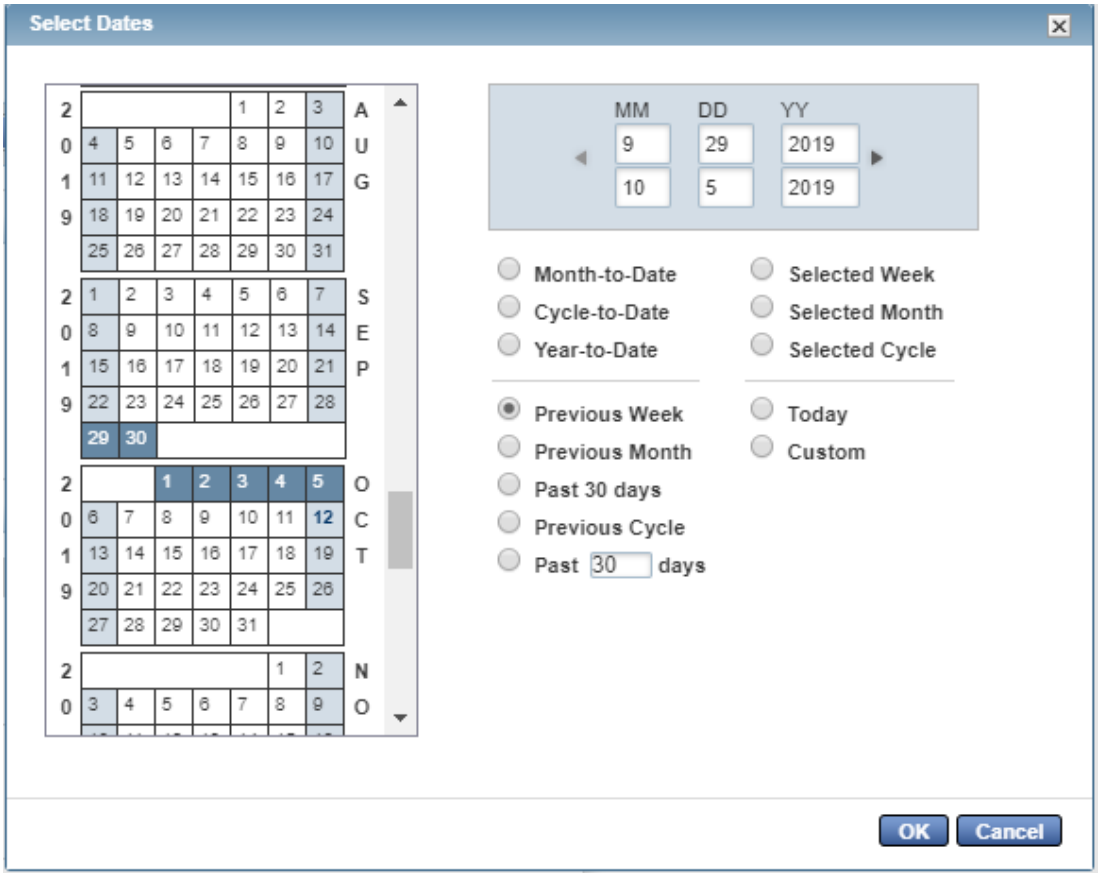
3. In the Shared section, navigate to the Transactions by Cycle report by either increasing the number of items viewed per page or clicking on the right arrow to move to Page 2.

4. Click on the name of the report and then click Modify/Run.

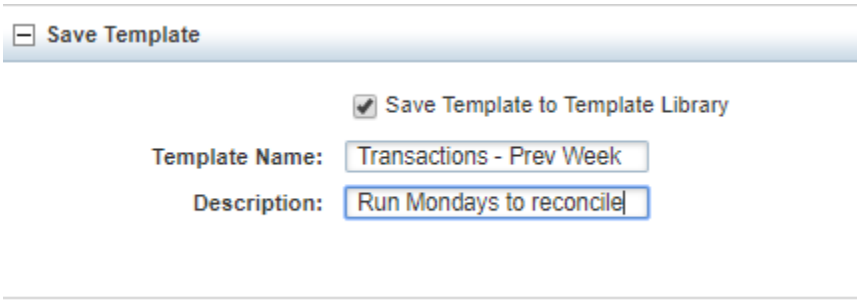
5. The Modify/Run screen allows you to add fields and filters to reports, specify the output format, save templates as either personal or shared, and schedule reports to run.



6. 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.

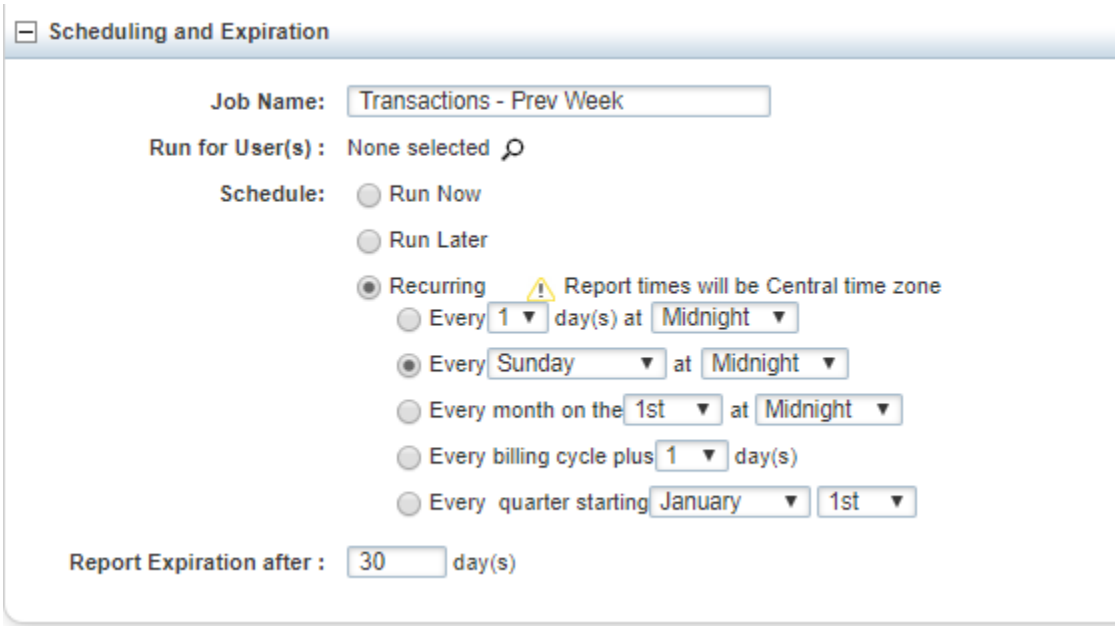


7. To save the date range or any other modifications that you make, go to the Save Template section and click Save Template to Template Library. Enter a name for your template and then enter a description.



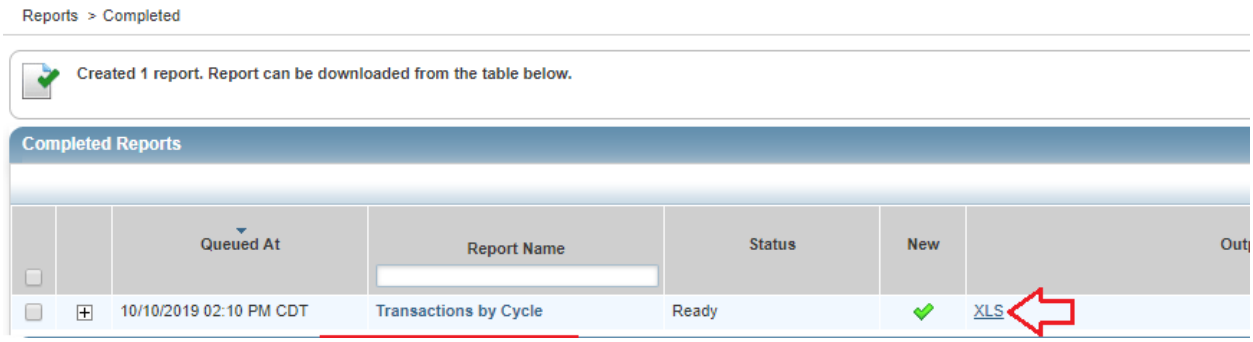
8. You can then either run the report immediately by clicking Submit Report, or you can schedule it to run in the future.

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.



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.



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:

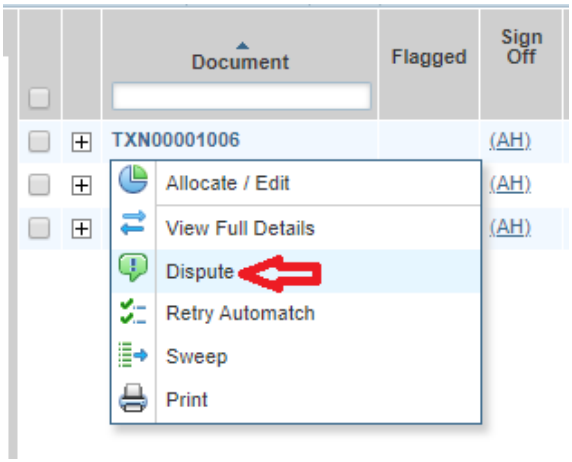
- Disputes must be submitted within 60 days of the pcard billing cycle close date.

- 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

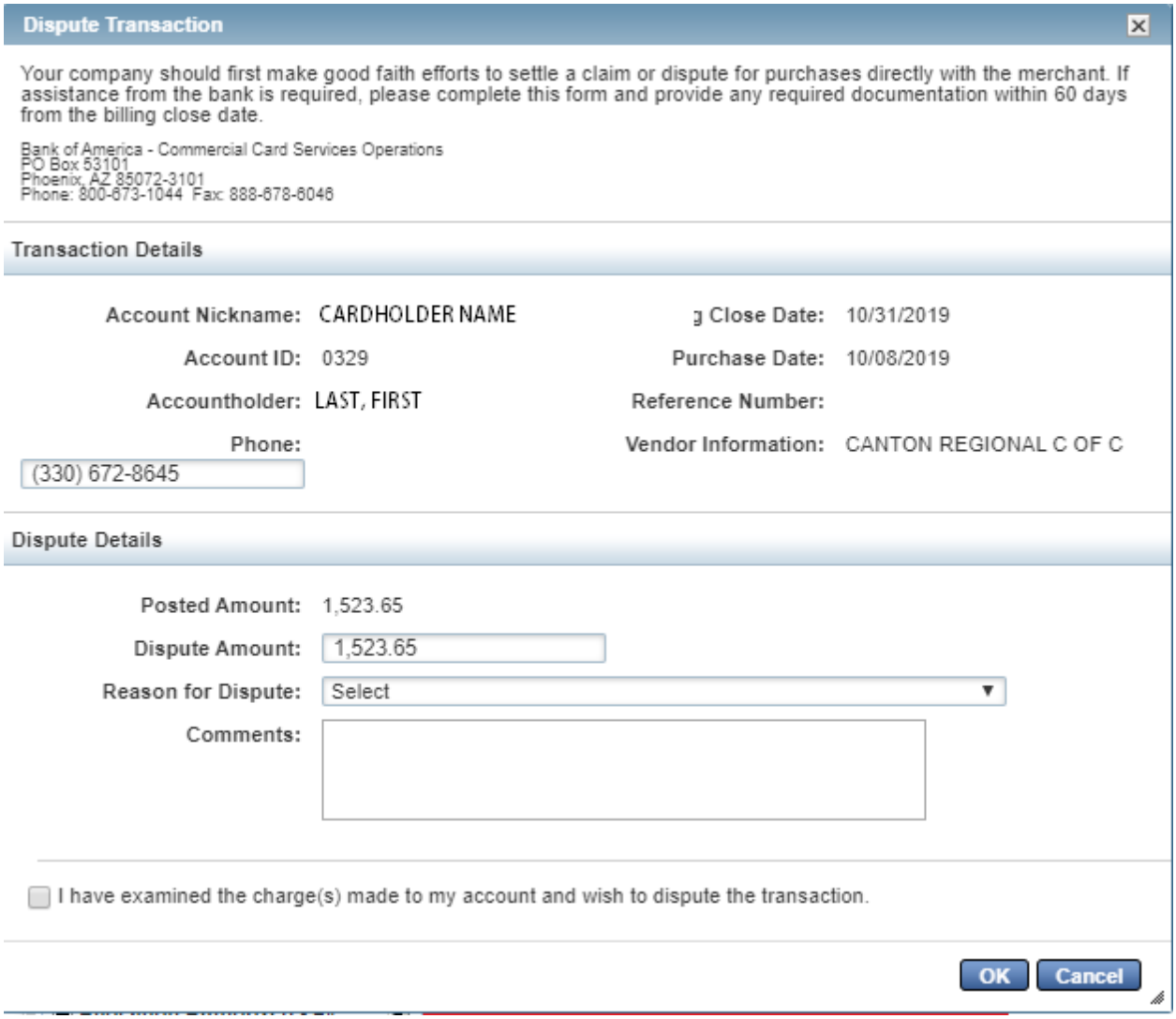
- You may only submit one dispute per transaction and submitted information cannot be edited. If you need to modify submitted information, contact the bank.

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.

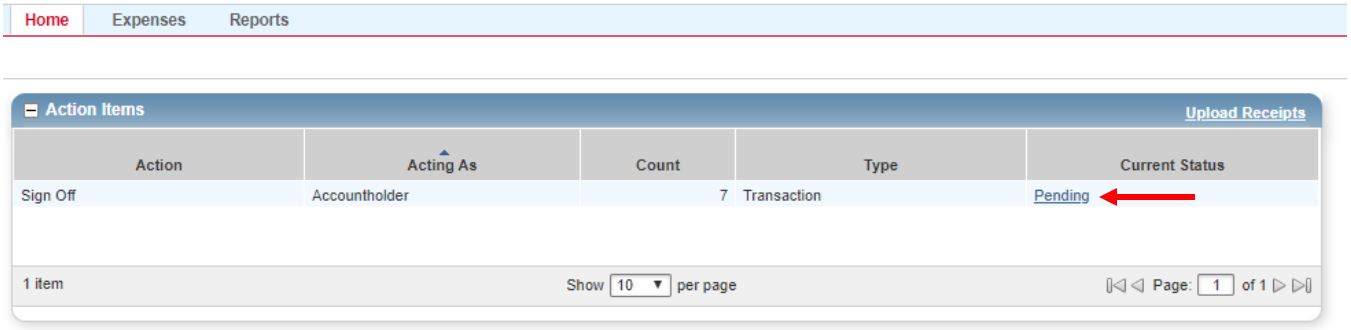


3. A Dispute Transaction box, which is prepopulated with the transaction's details will appear. Choose a dispute reason from the dropdown box, enter an explanation for the dispute in the comments box, put a checkmark in the box indicating that you would like to make a dispute, and then click OK.

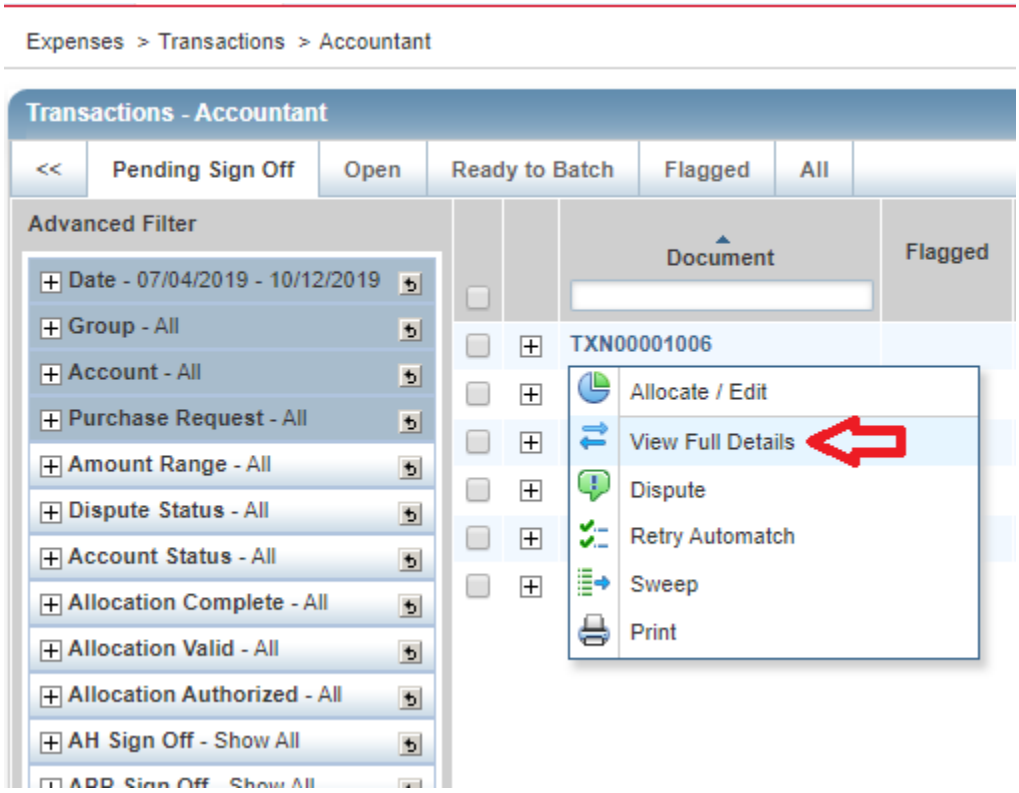


Allocating and Signing Off on Transactions (performed by Reconciler)

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.

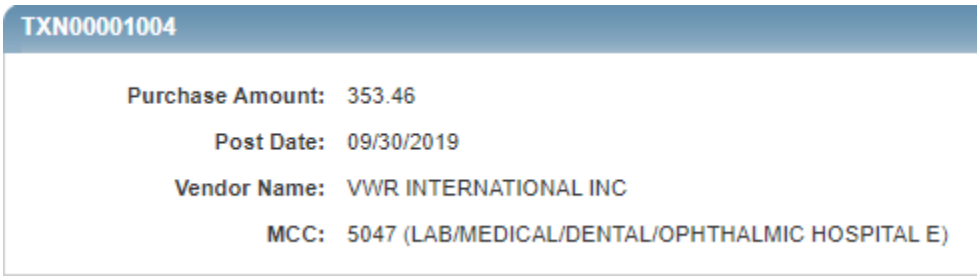


2. In the Pending Sign Off section of the Transactions List, click on the document number for the transaction that you would like to review and then click View Full Details.

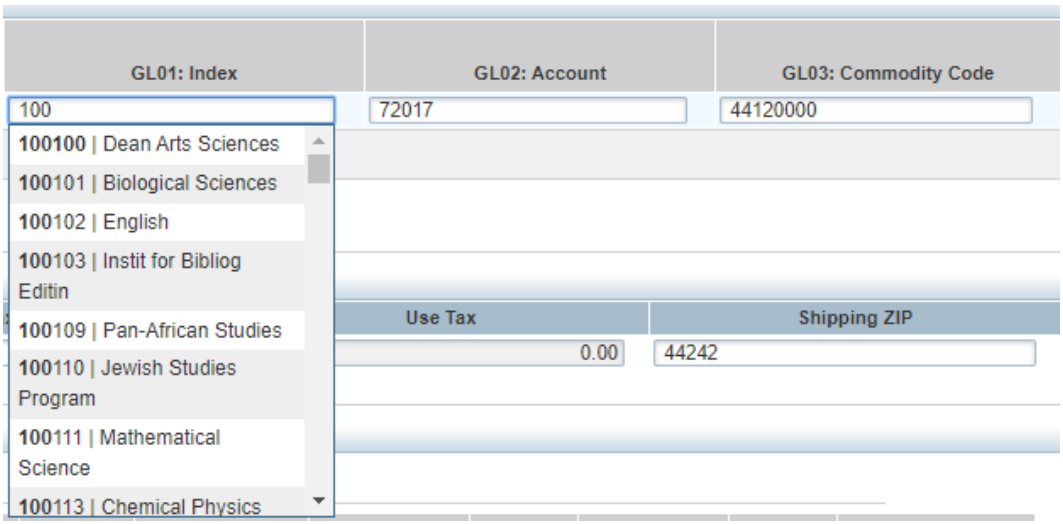


3. First, review the Purchase Amount (in the upper left corner of the transaction) to ensure that it matches the documentation (receipt) for the purchase.

   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.

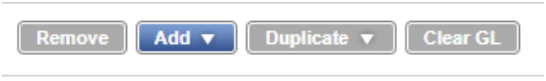


4. Next, in the Allocation section, review the default index, account, and commodity code for the transaction. If necessary, make changes to the default coding by typing in the applicable fields.

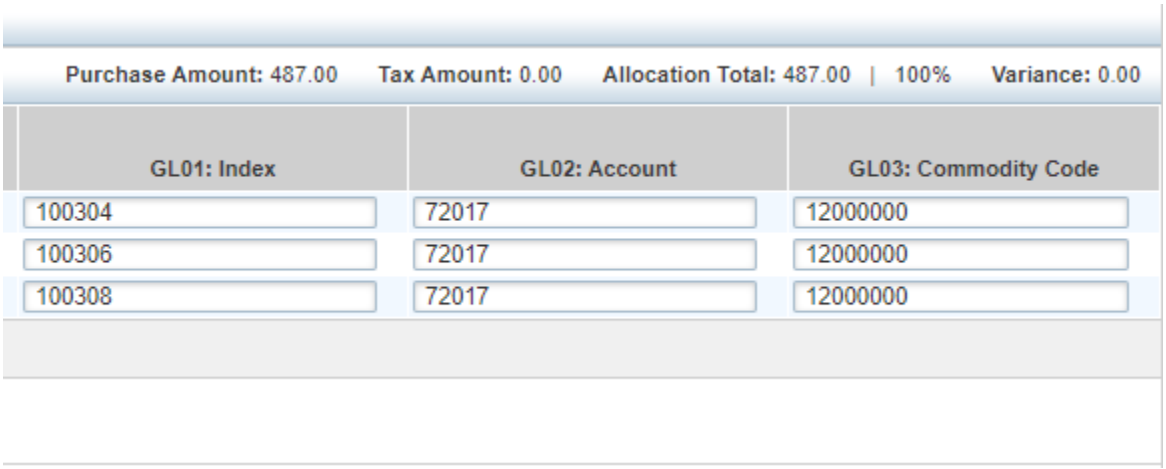


5. If you need to allocate to more than one index/account/commodity code combination:

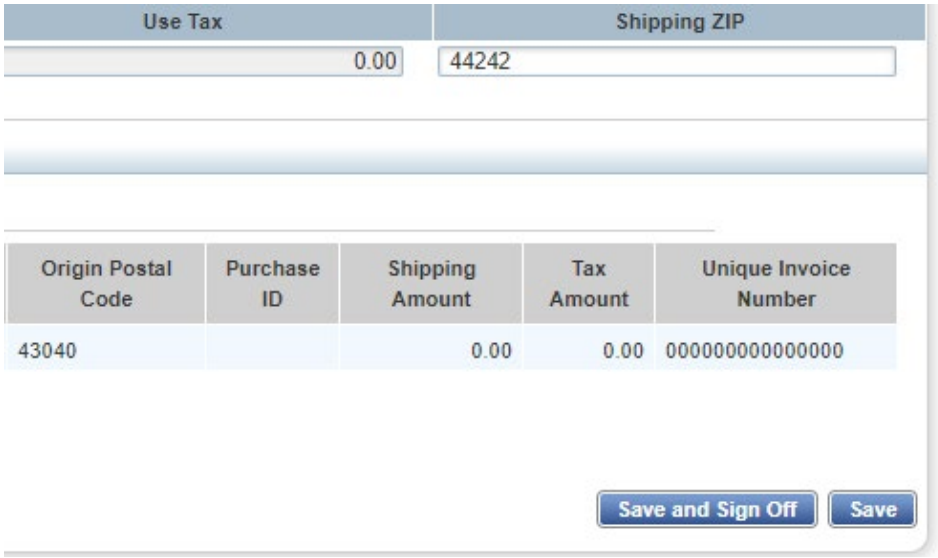
   - Click the Add button below the transaction and select the number of lines to be added.



   - 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.



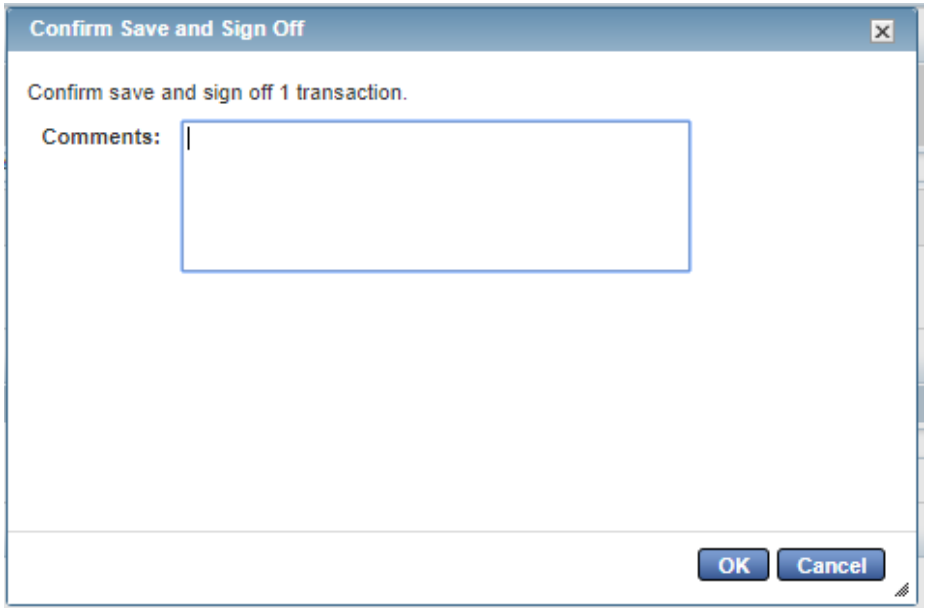
6. Once you are finished entering all fields, click Save and Sign Off.



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

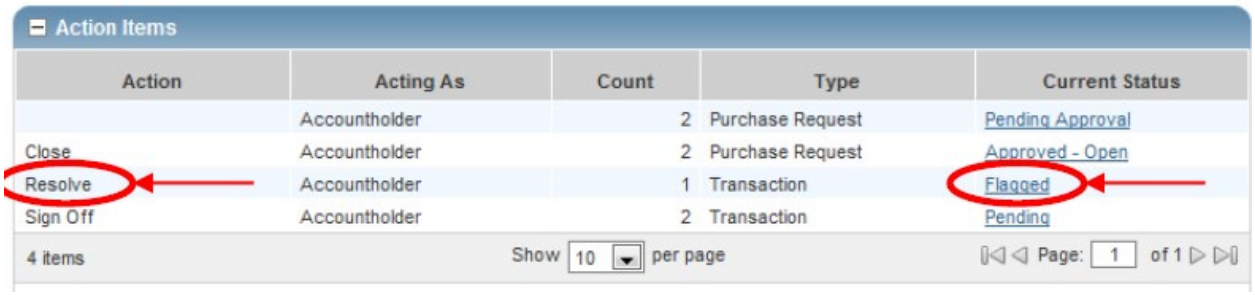
   - Description
   - Business purpose
   - Benefit to the grant being charged (when applicable)

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

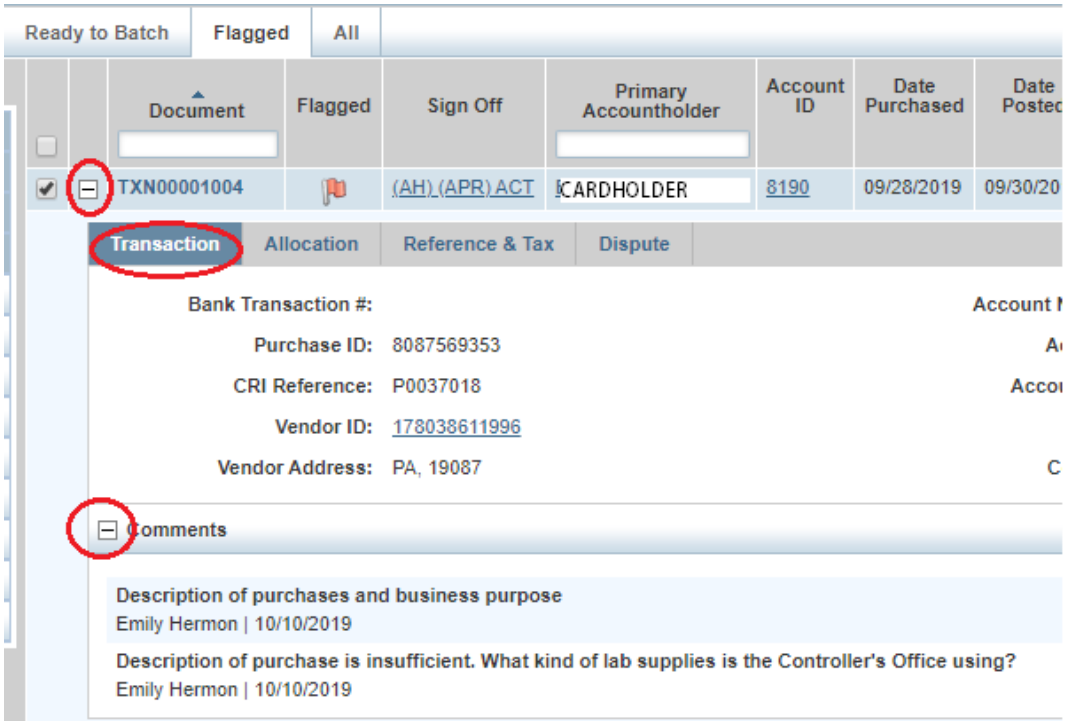


Resolving Transaction Flags (performed by Reconciler)

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



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.

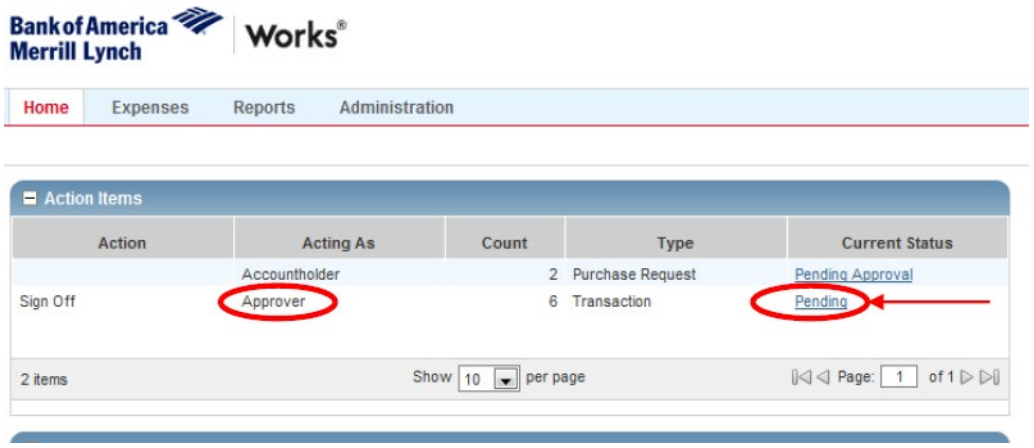


3. Make any needed corrections by clicking on the transaction number and choosing Allocate/Edit. After correcting the allocation or entering a new comment, click Save and Close to return to the Transactions list.

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.

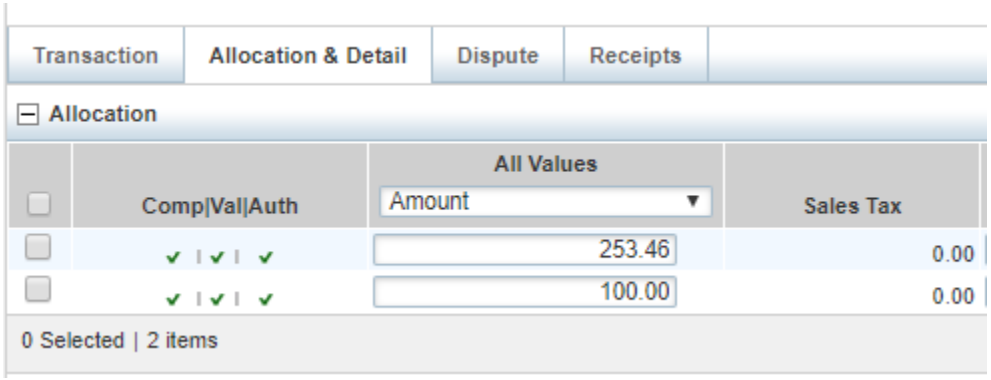
Reviewing, Flagging, and Approving Transactions (performed by Approver)

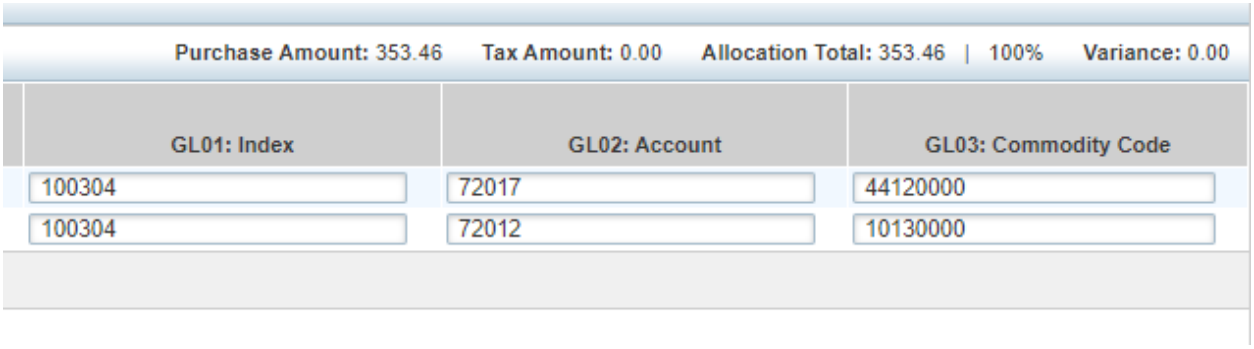
1. From the Home screen, click on the Pending link in your Action Items list.



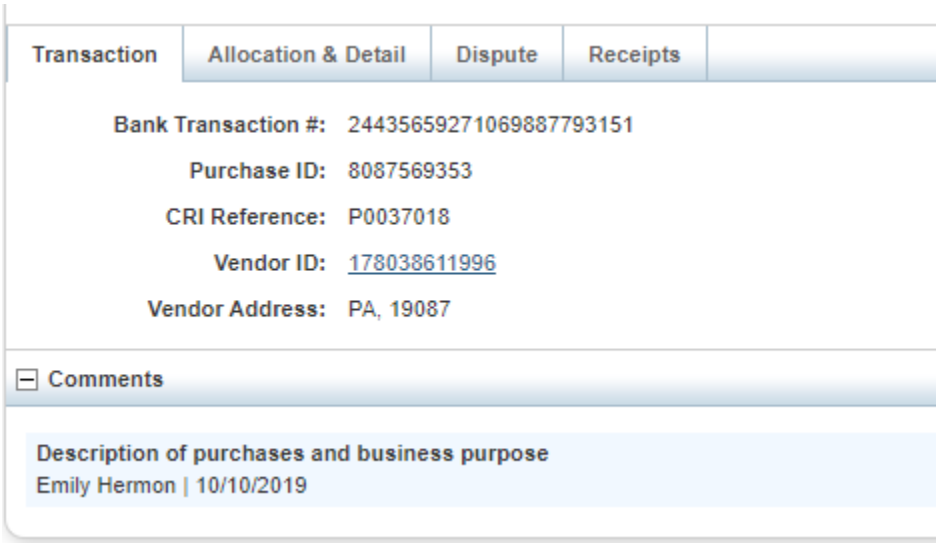
2. Click on the transaction number for the transaction that you want to approve and choose View Full Details from the menu that appears.

3. 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.



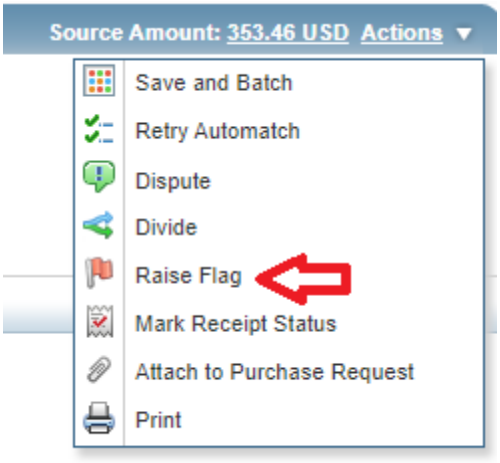


4. On the Transaction tab, review the comment to ensure that it includes the required information (description of purchase, business purpose, statement of benefit to grant when appropriate.)

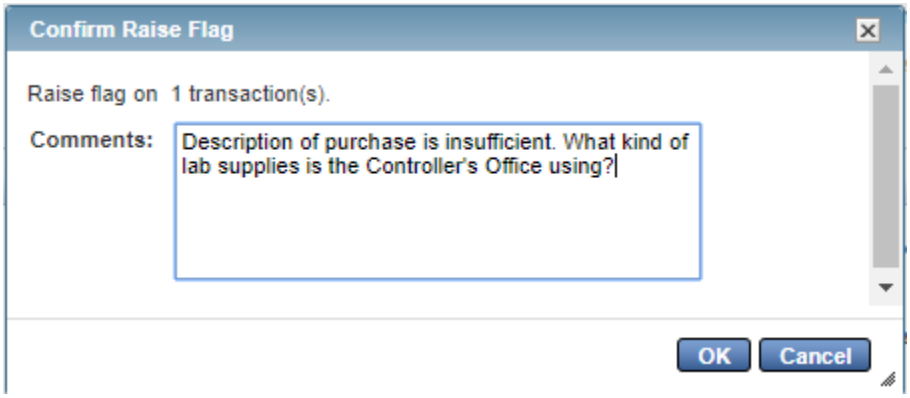


5. If the allocation coding or information provided in the comment is incorrect or incomplete or if you simply have a question about it:

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

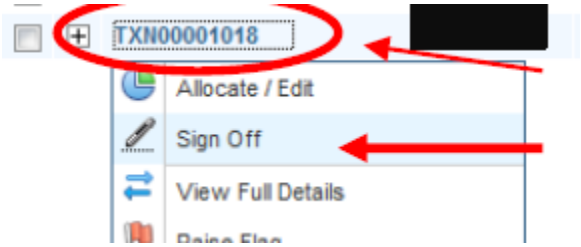


    b. In the box, explain why you are flagging the transaction and then click OK. This comment will now appear in the Comments section on the Transaction tab.



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.