Works is the internet-based platform supplied by the Bank of America. P-card transactions feed into Works, which enables users to approve, reconcile and oversee spend. The University has created a hierarchy of groups and roles in the system. Each group in the hierarchy must have an owner, one or more cardholders, approvers, and accountants. The setup allows Works to route purchases through a predefined workflow. In general, once a purchase is made and posts to Works, the transaction routes to the cardholder, the approver and then the accountant for review and sign off.

You will receive daily emails for any outstanding items in Works.

ACCOUNTHOLDER INSTRUCTIONS

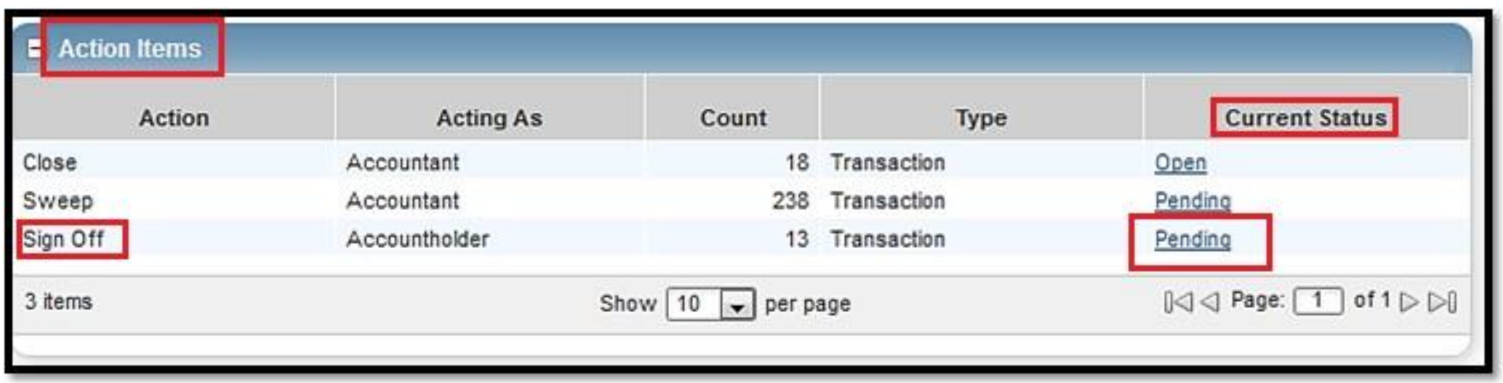
This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction and enter a description, fund number and account number
- Add a receipt or other required documentation to a transaction
- Sign off on a transaction
- Flagged items
- View Authorization Log

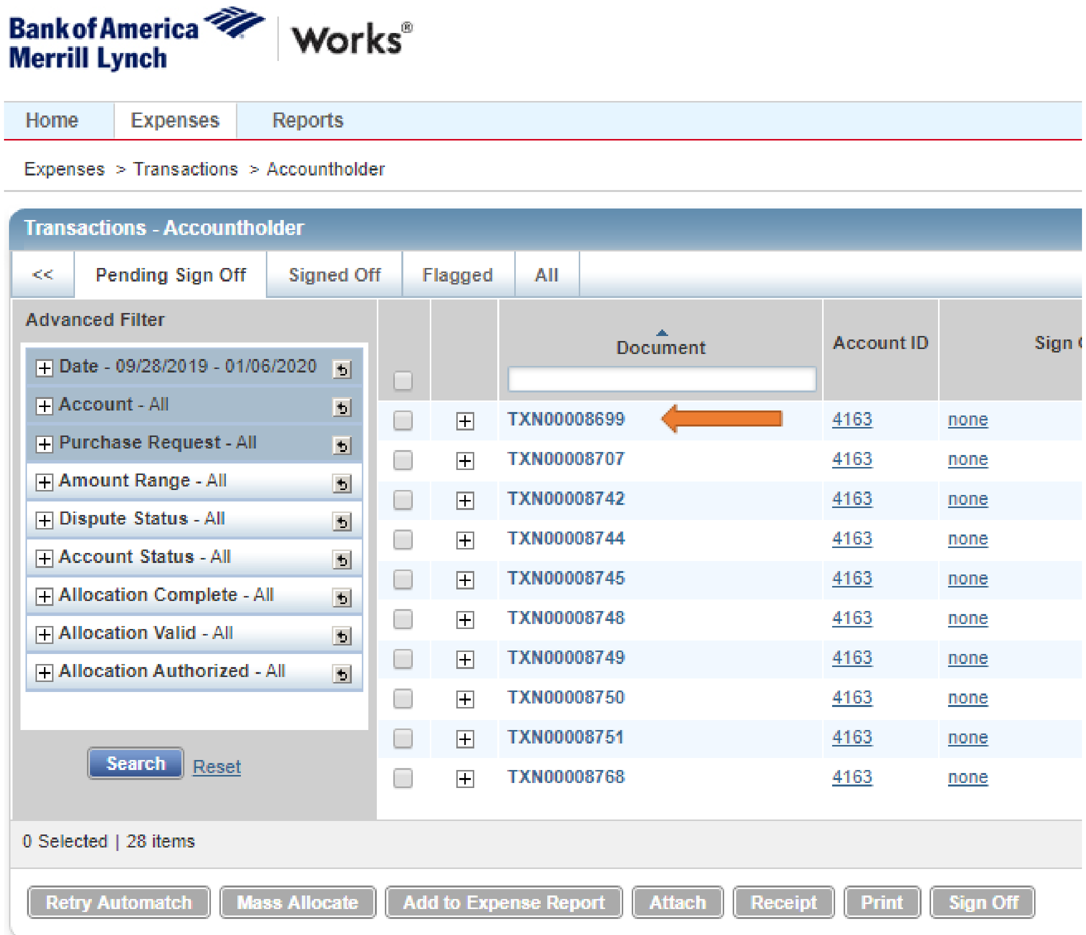
Each of the above topics includes step-by-step instructions for performing a specific task.

ALLOCATE, EDIT, ADD DESCRIPTION AND SIGN OFF

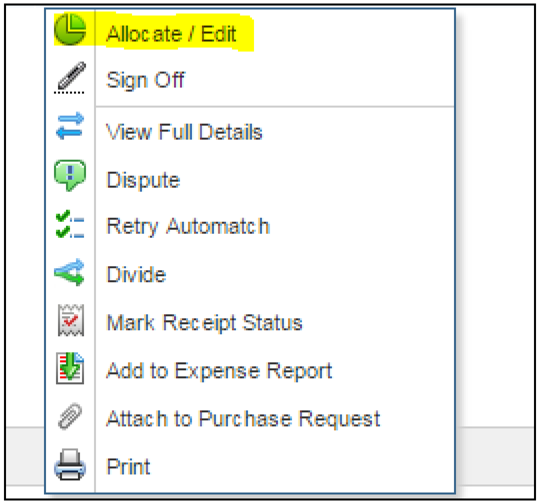
1. Login to Works online: https://payment2.works.com/works/session
2. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link. These are the transactions ready for accountholder or approver sign off.



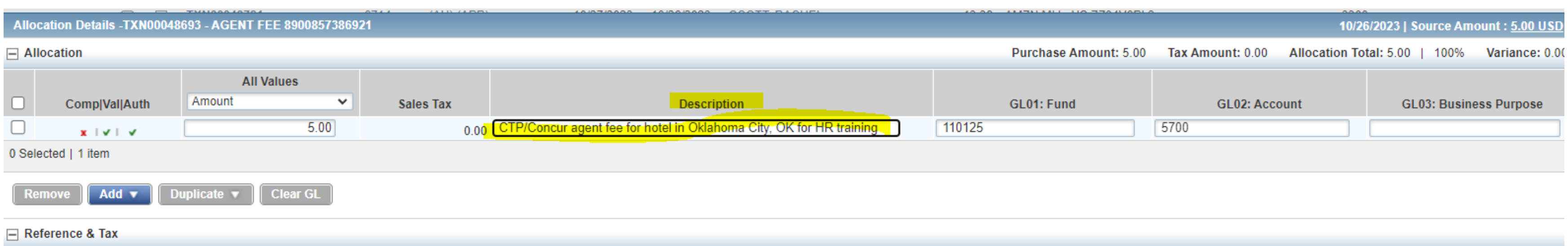
3. Click the desired TX (transaction) number under the document column**.** A menu displays. Select **Allocate/Edit.**



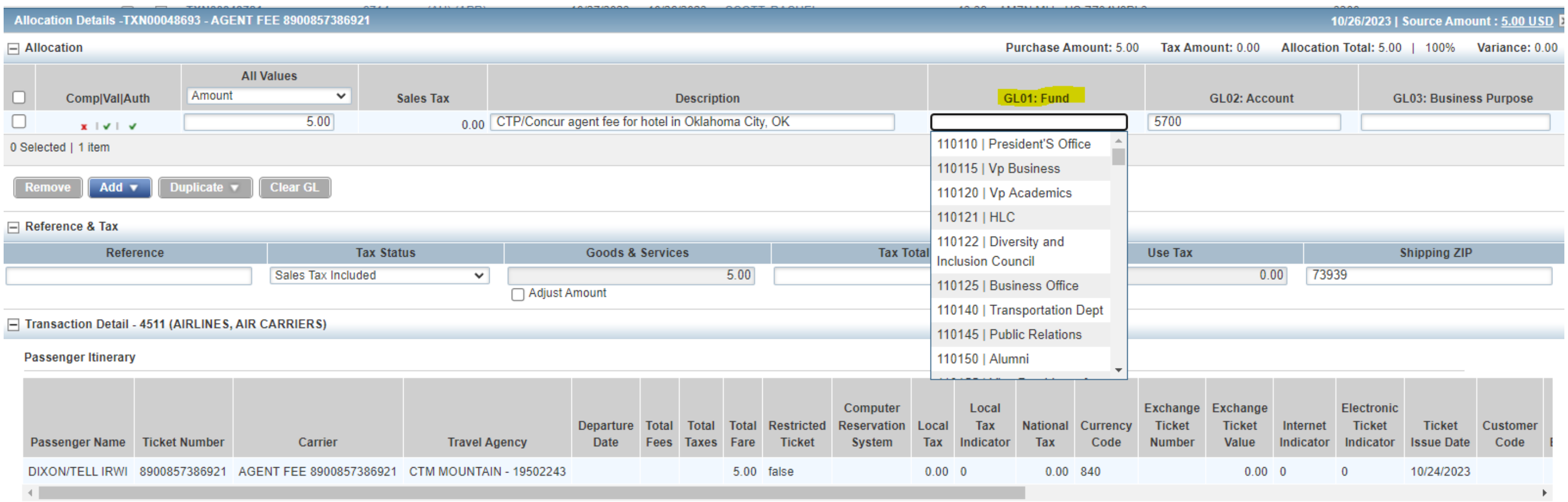
4. **Allocation & Detail** tab.



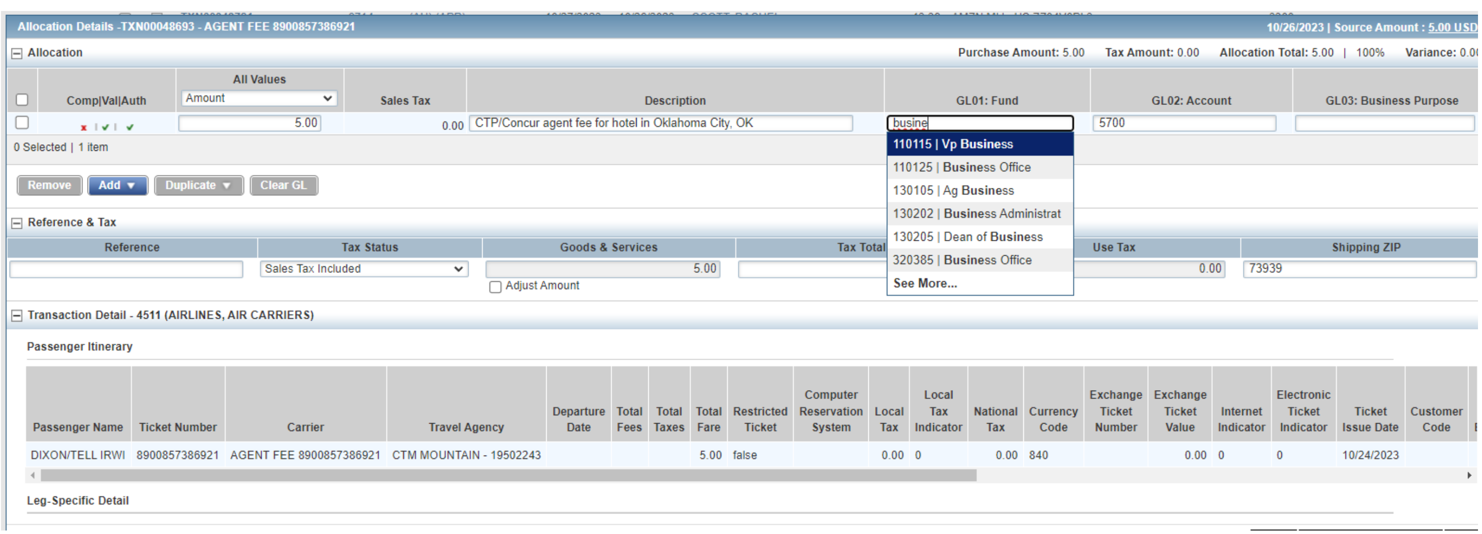
- **Description**: You must enter a **<u>description and business purpose</u>** in the **Description** field. This field usually defaults to the vendor name and the word “Purchase.” Delete the contents and enter your description. You cannot sign off on the transaction unless this is completed.



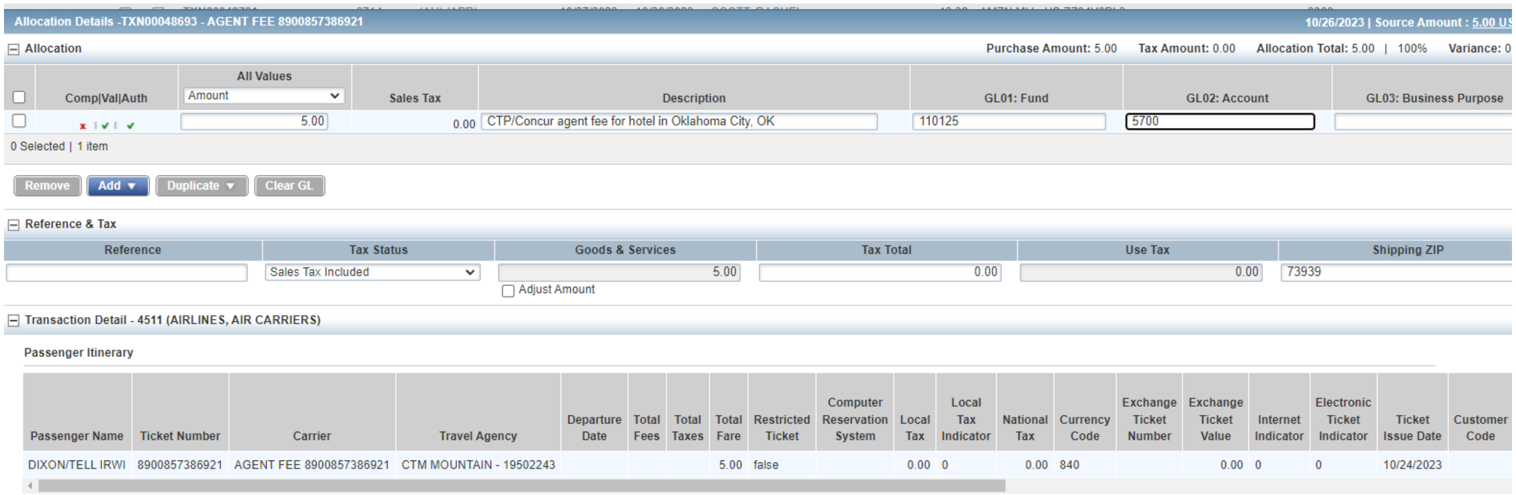
- **GL01: Fund:** This is the fund the charge will be paid. This is a required field.
    - This number can be searched two ways
        - Typing in the fund number
        - Typing in the fund name



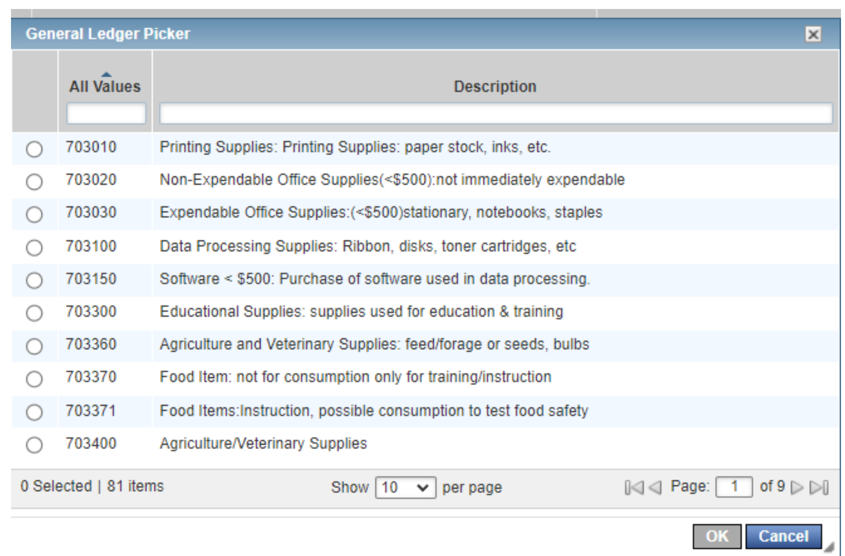
- For this example, we are charging the Business Office. I typed in Busine and this is what is showing:



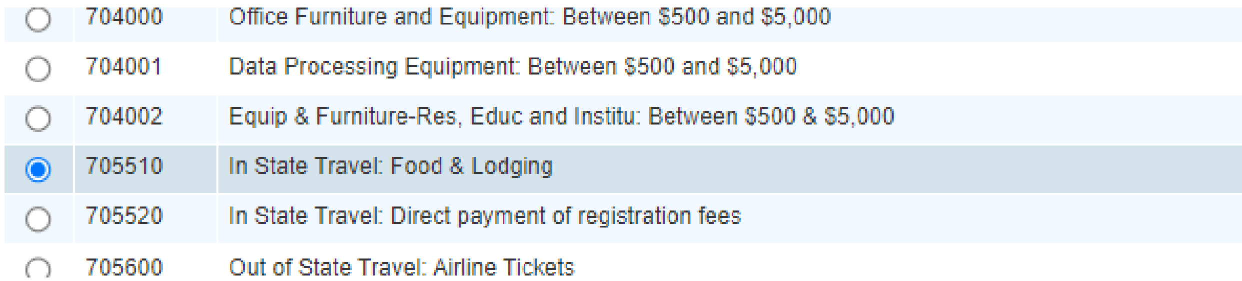
- Click on the correct fund. Once selected only the number will show. Please be sure you are selecting the correct fund for your charge.

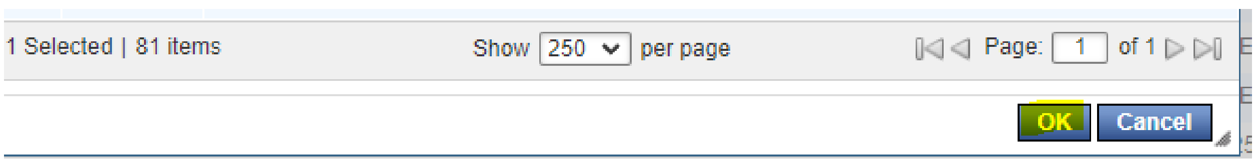


- **GL02: Account**: This will be the account/budget pool the expense will be paid. This is a required field.
  - This example is for in-state lodging
    - This number can be searched different ways
      - Entering the account number
      - Entering the name
      - Clicking the drop down to view all options



- Click the item you want in the circle to select then OK



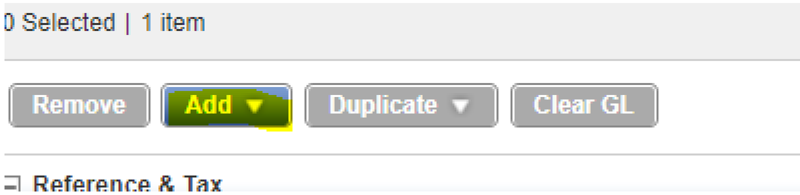


- The account number will now be in the GL02: Account field as only the number

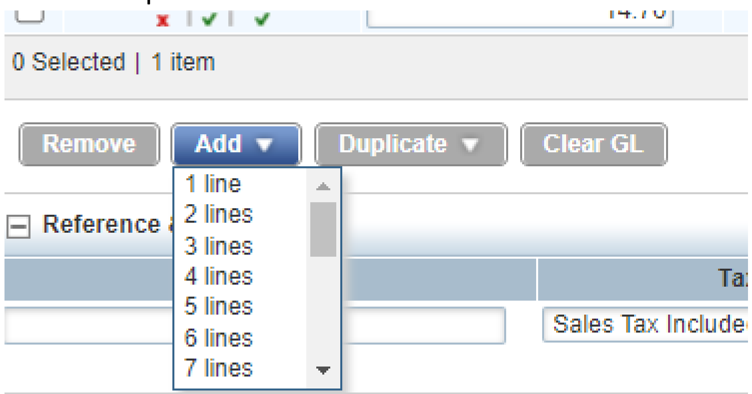
- **GL03**: Optional field.
  - You can enter up to 65 characters in this field for any additional notes to help you code your purchase.

- After you have updated the information, click **Save**.

5. To add additional lines of funding, click the **Add** button and choose how many additional lines are needed.
    - Examples will be to add freight/shipping charges for your purchase or if you need to split your purchase between different fund and/or account numbers.



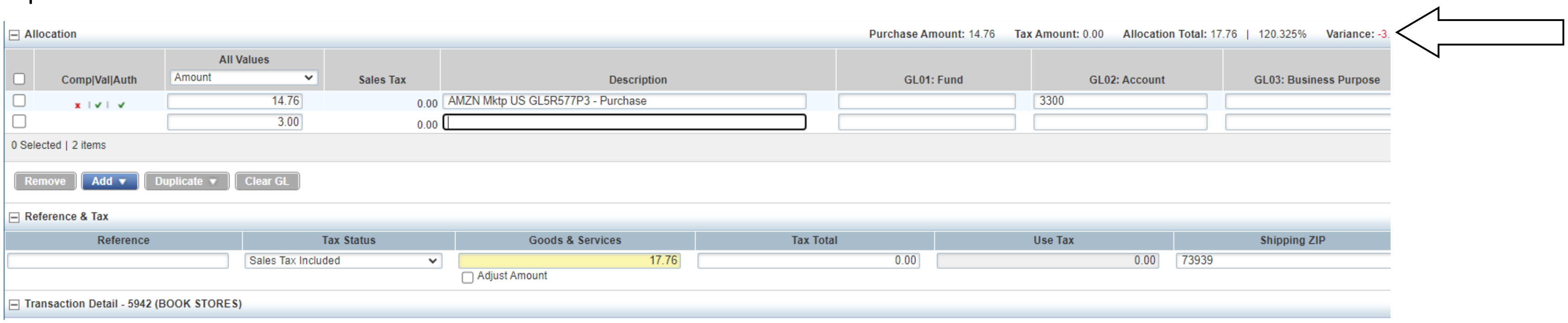
Hit the dropdown arrow on the Add button:

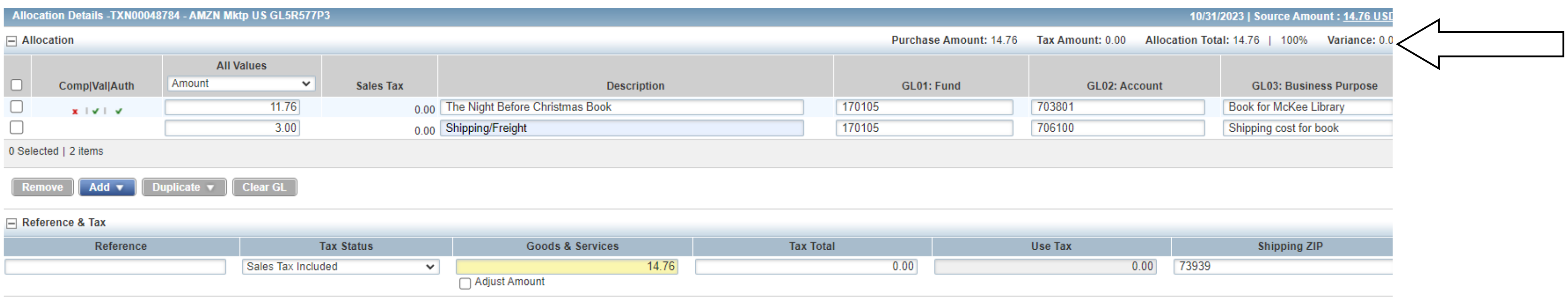


- Choose the number of lines you would like to add.
- The lines will then be added below your original line.

Example 1: For this example we will add a line for freight.
Total charged: $14.76
Product: $11.76
Shipping: $3.00

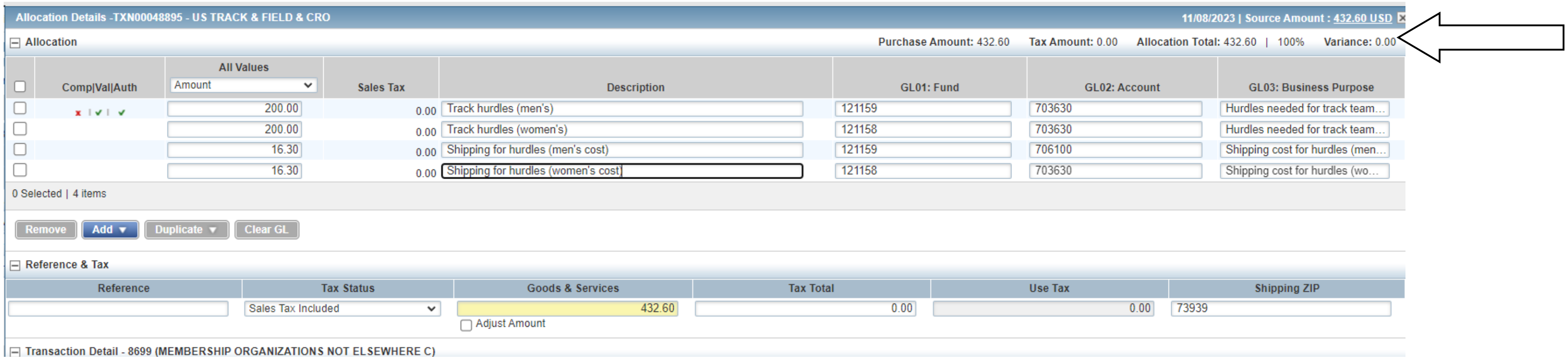
Be sure to watch the variance to ensure the total of these lines match the amount posted. The variance is in the top right hand corner and should equal zero.





Example 2: Another example for split lines for different fund and account codes (this is an example and not an actual charge.)
This example is going to split the charge between two funds (Men's and Women's Track) for supplies and then lines for the freight.

Total Charge: $432.60
Men's Supplies: $200.00
Women's Supplies: $200.00
Men's shipping/freight: $16.30
Women's shipping/freight: $16.30



6. Click **Save**.

- Do this once you have entered the description, fund, account, and any additional lines, if needed.
- Once complete then all three items will have green checkmark on your homepage.

ATTACHING RECEIPTS/DOCUMENTATION

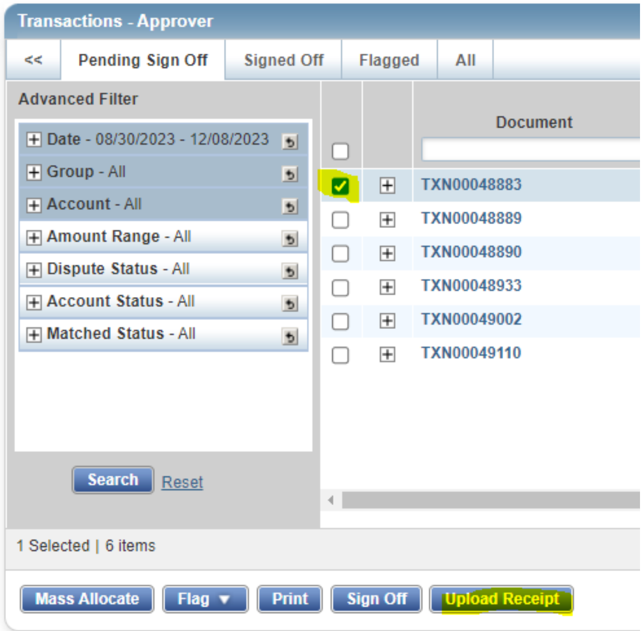
7. Attaching receipts and any other required Documentation

- Please note you still need to attach all travel documentation that supports your travel charges this includes:
    - Travel request
    - Agenda/Schedule
    - Student Roster for team/student travel (this must be actual student names that traveled and not the roster printed off online)
    - Recruit name and any other persons where travel charges were paid.
        - Recruit Roster is preferred

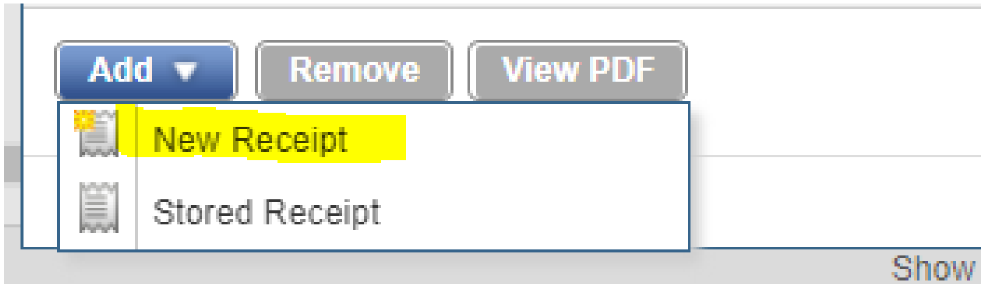
- Other
    - Flyers for products for events

Steps for attaching documents:

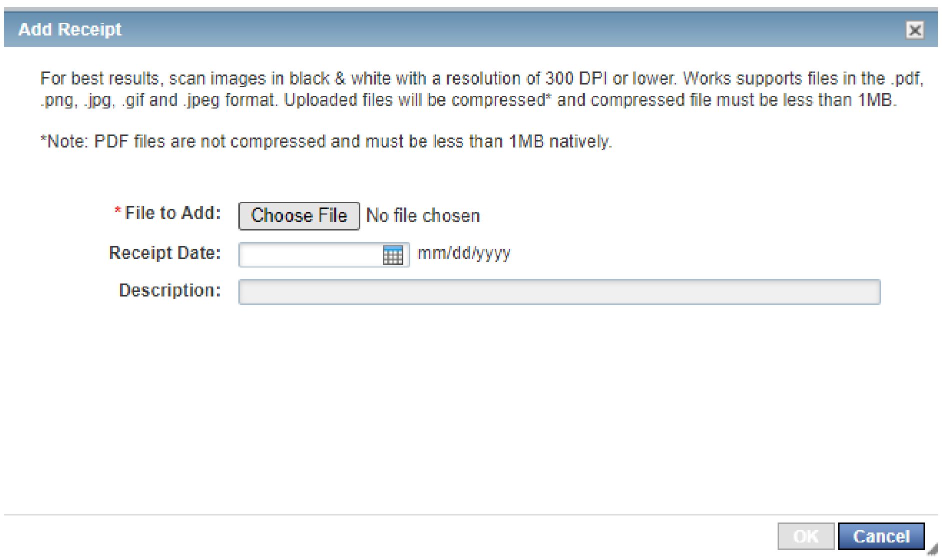
- You must have the receipt/document saved on your computer to attach the file
- Click on the transaction that you need the receipt/documentation attached
- Click upload receipt
    - Documents are attached in the receipt section as well



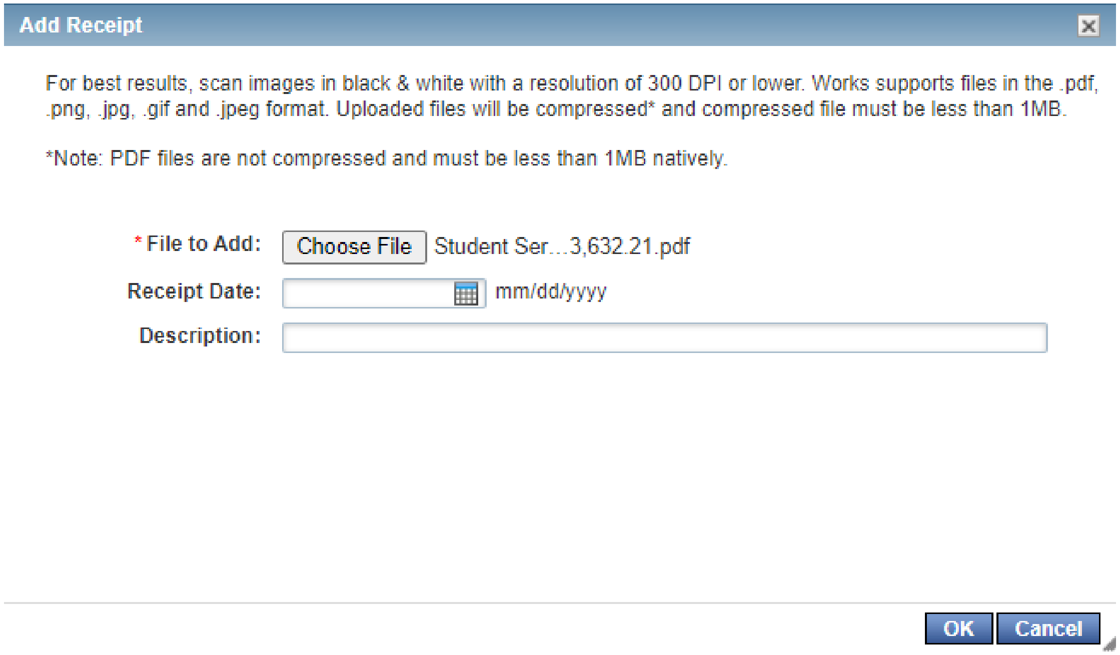
- Click on the Add dropdown box and choose New Receipt



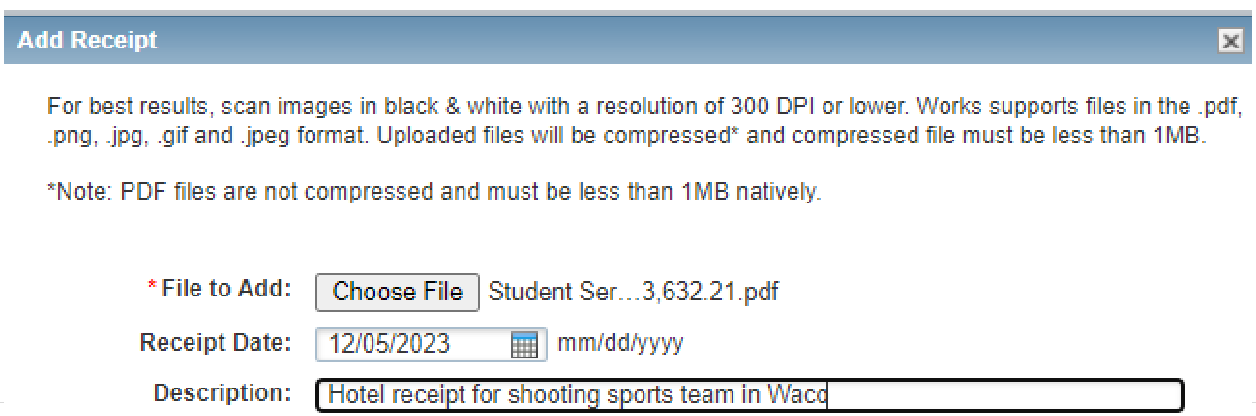
- Click Choose File



- A new window will open
  - You will search your computer for the folder where you saved the receipt
  - Double click on the file or click Open
  - Then it will attach



- Enter the receipt date and a brief description. Please make sure you added the correct itemized receipt to the charge.
- Click OK
  - Note: you can only add one file at a time, but you can upload several files to a charge

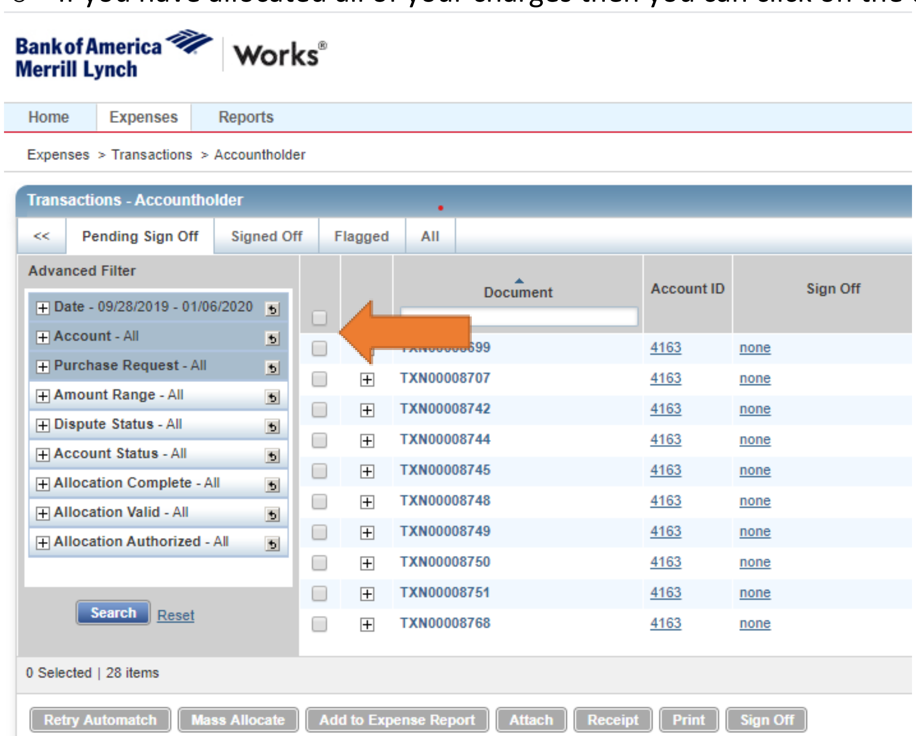


SIGN OFF

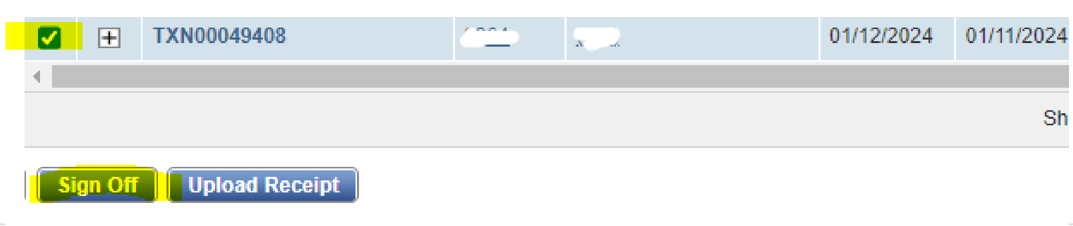
Sign Off

Once you are finished allocating your charge then you can sign off for it to be approved by your supervisor/approver

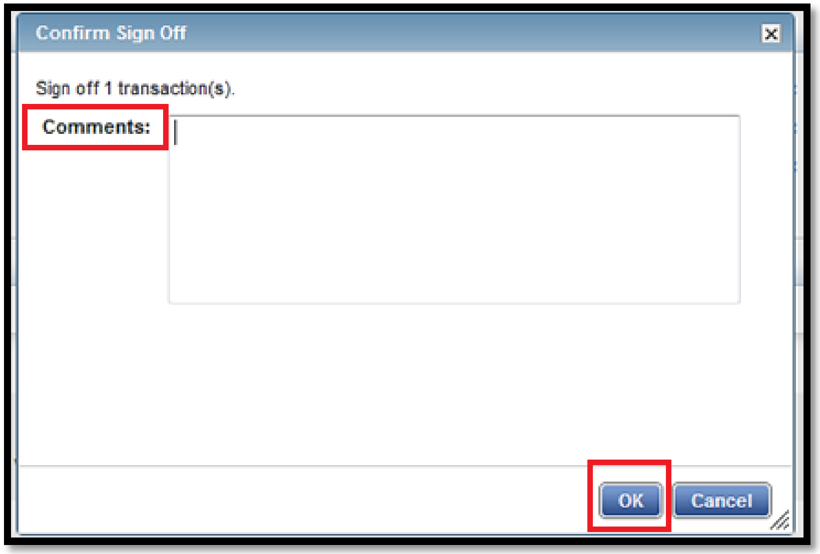
- Go to your home screen
- Select the transactions that are ready for sign off. Make sure they all have three green checkmarks and receipt uploaded
  - Click the box next to the transaction(s) you want to sign off
  - If you have allocated all of your charges then you can click on the top box to select all.



1. Click Sign Off



2. The **Confirm Sign Off** screen displays. Add optional comments and click **OK**. This completes the procedure.



FLAGGED TRANSACTIONS

If the Accountant notices any issue with the transaction, then the transaction will be flagged. This can include but is not limited to the following:

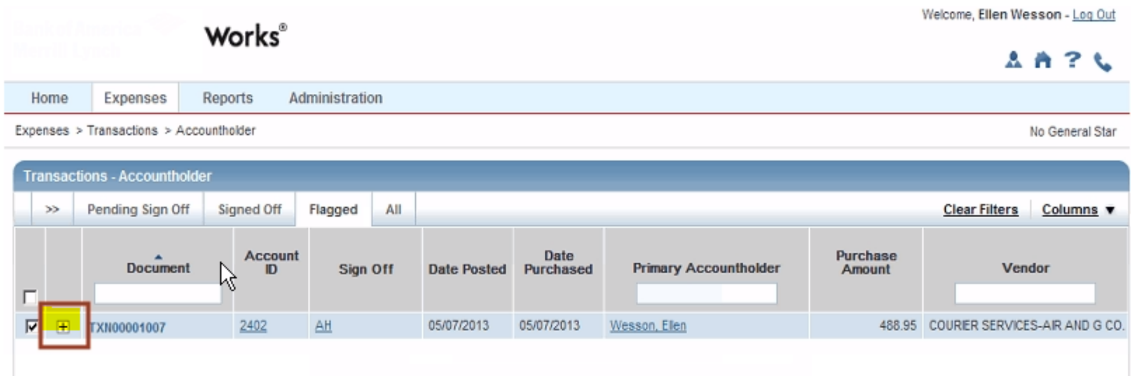
- Description field is too vague. Needs to be very detailed as to what the purchase was and the business purpose
    - If you do not update the default setting then it will be flagged and returned
- Coding error
    - The fund and/account code are missing or incorrect
- Receipt/Documents
    - No attachments
    - Receipt is not itemized and/does not match the charge
        - Receipts need to have the vendor name, date, amount of charge and what was ordered
    - Missing travel documents or flyers

- You will get an email from Works for your flagged item. It will show the **Comment** section of what action is needed.
    - You can also view your flagged transaction comment in Works
- You will have 1 week to get this issue resolved. If it is not resolved, then your card will be put in suspense status

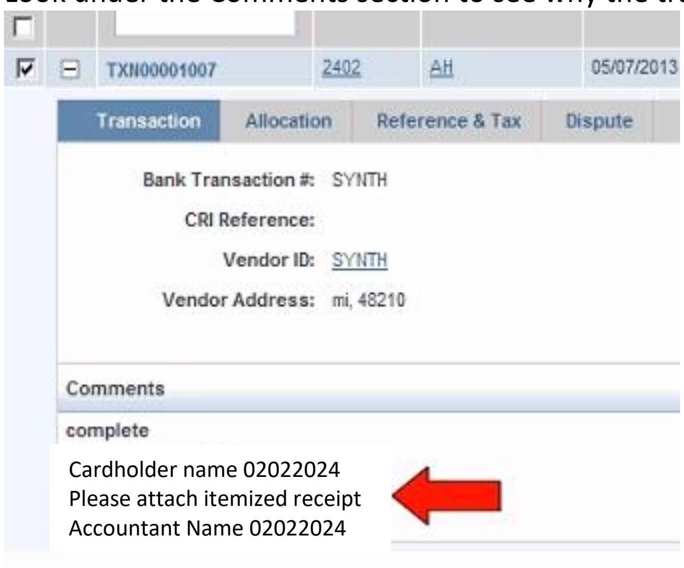
Action Items

Action	Acting As	Count	Type	Current Status
Resolve	Accountholder	1	Transaction	Flagged
Sign Off	Accountholder	2	Transaction	Pending

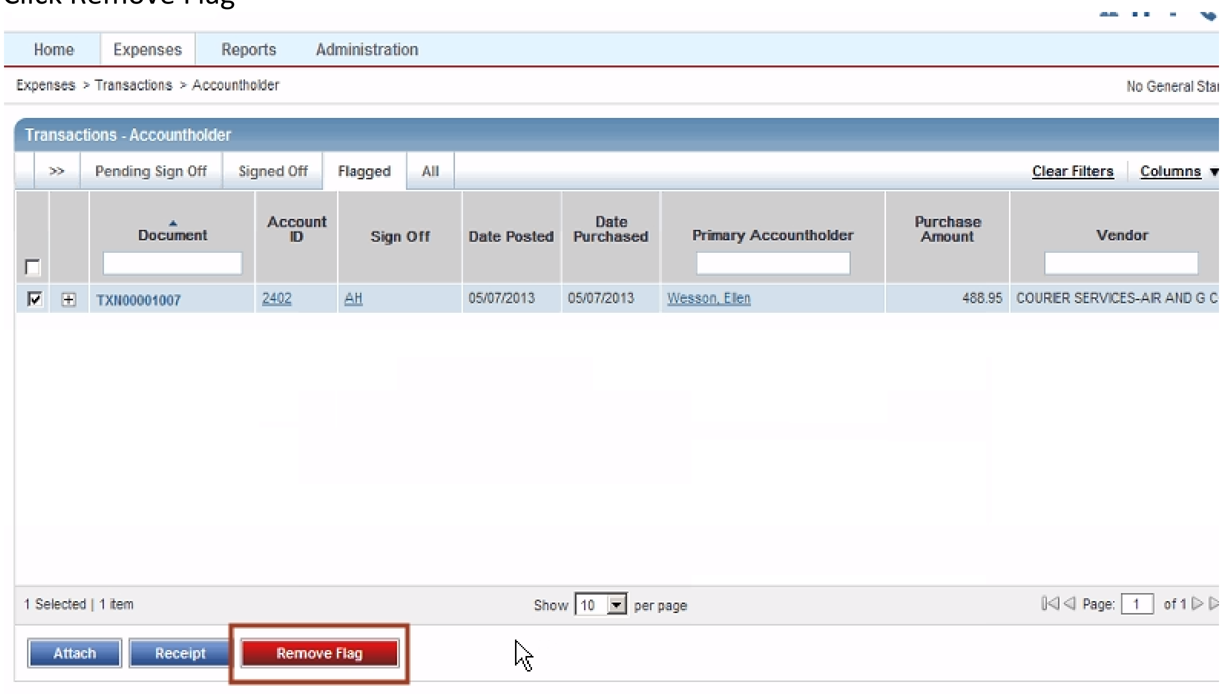
- Click on the transaction +



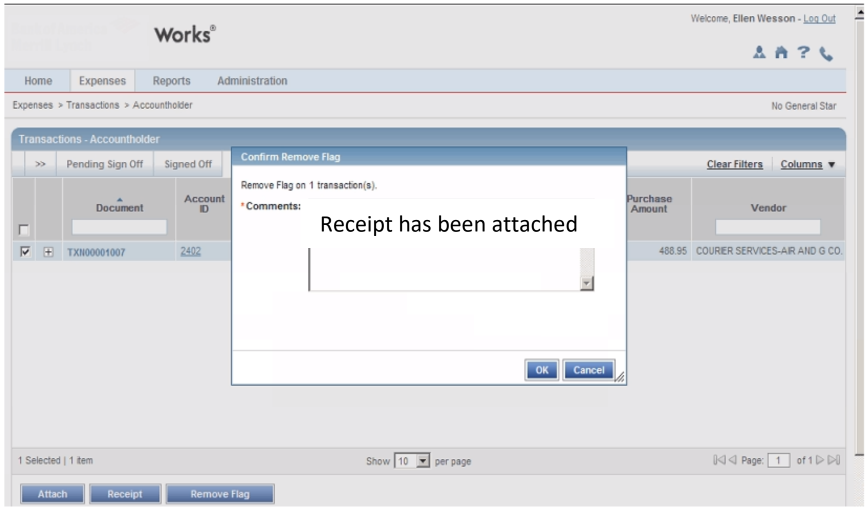
- Look under the Comments section to see why the transaction was flagged.



- Make your correction to fix the flagged item
- Click Remove Flag



- Enter comment and click OK
    - Comment is required



- Transaction will no longer show on flagged items
- It will go to the Accountant to review
    - If issue has been resolved, then it will be approved and closed by the Accountant

If it has not been resolved, then it will be flagged again until the issue is resolved.

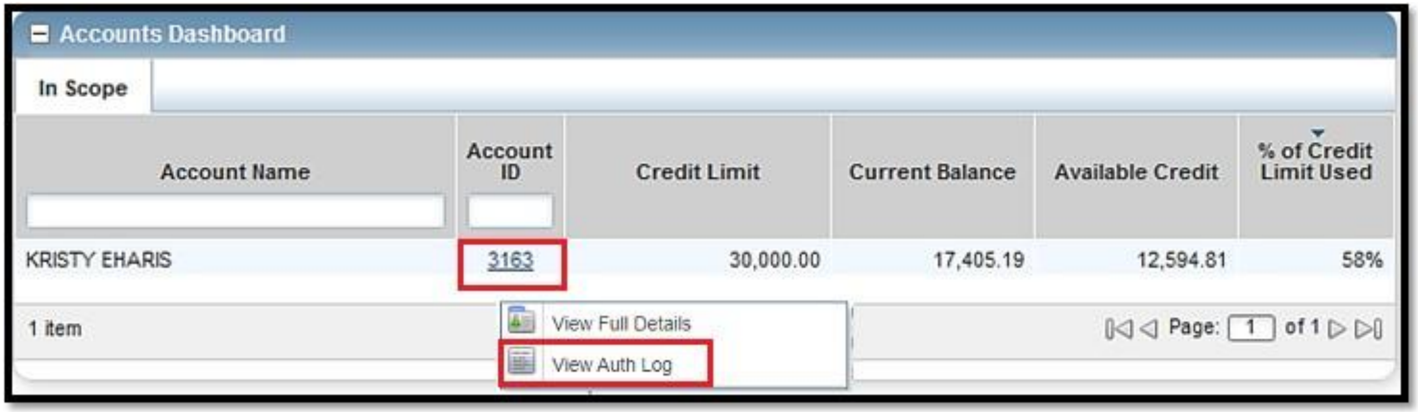
Note: flagged transactions will not be closed by the Accountant therefore those charges will roll over to your next statement period as unavailable funds.

VIEW AUTHORIZATION LOG

Notes from OSU:

The Authorization Log allows you to see transactions that have been approved by the bank but not posted to Works. If a transaction was declined, the reason is shown.

1. **Home Page**, **Accounts Dashboard**. Click on the last 4 digits of your **Account ID** (card number). Box pops open. Click **View Auth Log**.



2. **Authorization Log** opens.

Authorization Log - Christophe (4004)

Current Balance: 102.99 ATM Cash Limit: 0.00 Available Funds: 14,897.00

	Date	Merchant Name	MCC	Amount	Result	Decline Reason
+	05/20/20 18:33:13 EDT	AMERICAN ANGUS ASSOC	8699	$5.00	Authorized	
+	05/19/20 10:23:51 EDT	STILLWATER MILL AGC	5999	$97.99	Authorized	
+	05/19/20 10:23:02 EDT	STILLWATER MILL AGC	5999	$97.99	Declined	BAD PIN
+	05/18/20 17:22:14 EDT	Reproduction Enterprises	7299	$53.50	Authorized	
+	05/18/20 17:20:35 EDT	Reproduction Enterprises	7299	$56.30	Reversal	
+	05/18/20 17:09:29 EDT	Reproduction Enterprises	7299	$56.30	Authorized	
+	05/18/20 15:49:20 EDT	IN *CDVS-2020	5085	$3,143.80	Authorized	
+	05/15/20 18:43:23 EDT	AMERICAN ANGUS ASSOC	8699	$25.00	Authorized	
+	05/15/20 15:21:13 EDT	MYHERD.ORG	8641	$361.50	Authorized	
+	05/15/20 15:06:12 EDT	WM SUPERCENTER #4241	5411	$37.49	Authorized	

Approver Instructions

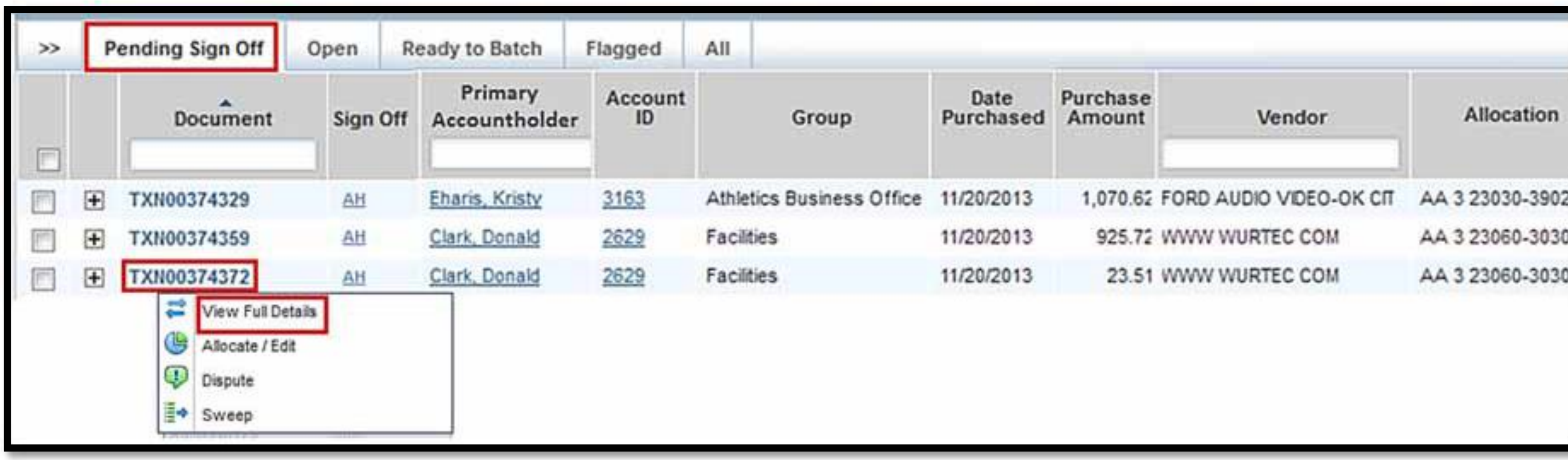
Notes from OSU:

This guide provides information needed for an approver to manage transactions. Within this guide, you will learn how to review and sign off on a transaction

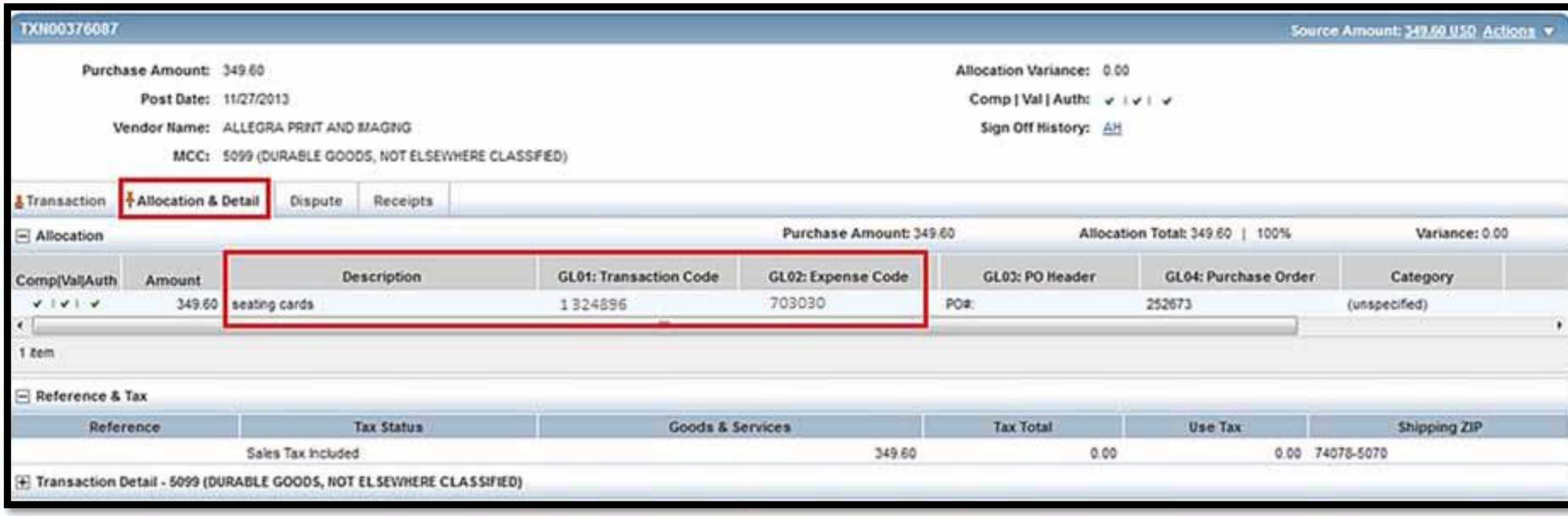
Review and Sign Off on a Transaction

Approvers are usually not required to edit the chart, fund, account numbers or enter a description. The approver should review the transaction to determine it is reasonable, appropriate and legitimate for the department. If you are required to edit the account string, see the instructions for accountholder.

1. On the **Home Page** under **Expenses>Transactions>Approver**, click on the **Pending** link. The **Pending Sign Off** screen is displayed. Click the desired **Document** (transaction) number**.** A menu displays. Select **View Full Details**.

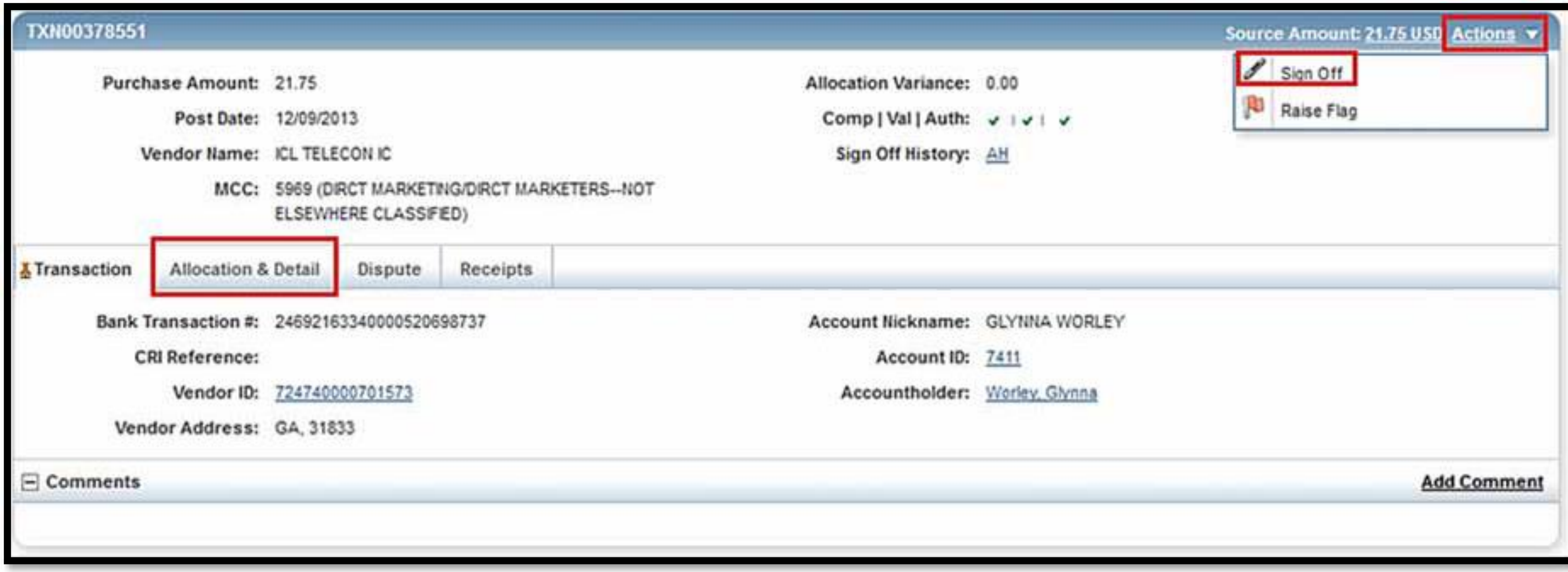


2. Select the **Allocation & Detail** tab. Read the text entered in the **Description** field by the accountholder. To the best of your ability, determine if this is a reasonable, authorized, legitimate transaction for the University, and the account string is correct.

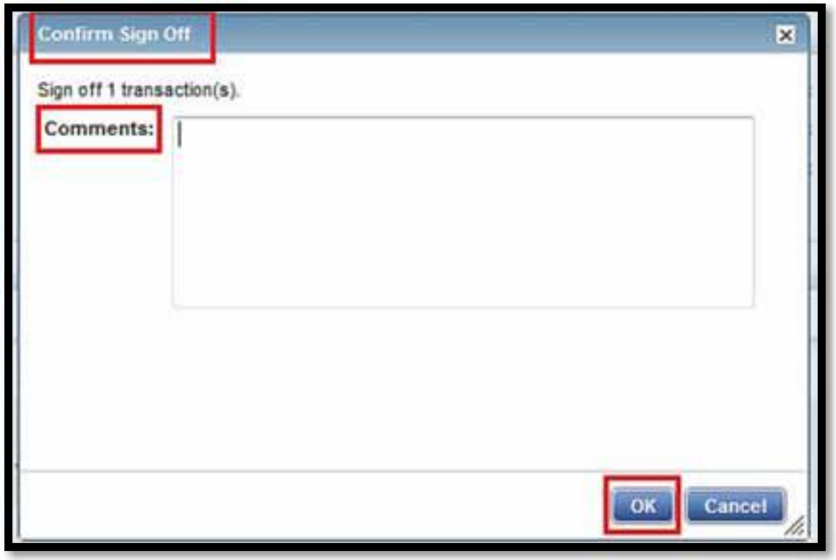


3. Verify the receipts and attached documents are accurate
   - Go to the right side of the transaction on the home page under Uploaded Receipt.
     - If Yes then receipt is attached
     - Click on Yes
       - View PDF
       - It will then download to your computer to view
     - If No then they did not upload receipt
       - Please make not that the receipt is not uploaded in the Notes section when you sign off.

4. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu. Click **Sign Off**.


TXN00378551
Source Amount: 21.75 USD
Actions
Sign Off
Raise Flag
Purchase Amount: 21.75
Post Date: 12/09/2013
Vendor Name: ICL TELECON IC
MCC: 5969 (DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED)
Allocation Variance: 0.00
Comp | Val | Auth:
Sign Off History: AH
Transaction
Allocation & Detail
Dispute
Receipts
Bank Transaction #: 24692163340000520698737
CRI Reference:
Vendor ID: 724740000701573
Vendor Address: GA, 31833
Account Nickname: GLYNNA WORLEY
Account ID: 7411
Accountholder: Worley, Glynna
Comments
Add Comment

5. The **Confirm Sign Off** screen displays. Add **Comments** and click **OK**. This completes the procedure.

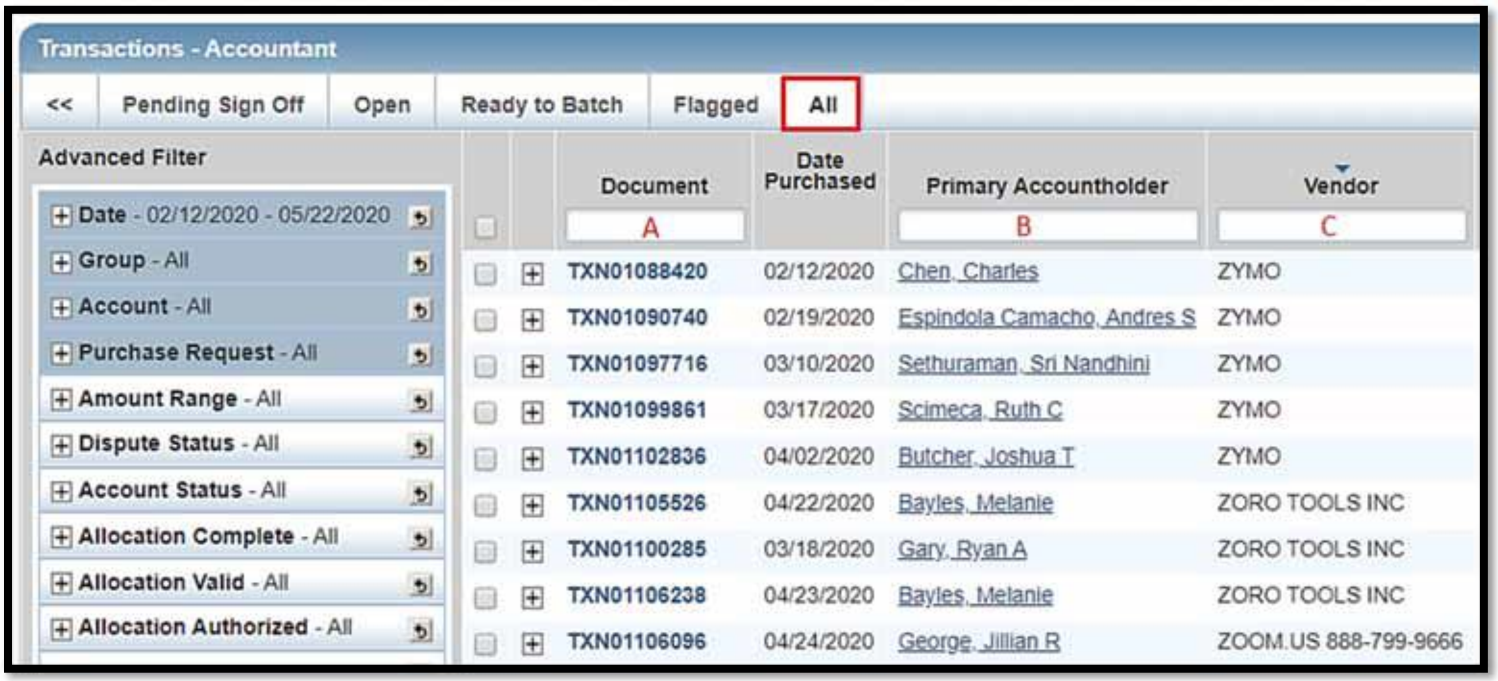


OPTIONS, FEATURES, AND CUSTOMIZING

Notes from OSU:

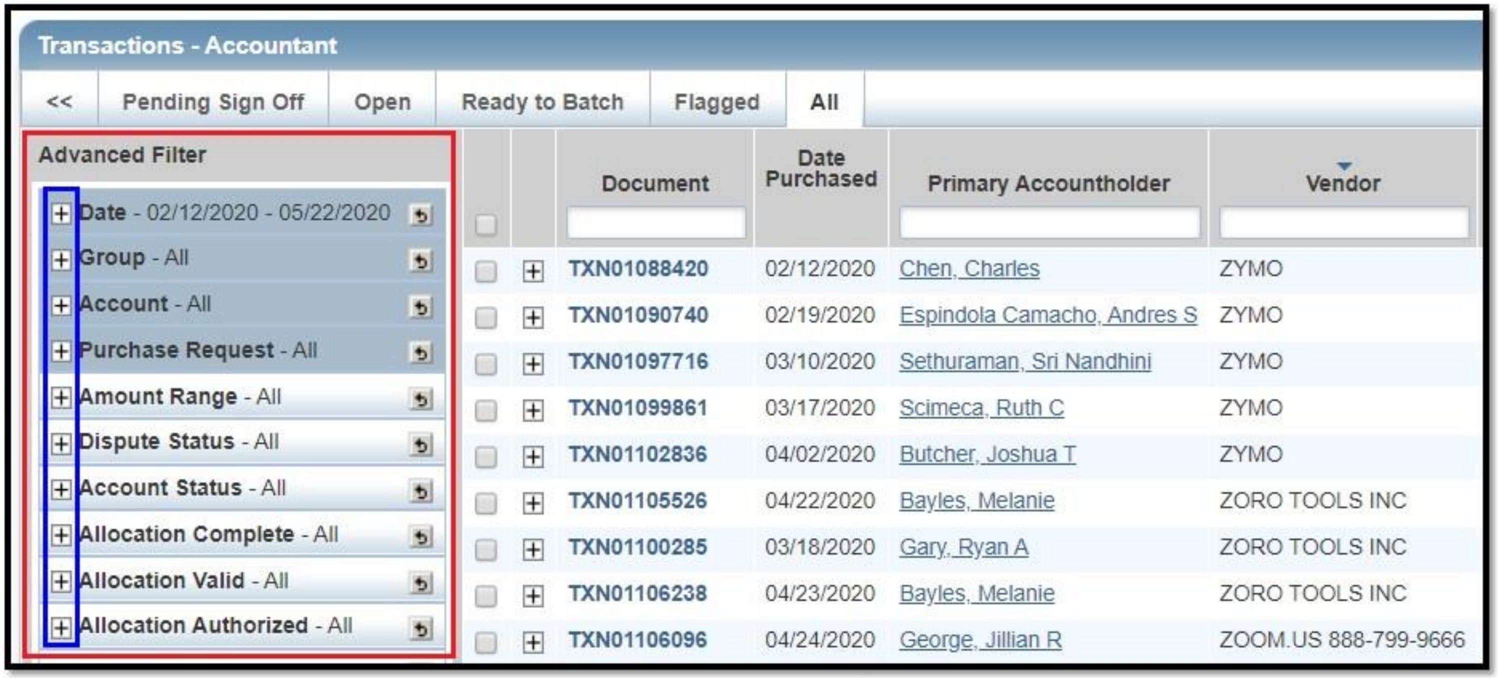
1. Simple Search Filters

- A - To find a specific transaction number, type in all or part of the number in the **Document** field.
- B - To see a specific cardholder's purchases, type in all or part of their name in the **Primary Accountholder** field.
- C - To see a specific vendor, type in all or part of the vendor name in the **Vendor** field.

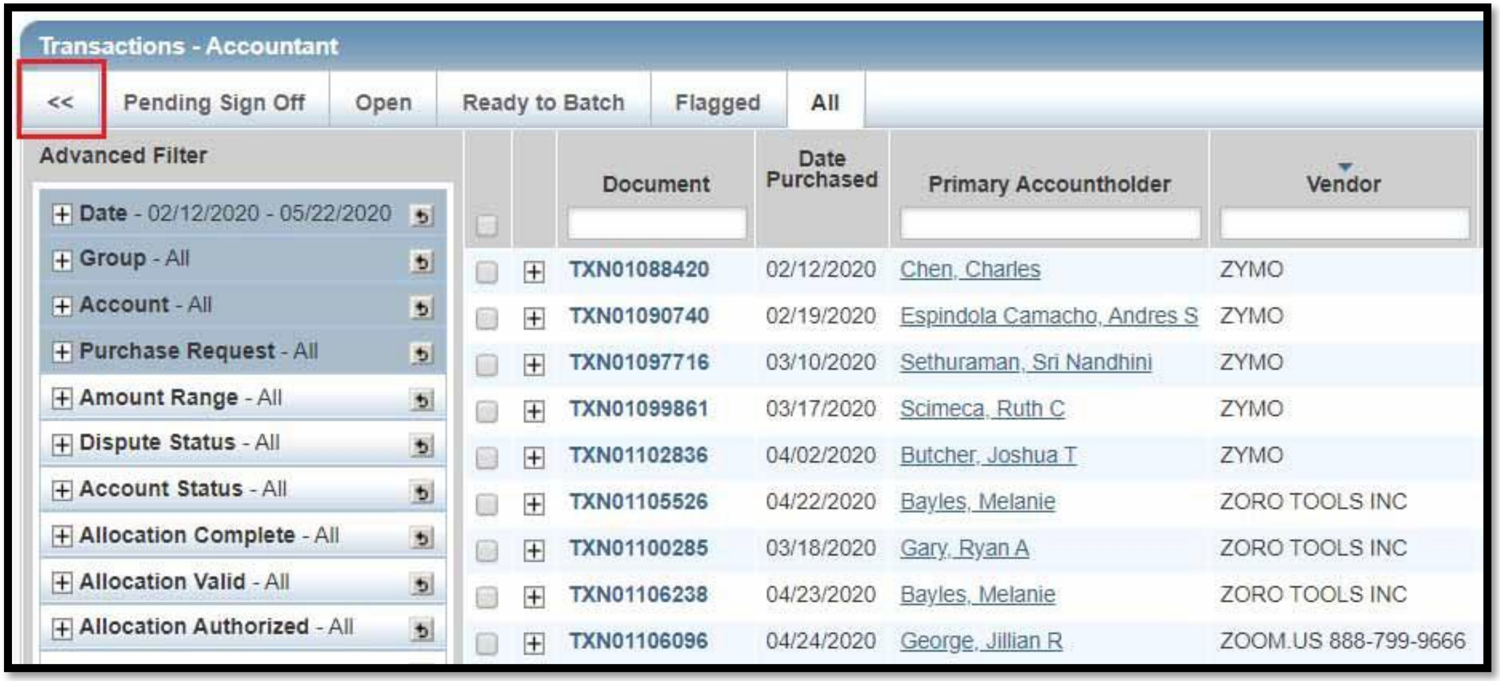


2. Search with Advanced Filters

To find an older transaction or look for a specific amount, etc, start by clicking the **+** sign on the left of your selection. Currently, you may search back to 2010, but you can only search a date range spanning two years or less.



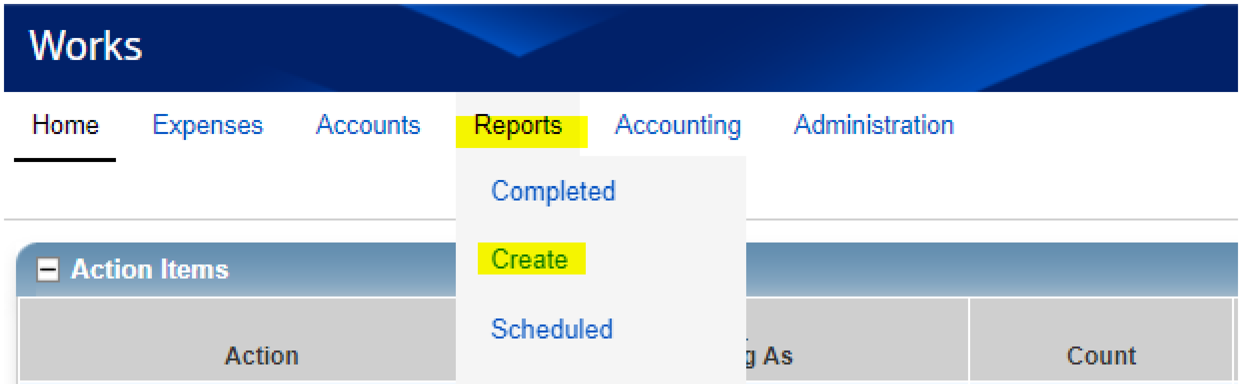
3. To hide the Advanced Filter, click **<<**.



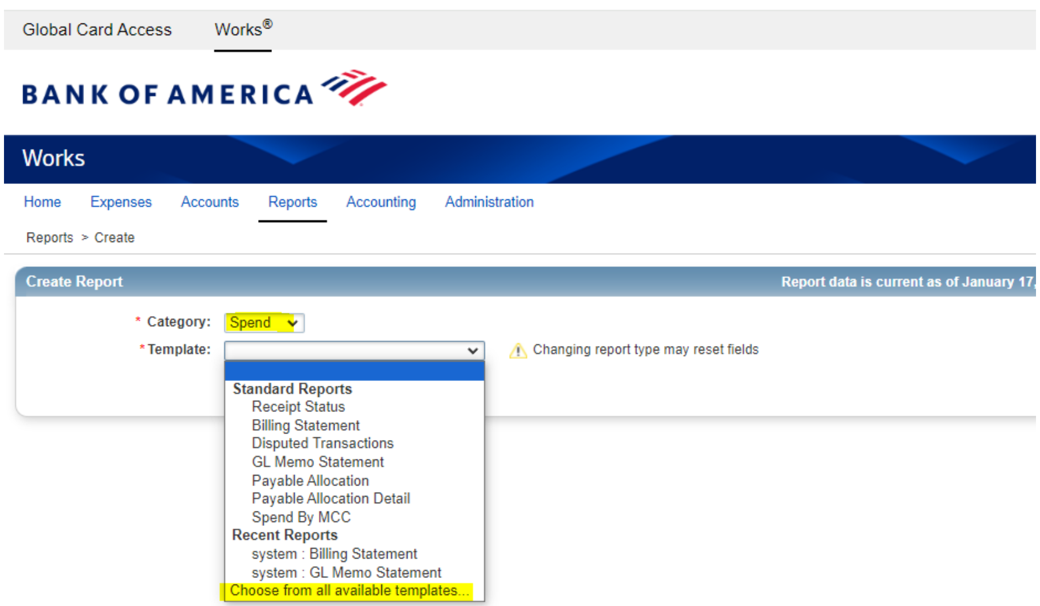
RUNNING AND PRINTING A REPORT

A great feature of Works is the ability to run reports. As an account holder you can run reports to see your transactions YTD. As an approver you can view transactions from account holders within your organization YTD.

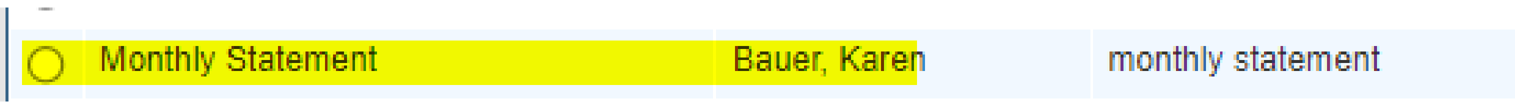
1. Click on **Reports** then **Create**



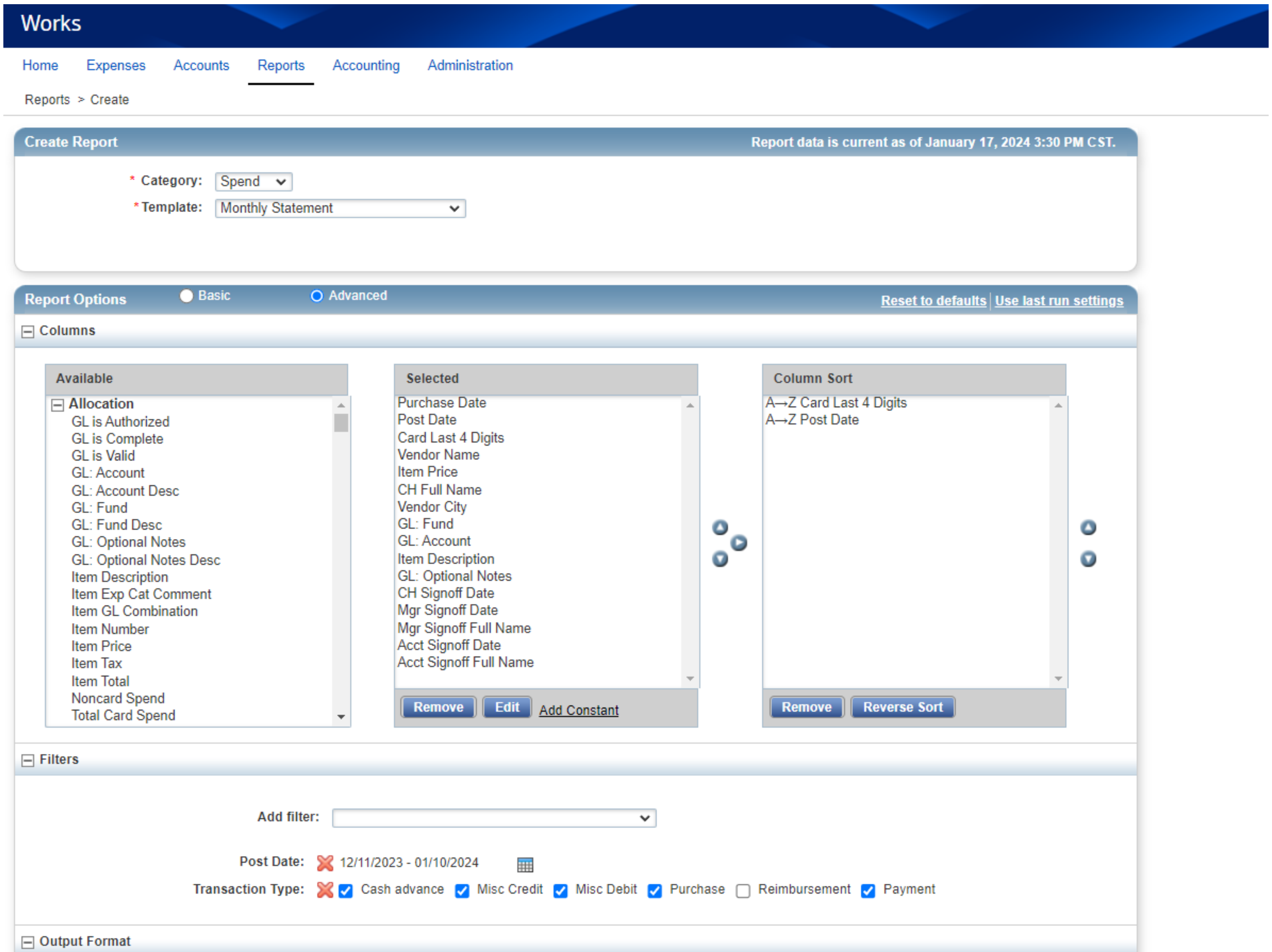
2. Choose Spend and then Choose from all available templates



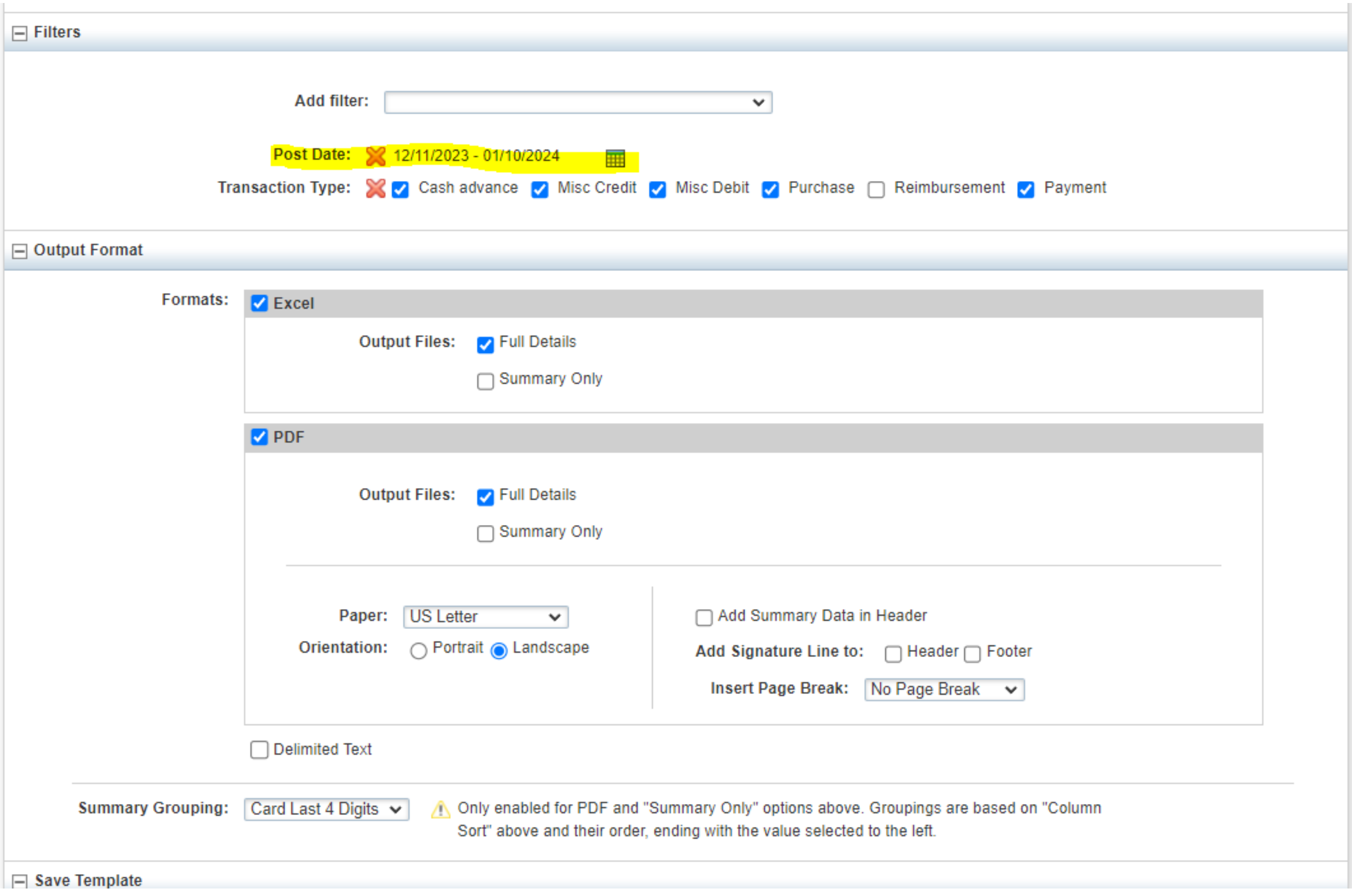
3. Choose **Monthly Statement Owner Bauer, Karen**



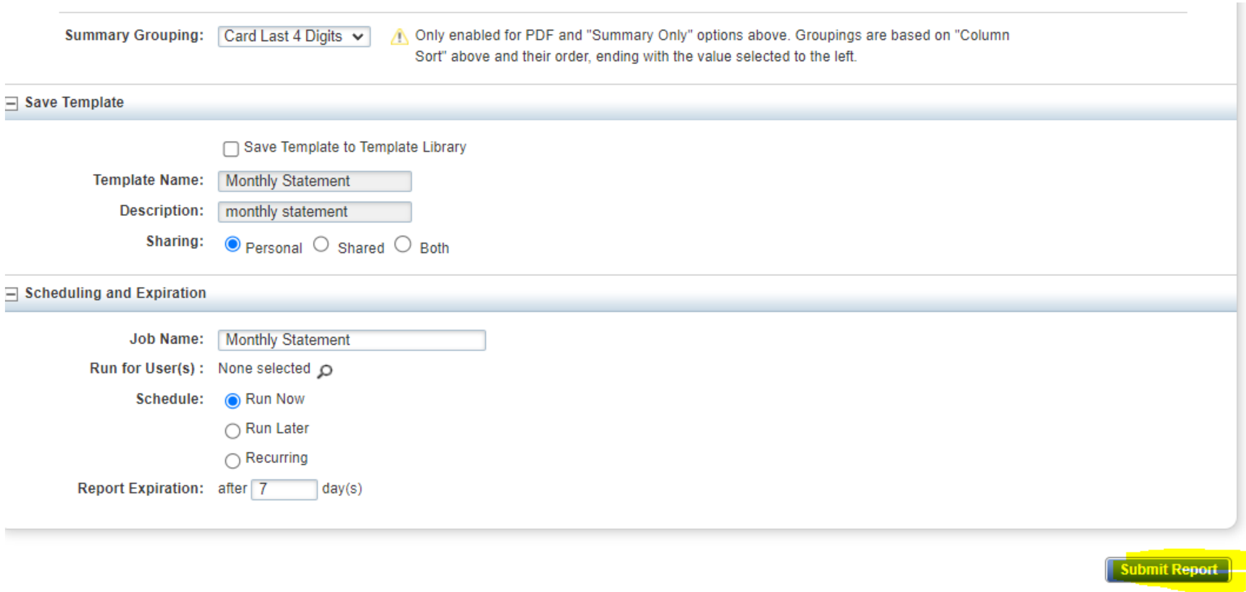
4. The create report screen will open



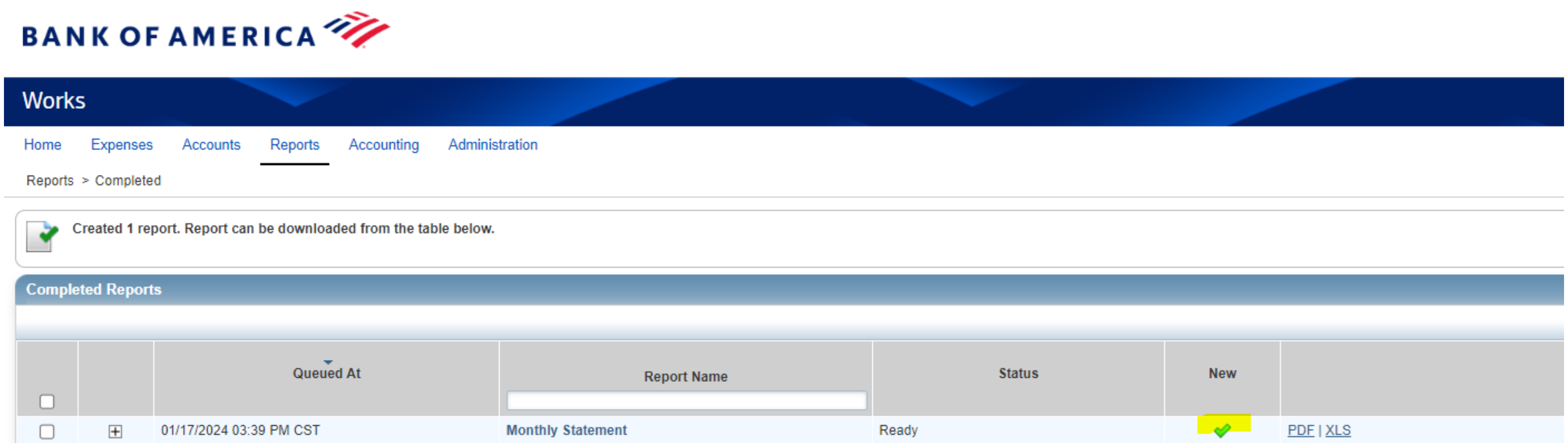
- The Selected Selection shows the details that will print on the report.
    - You can add or delete items from the selection if you would like to customize to your liking
        - I created this to show all the required items for the report.
    - You will want to modify the dates how you would like them
        - Statement dates run from the 11th of the month to 10th of the next month



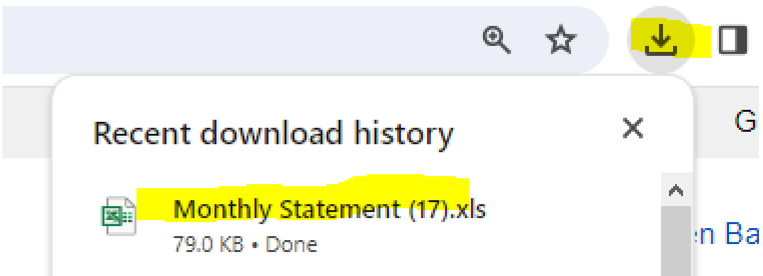
- Once you have the report information selected as you would like then click Submit Report



- You will then see your report running. Once it is ready then a green check mark will appear under new
- You can then view it as a PDF or in Excel
    - Excel will let you modify



- Once you click on the format you would like then it will download



This concludes the User Guide on Works.

For video instructions on allocating transactions please go to the following link provided by Works:

http://training.works.com/support/resources/videos/Reconciling_a_Transaction_with_General_Ledger_Without_Expense_Reports.htm