Works User Guide

Works is the internet-based platform supplied by the Bank of America. Pcard transactions feed into Works, which enables users to approver, 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.

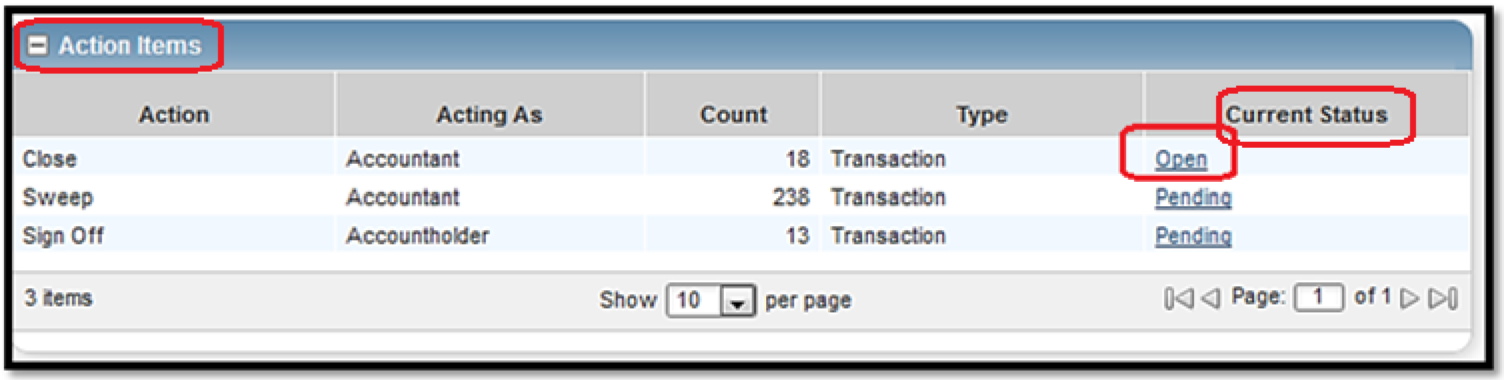
ACCOUNTANT INSTRUCTIONS

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

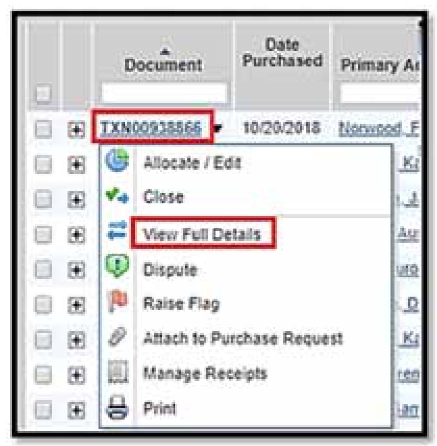
- Allocate or edit a transaction
- Close a transaction (Sign off)
- Sweep a transaction
- Manage flags

Allocate, Edit and Close (Sign Off) a Transaction

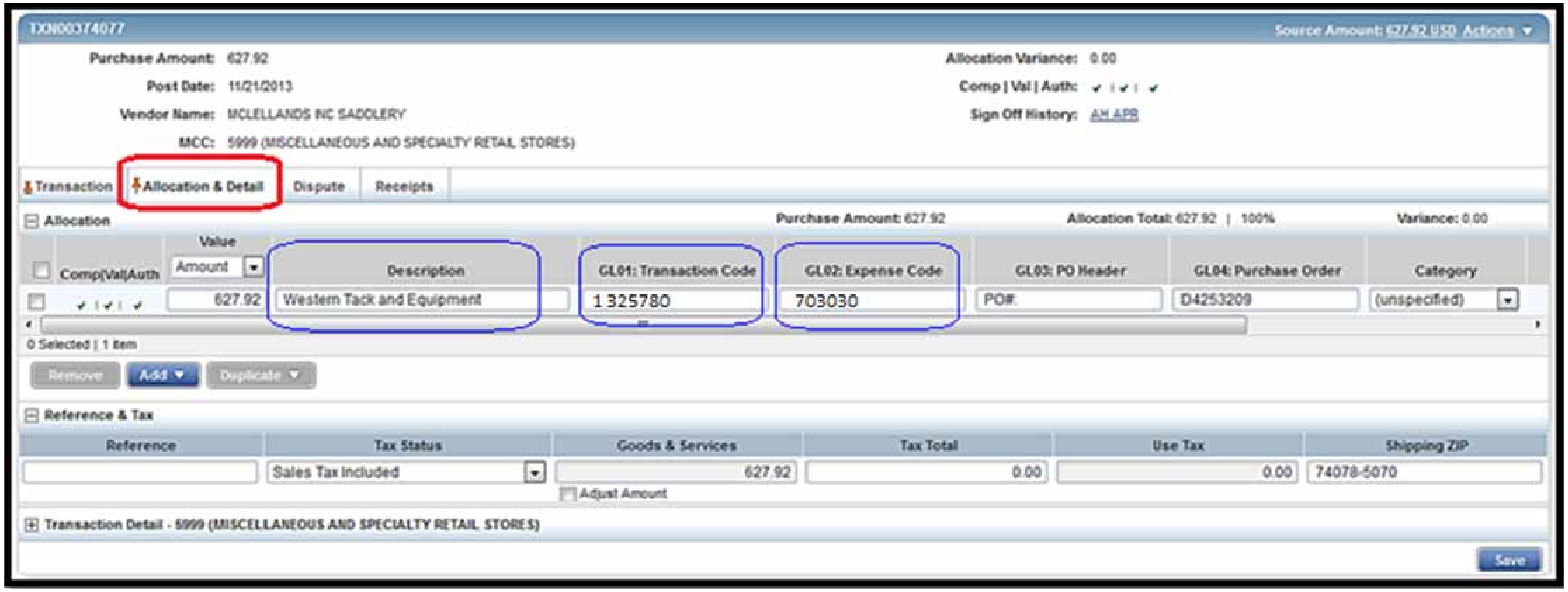
1. On the **Home Page** under **Action Items>Current Status**, click the **Open** link. These transactions are ready for accountant sign off.



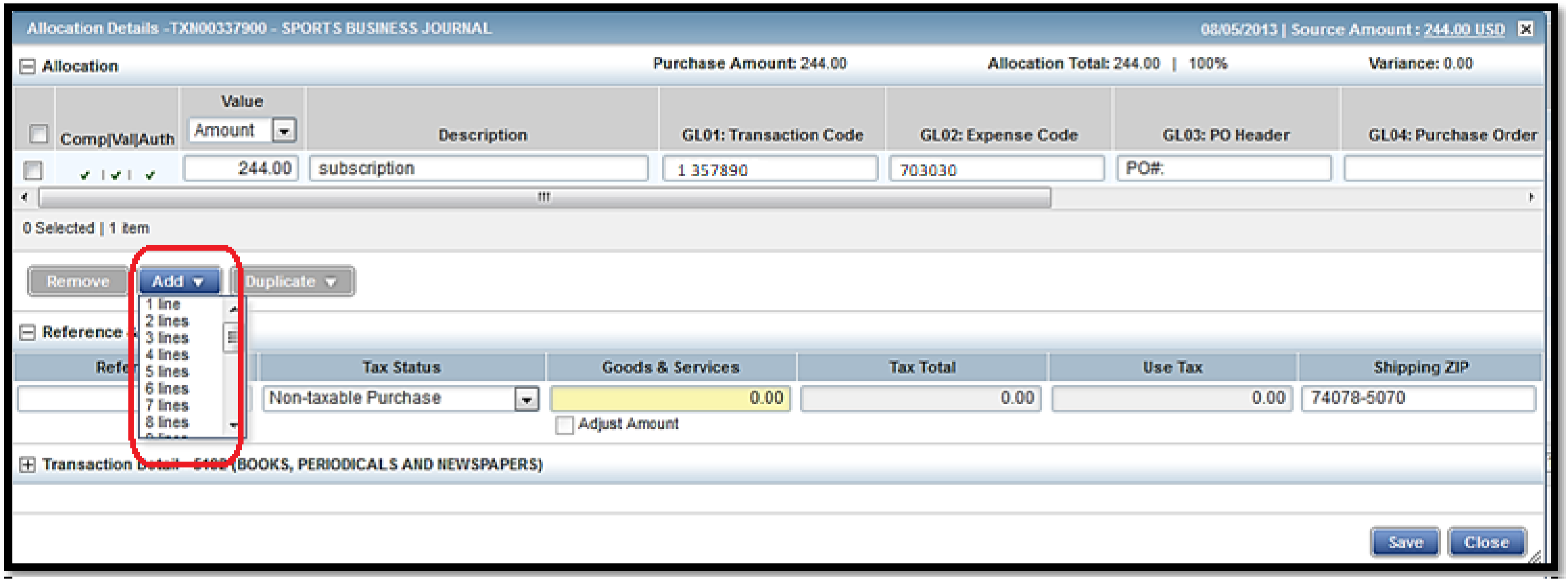
2. Click the desired **Document** (transaction) number. A menu displays. Select **View Full Details.**



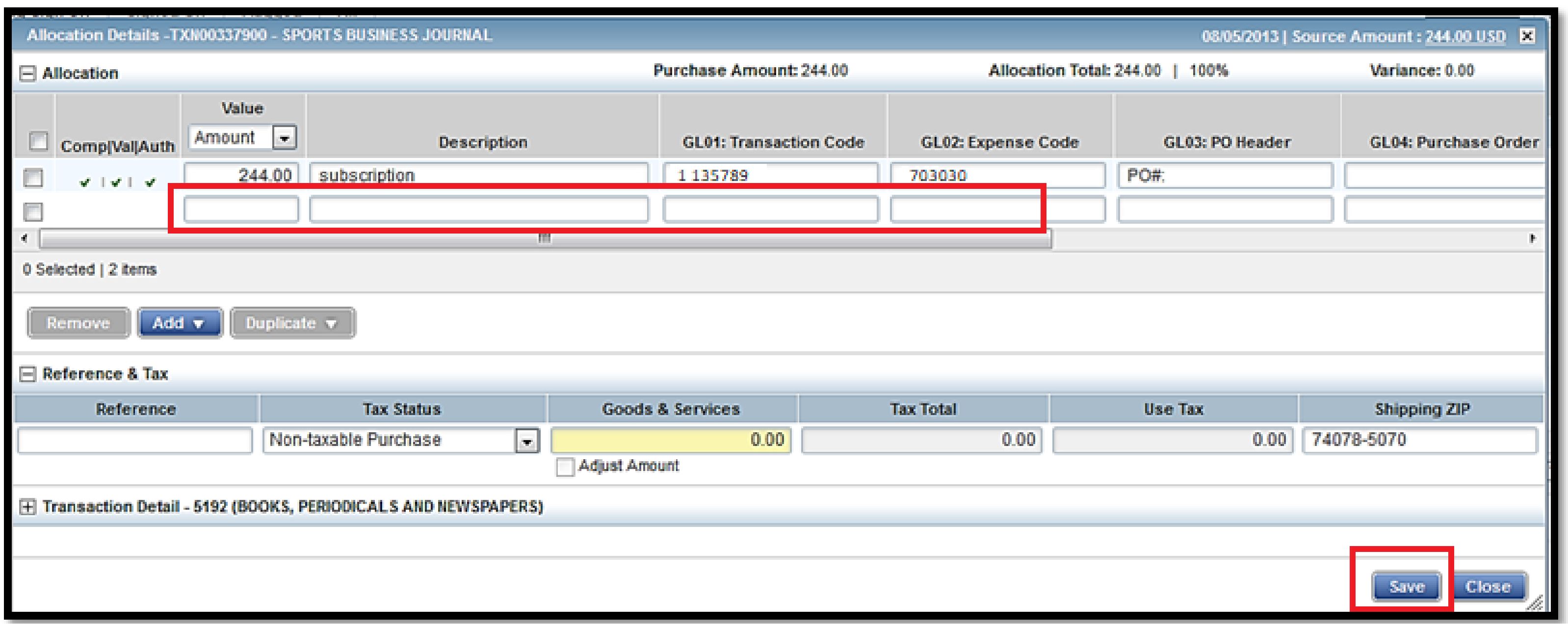
3. Select the **Allocation & Detail** tab.
   - Make sure the cardholder's description makes sense and is an allowable purchase.
   - Make sure the **Transaction Code** (chart and fund numbers) and **Expense Code** (account number) are correct. If not, correct them. The transaction code should always have a single space between the chart and fund number. Ie 1 123456



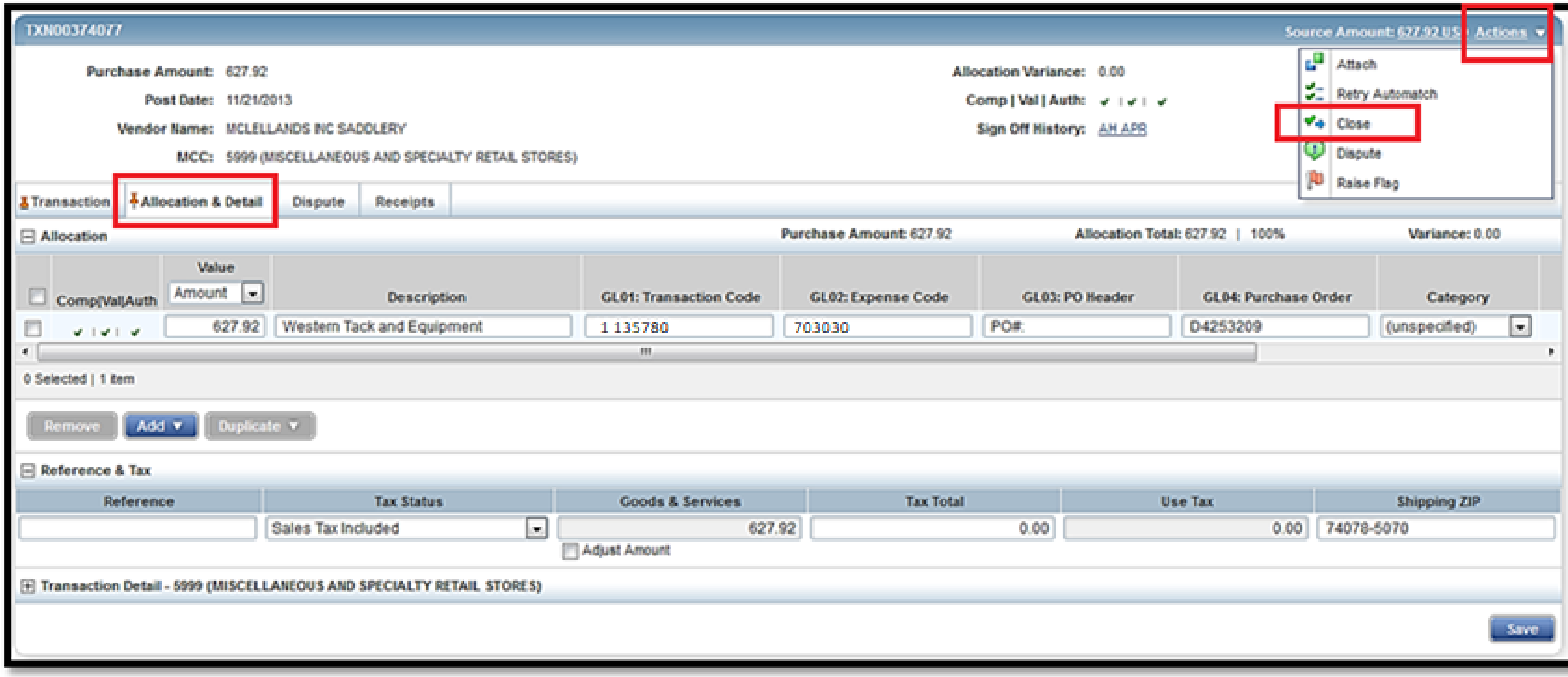
4. To add additional lines of funding, click the **Add** button and choose how many additional lines you need.



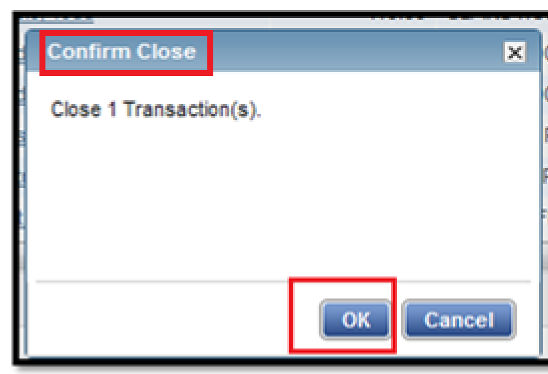
5. Complete the amount, description, chart, fund, and account numbers for the additional lines of funding. Click **Save**.



6. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu. Click **Close** to sign off.



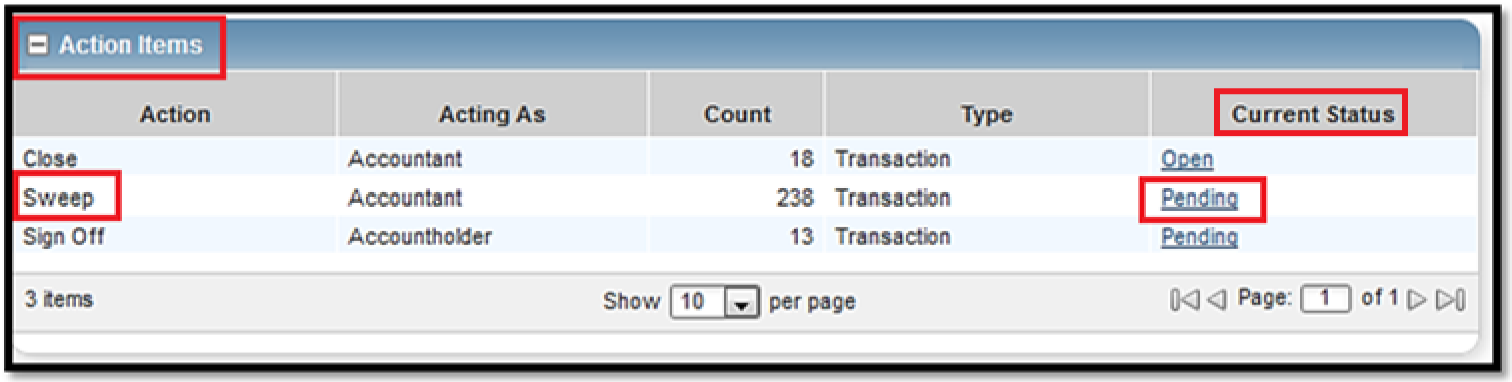
7. The **Confirm Close** screen displays. Click **OK**. The closed transaction moves to the **Ready to Batch** screen. This completes the procedure.



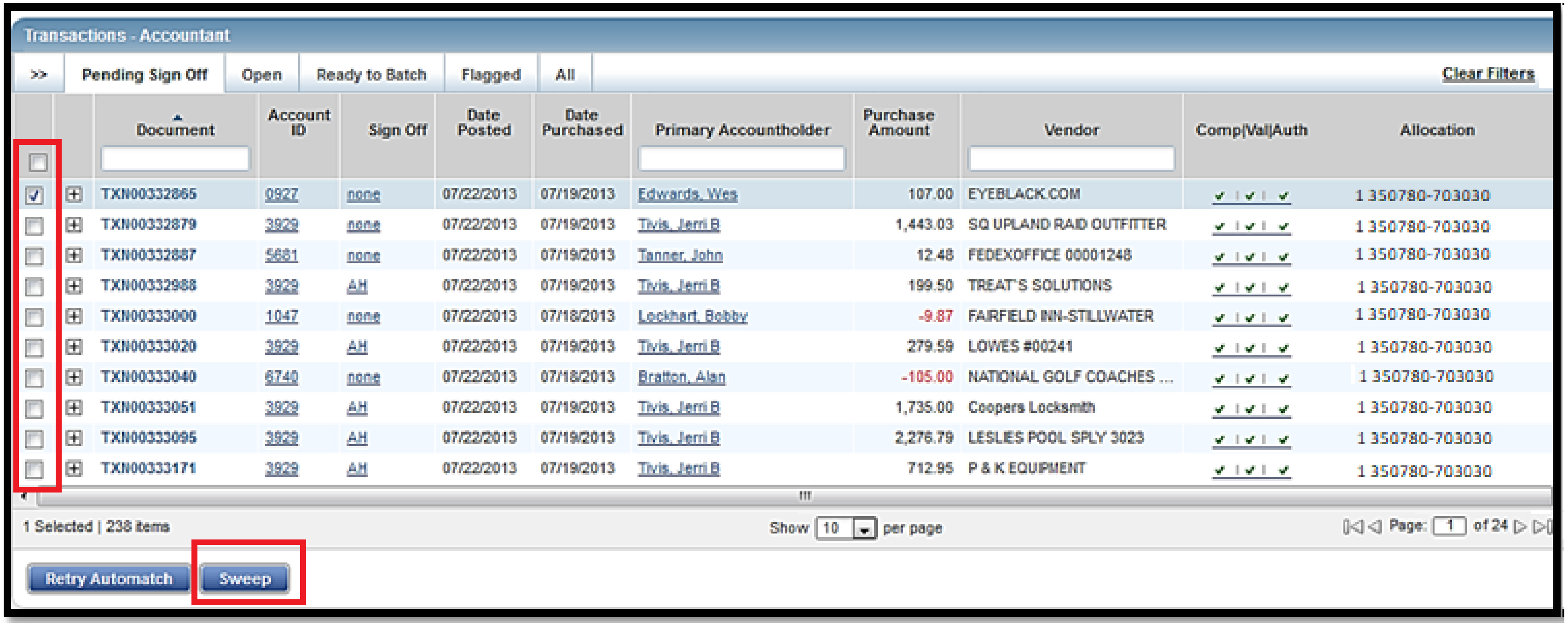
8. If you need to correct a chart, fund, or account number after you have closed a transaction, you can find it under the **Ready to Batch** tab until it has been downloaded and locked by University Accounting.

- After the sign off deadline passes, transactions are locked, and Works users are no longer able to add descriptions and change fund numbers. At this point, any changes to the account string must be processed on a paper correction form.
- If the accountholder or approver has not, or is unable to sign off on a transaction, the accountant may sweep it. This action simply sweeps (moves) the transaction from Pending sign off to the accountant's Open tab. Once moved, the accountant can add a description, change the account string, and close (sign off) the transaction. This method may help reduce the number of paper correction forms.
- After the sweep occurs, neither the accountholder nor the approver may edit the transaction's allocation codes or enter a description. Both must still sign off; otherwise, the accountholder's credit limit will not refresh for the dollar amount of the transaction.
- This process should not be used as the primary method of sign off.

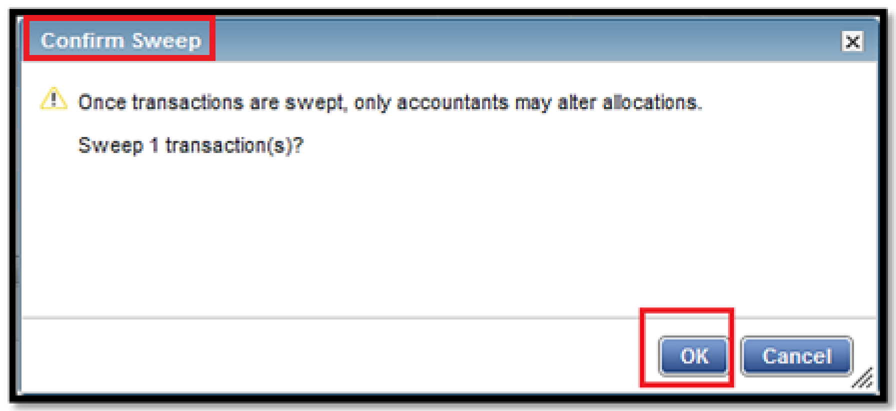
1. On the **Home Page** under **Action Items>Sweep>Current Status**, click on **Pending** link. These are transactions needing accountholder and/or approver sign off.



2. Select the check box for each **Document** (transaction) you wish to sweep. The action buttons at the bottom of the screen become enabled. Click **Sweep**.



3. The **Confirm Sweep** window displays. Click **OK**. The transaction moves to the **Open** tab and is ready for accountant signoff. This completes the sweep procedure. **The accountant will still need to sign off by completing the close process.**

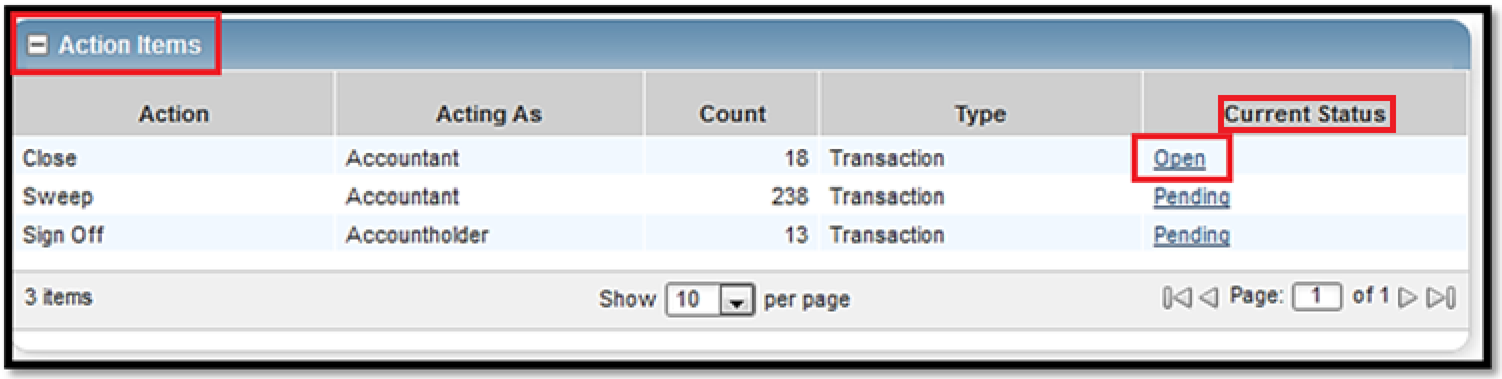


Manage Flags

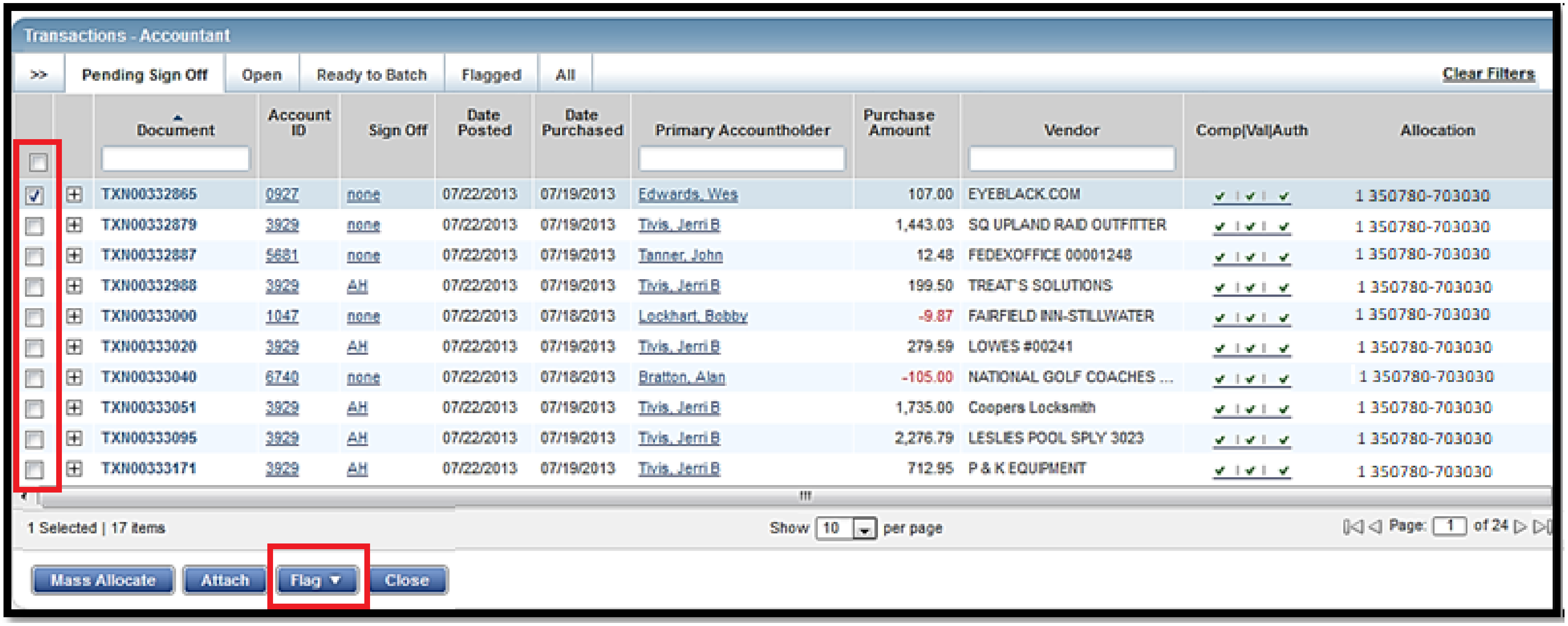
Flags indicate transactions needing attention. Flagging a transaction sends it back to the Accountholder for a response. Once the transaction is reviewed and action taken, the flag is removed.

- An Accountant can flag a transaction to alert other users of an issue or question.
- Flagging a transaction does not prevent an Accountant from closing it. (Closing = Sign Off)
- Flagging a transaction does not change its location in the workflow.

1. On the **Home Page** under **Action Items>Current Status**, click the **Open** link.

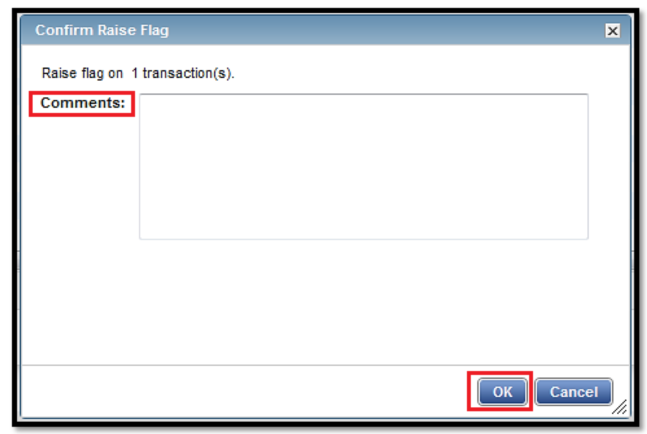


2. Select the check box for the **Document** (transaction) you wish to flag. The action buttons at the bottom of the screen become enabled. Click **Flag**.

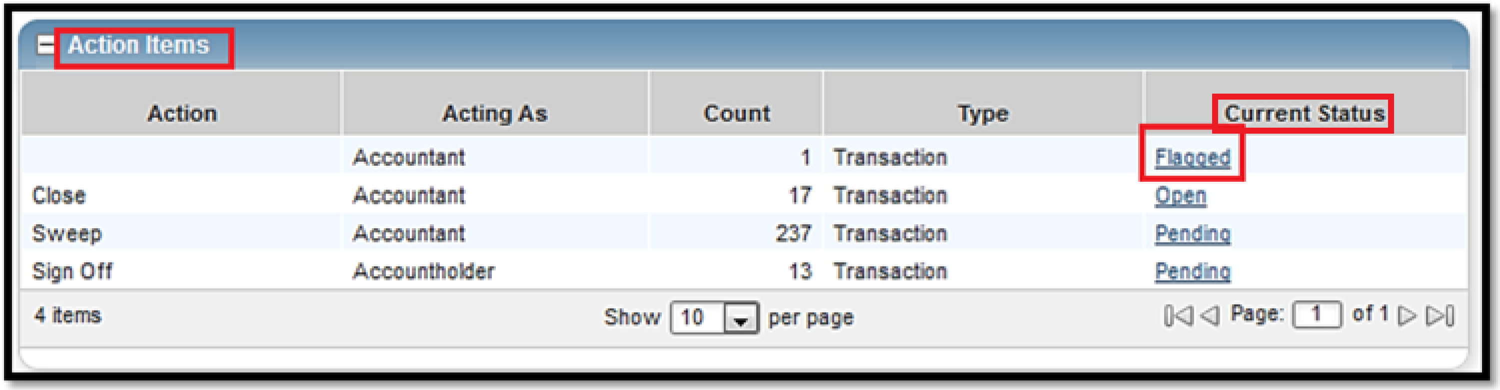


3. A drop-down menu displays. Select **Raise Flag**.

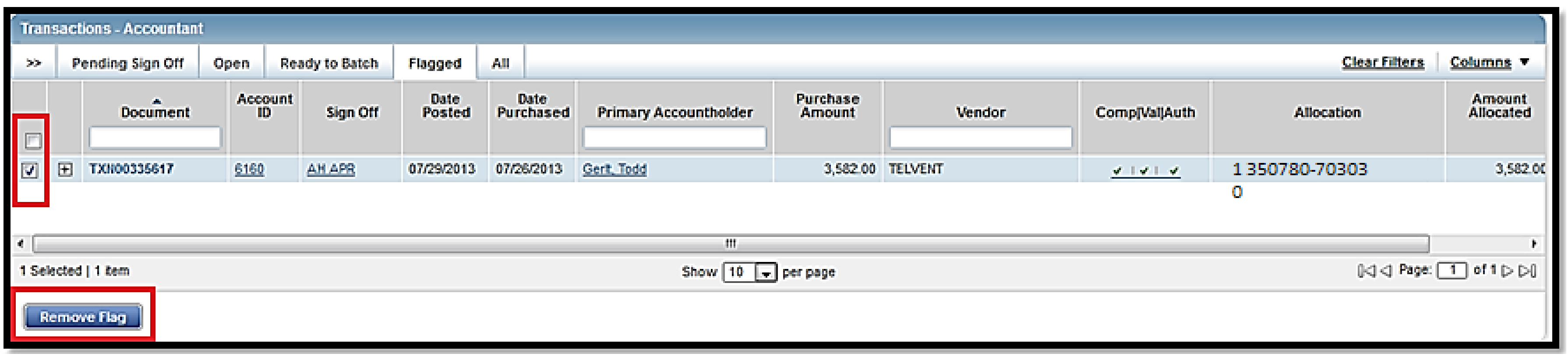
4. Enter a comment and click **OK**. This sends the transaction back to the accountholder for a response and completes the procedure.



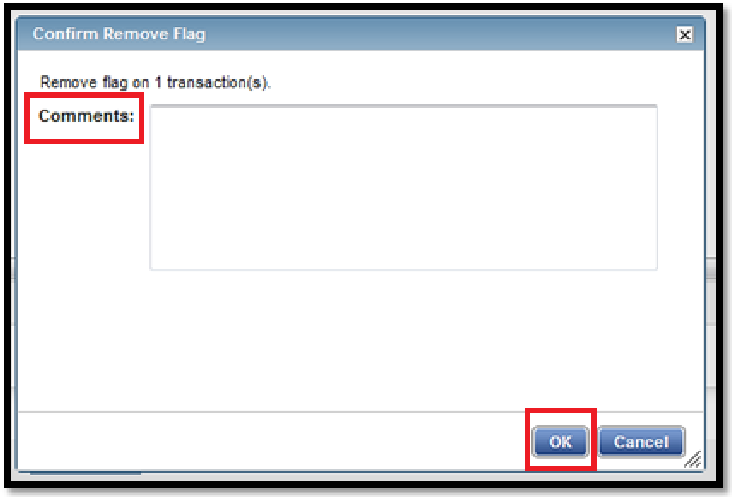
1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.



2. Select the check box for the **Document** (transaction) you wish to un-flag. The action buttons at the bottom of the screen become enabled. Click **Remove Flag**.



3. The window displays. Enter a **Comment**. You will not be able to remove the flag unless you enter a comment. Click **OK**. This completes the procedure.



ACCOUNTHOLDER INSTRUCTIONS

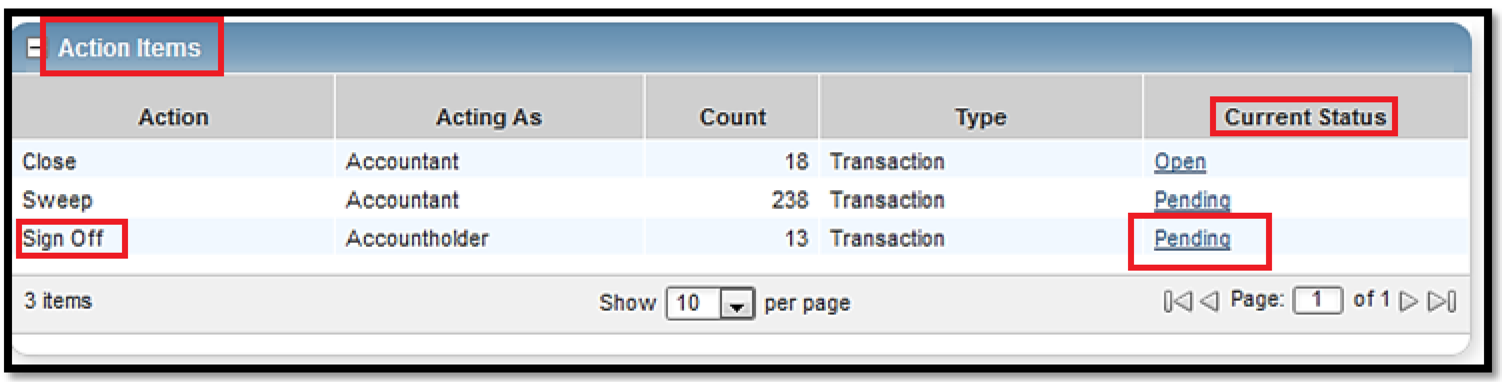
This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View Authorization Log

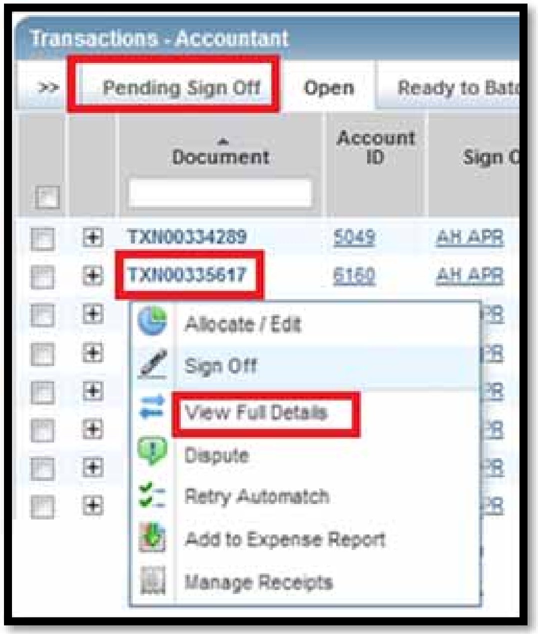
Each of the above topics includes step-by-step instructions for performing a specific task.

Allocate, Edit, Add Description and Sign Off

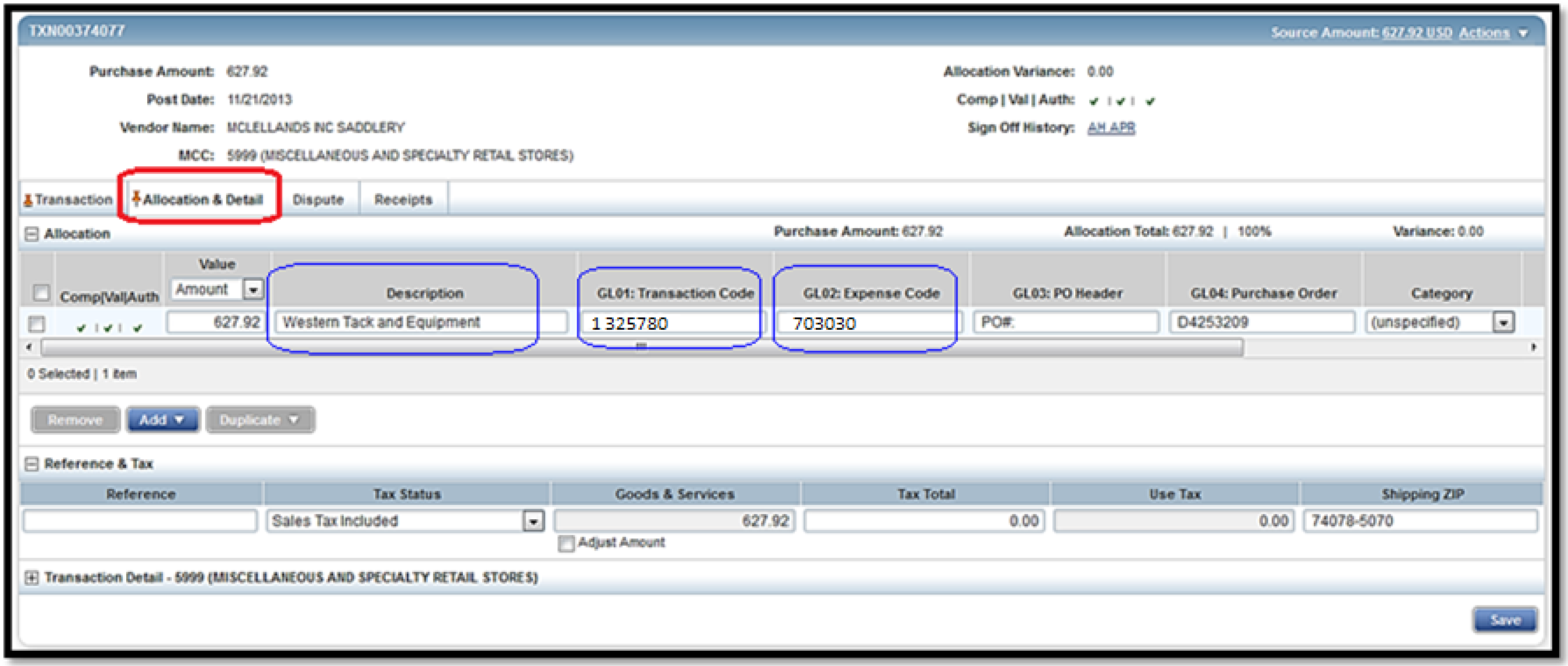
1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link. These are the transactions ready for accountholder or approver sign off.



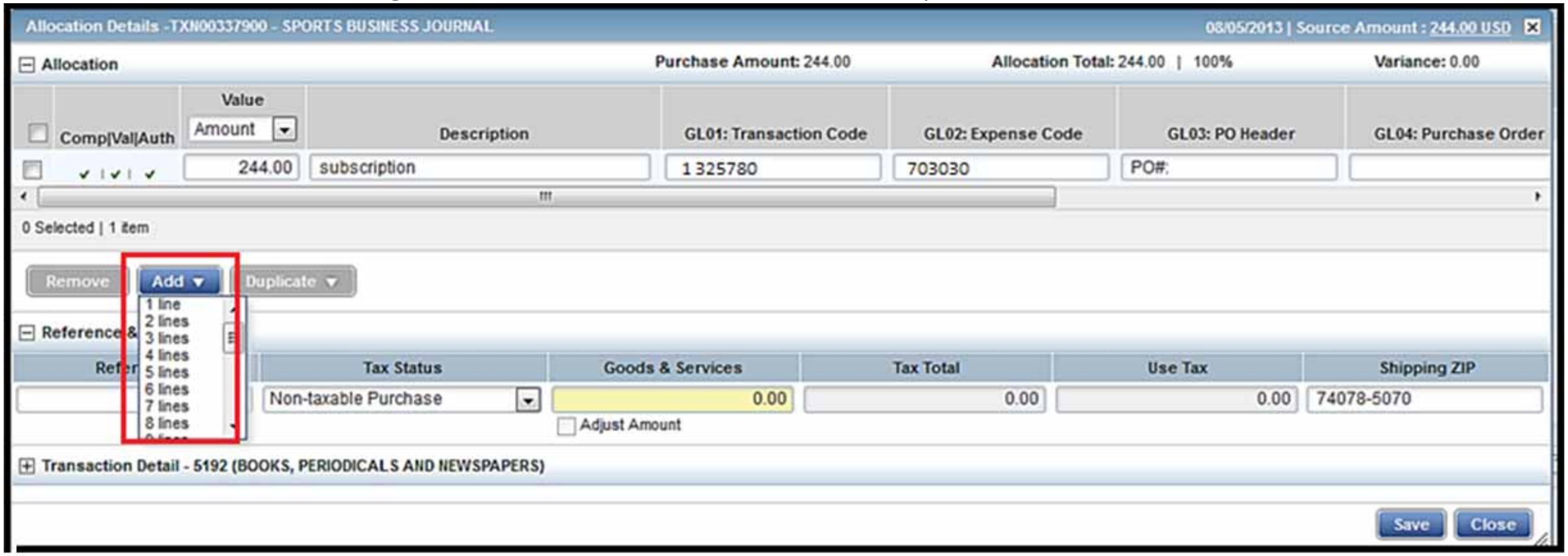
2. Click the desired **Document** (transaction) number**.** A menu displays. Select **View Full Details.**



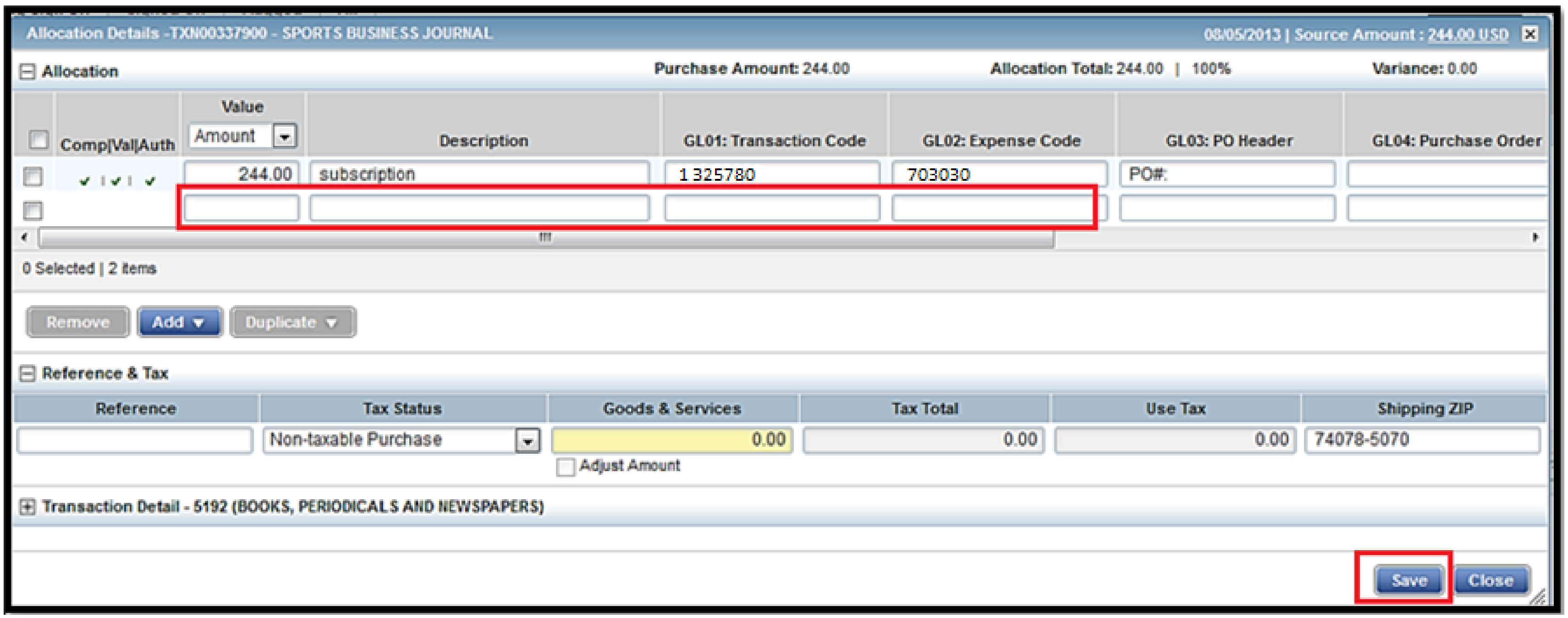
3. Select the **Allocation & Detail** tab.
   - Make sure the **Transaction Code** (chart and fund numbers) and **Expense Code** (account number) are correct. Make needed corrections. The transaction code should always have a single space between the chart and fund number. Ie 1 123456
   - You must enter a description and business purpose 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.
   - After you have updated the information, click **Save**.



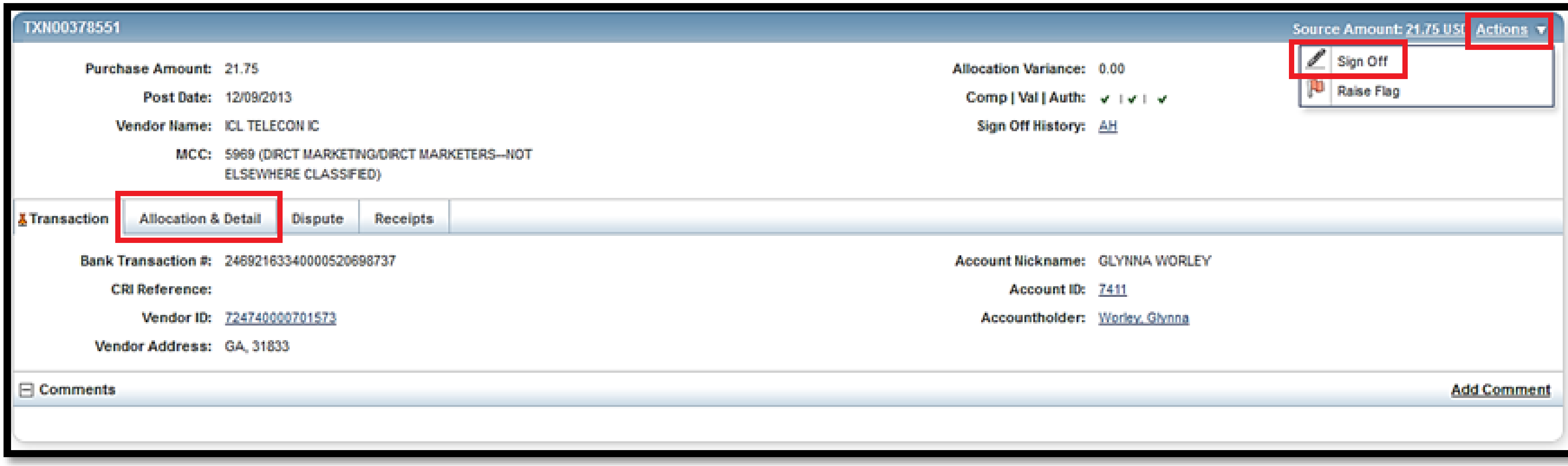
4. To add additional lines of funding, click the **Add** button and choose how many additional lines are needed.



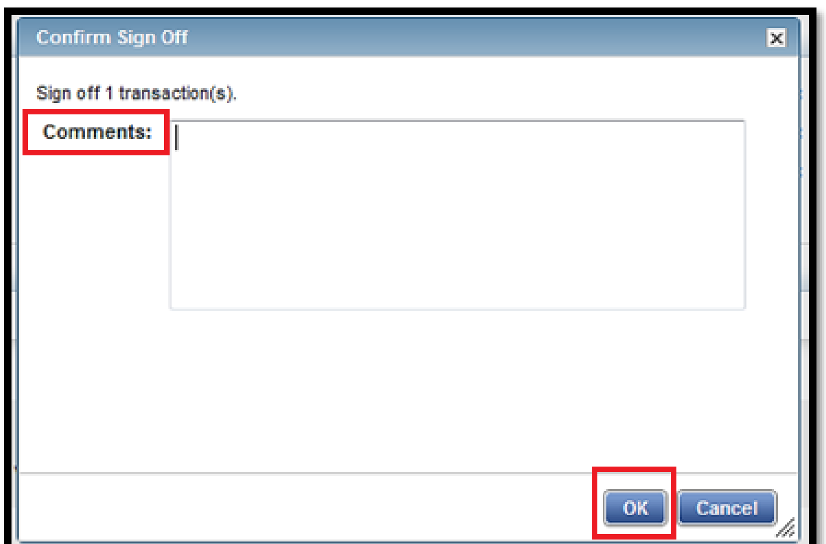
5. Complete the amount, description, chart, fund, and account numbers for the additional lines of funding. Click **Save**.



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



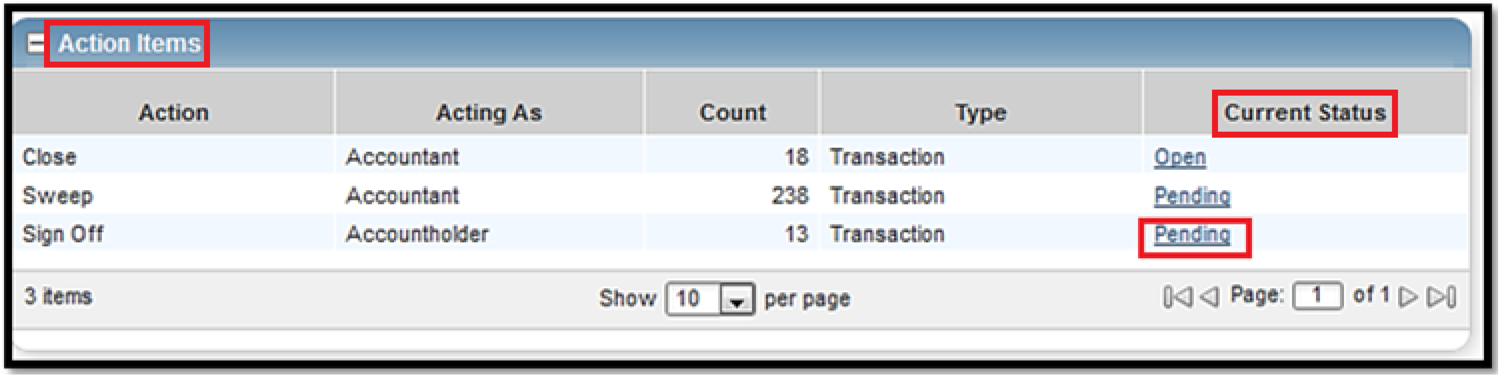
7. The **Confirm Sign Off** screen displays. Add optional comments and click **OK**. This completes the procedure.



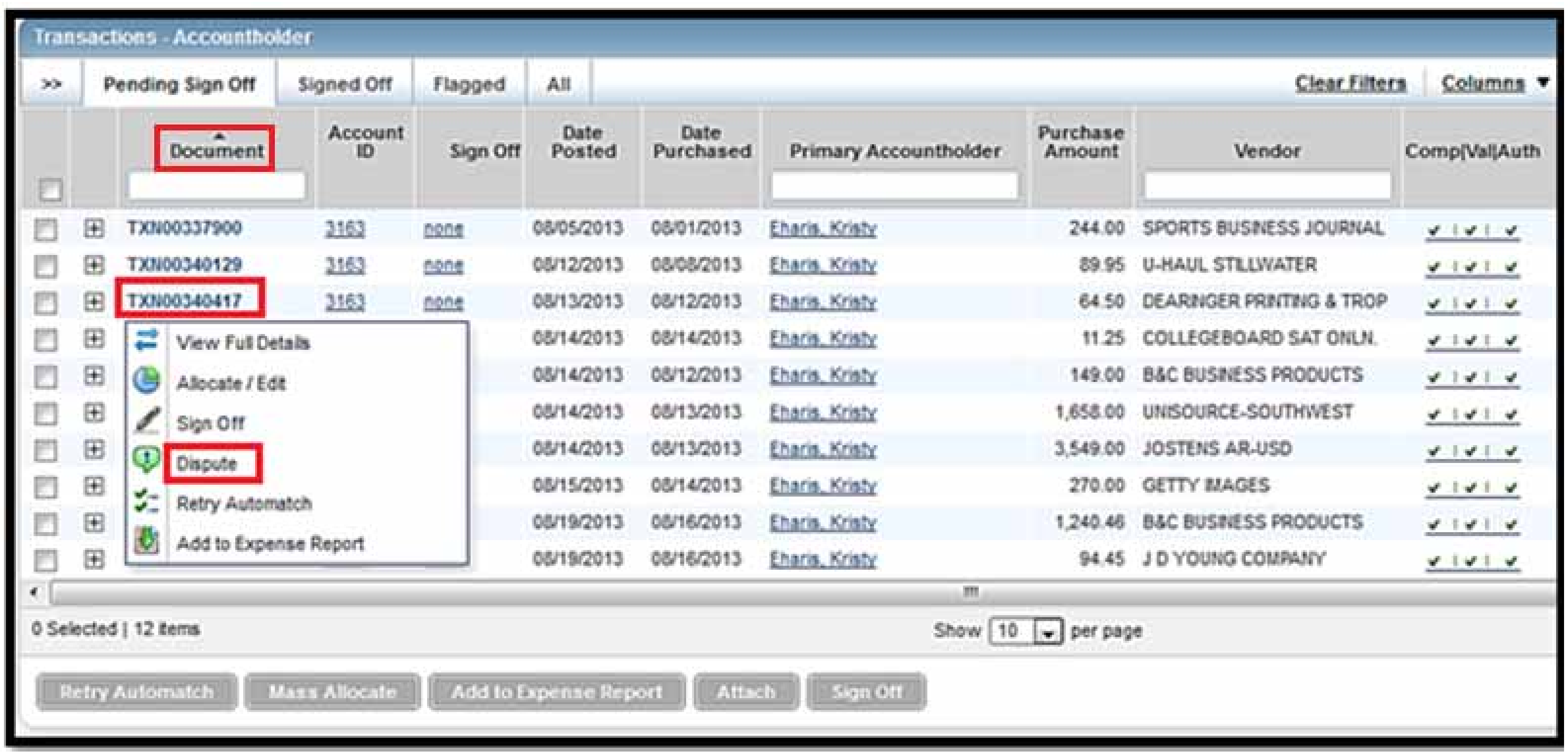
Dispute a Transaction

To dispute a transaction that is more than 60 days old, call Bank of America Merrill Lynch at 800-673-1044.

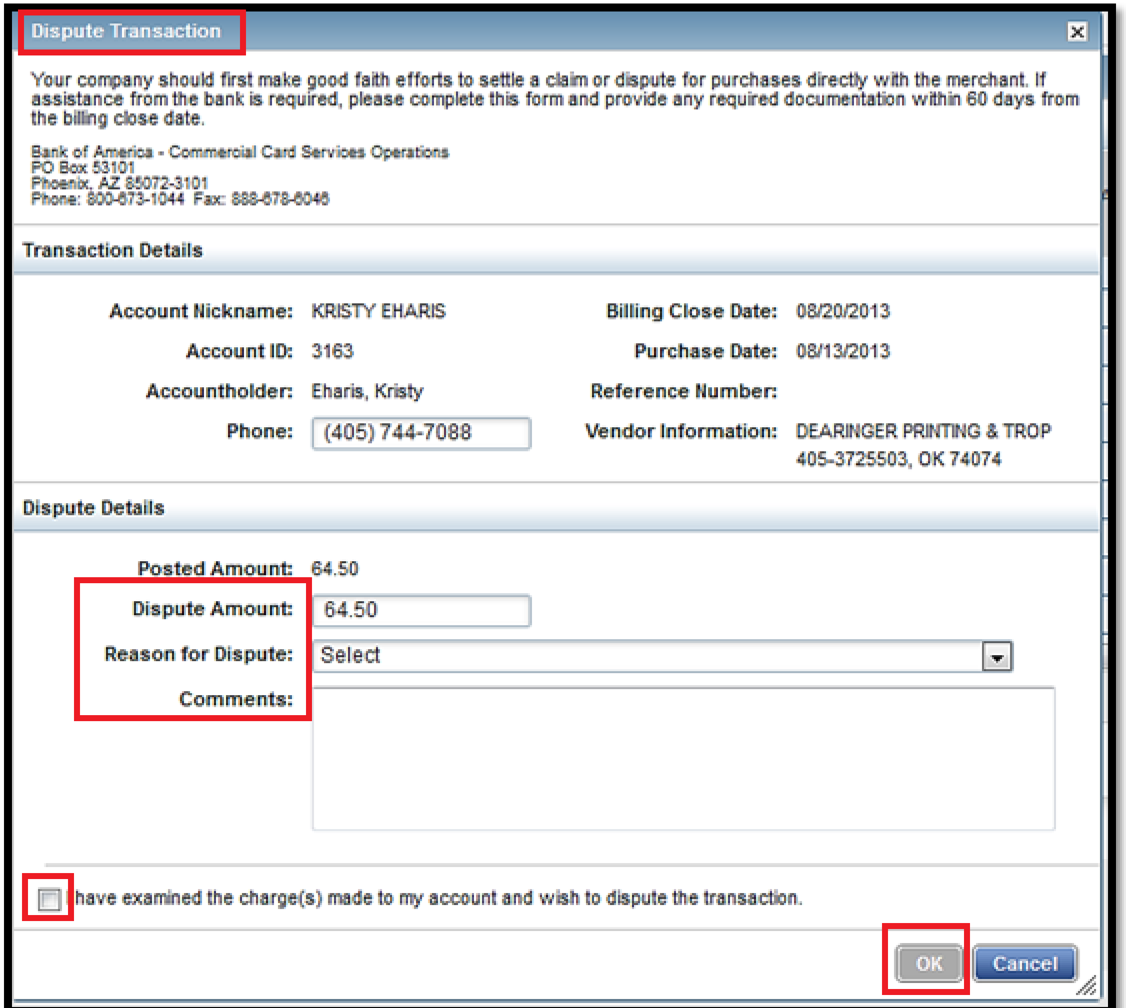
1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click the **Pending** link.



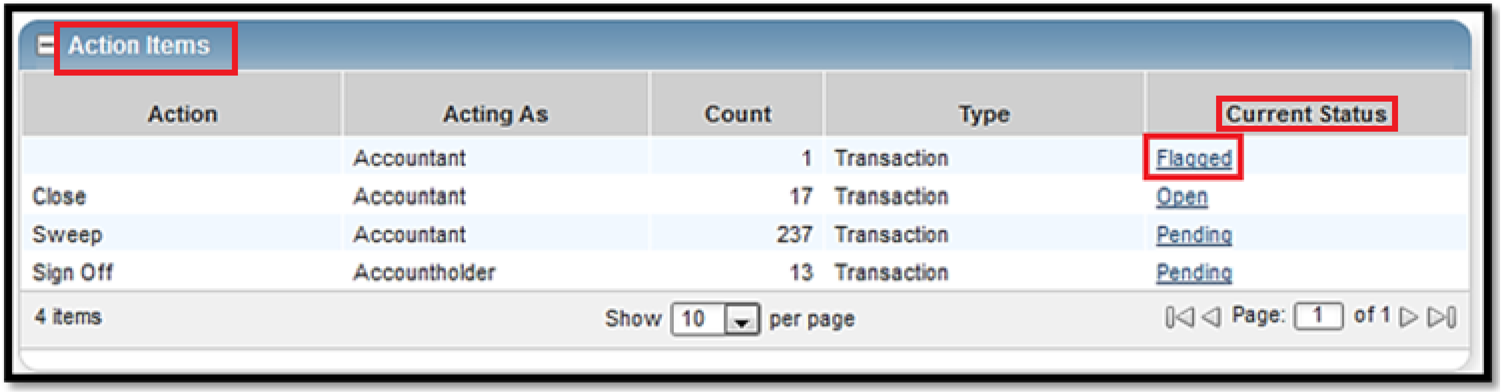
2. Click the desired **Document** (transaction) number. A drop-down menu displays. Click **Dispute.**



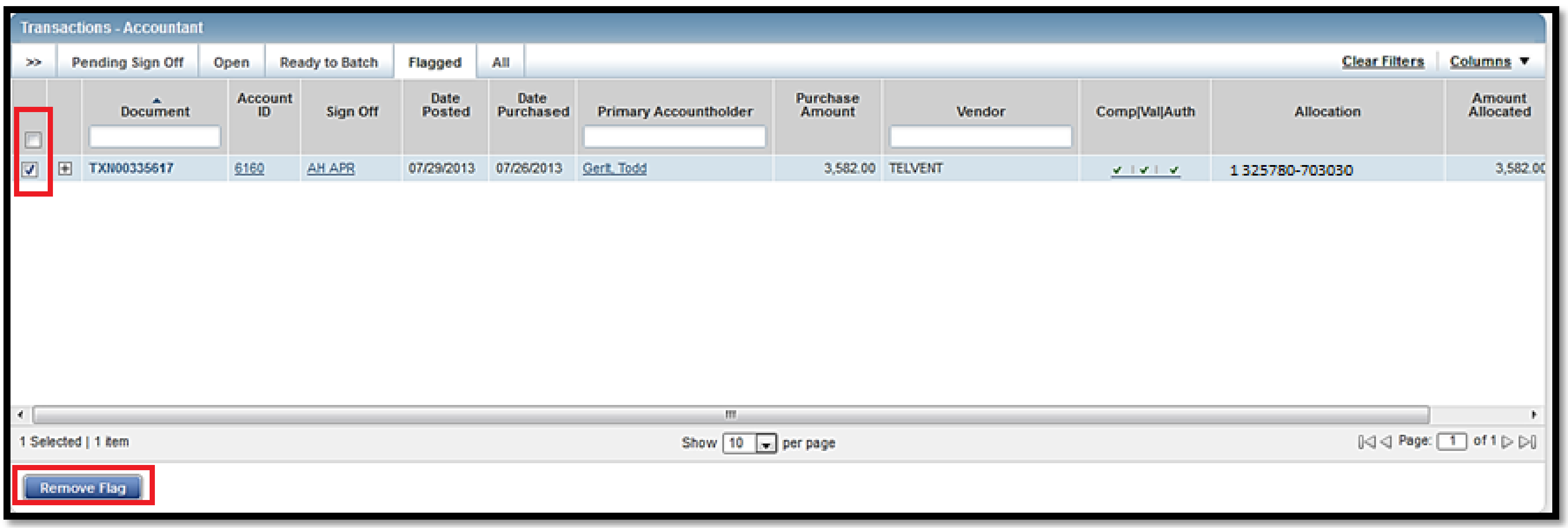
3. The **Dispute Transaction** screen displays.
    - Enter the **Dispute Amount**, if different from the purchase total.
    - Select the **Reason for Dispute** from the drop-down menu. Depending on the **Reason for Dispute**, additional information may be required.
    - Enter **Comments**, if desired.
    - Select the checkbox "**I have examined the charge(s) made to my account and wish to dispute the transaction**."
    - Click **OK**. The screen displays a confirmation message. This completes the procedure.



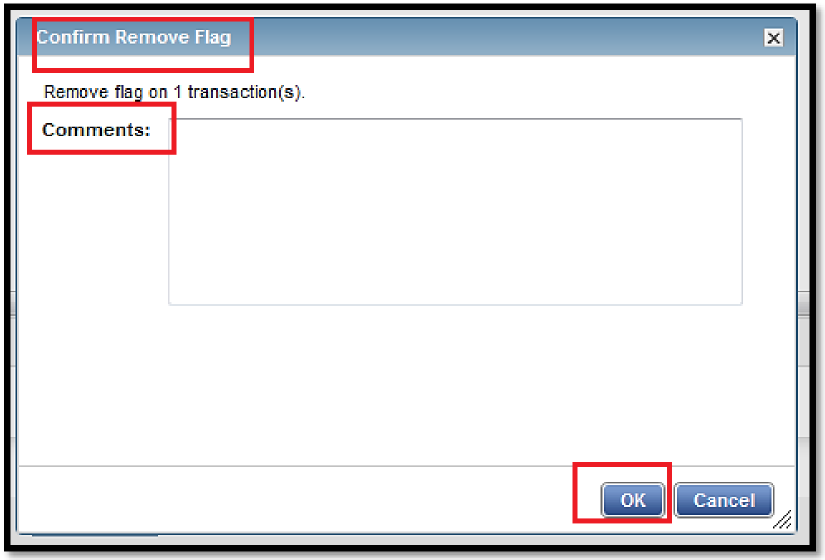
1. On the **Home Page** under **Action Items>Current Status**, click the **Flagged** link.



2. Select the check box for the **Document** (transaction) you wish to un-flag. The action buttons at the bottom of the screen become enabled. Click **Remove Flag**.

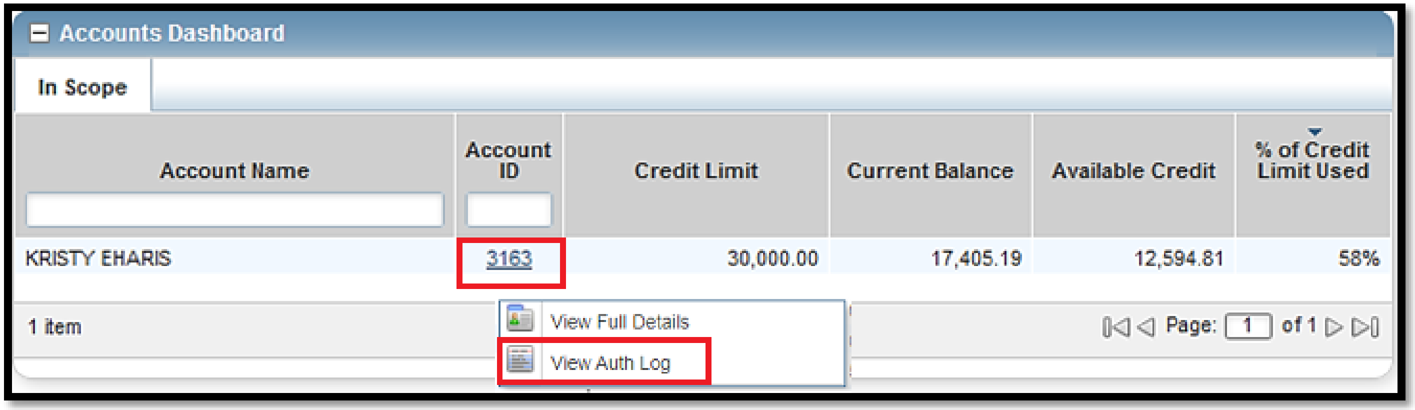


3. The **Confirm Remove Flag** window displays. Enter a **Comment.** You will not be able to remove the flag unless you enter a comment. Click **OK**. This completes the procedure.



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.

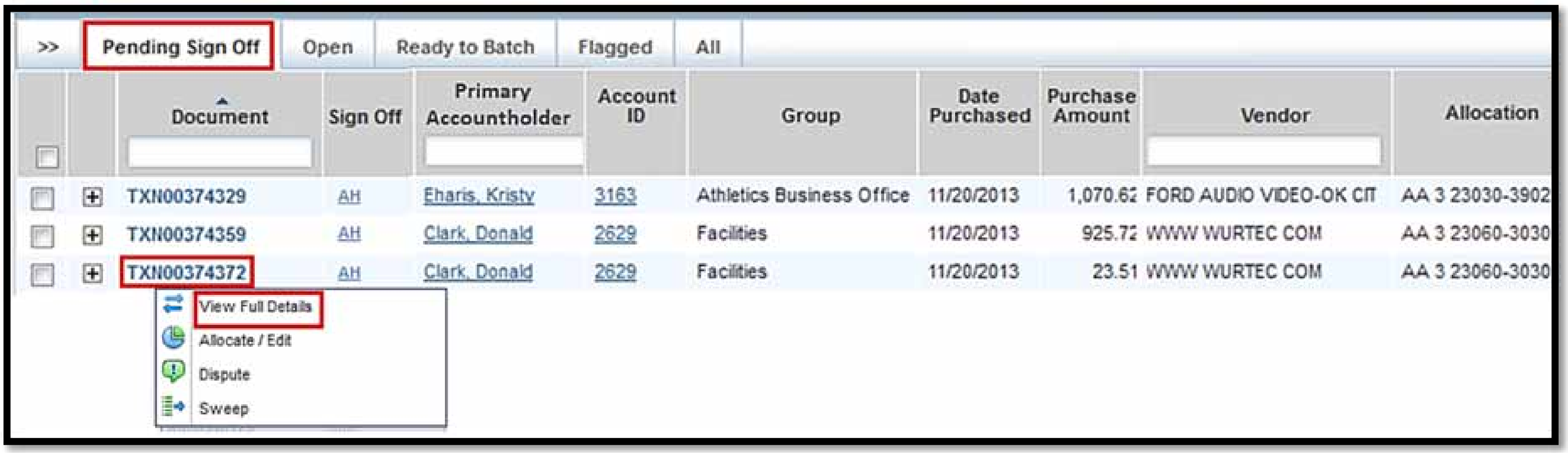
APPROVER INSTRUCTIONS

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

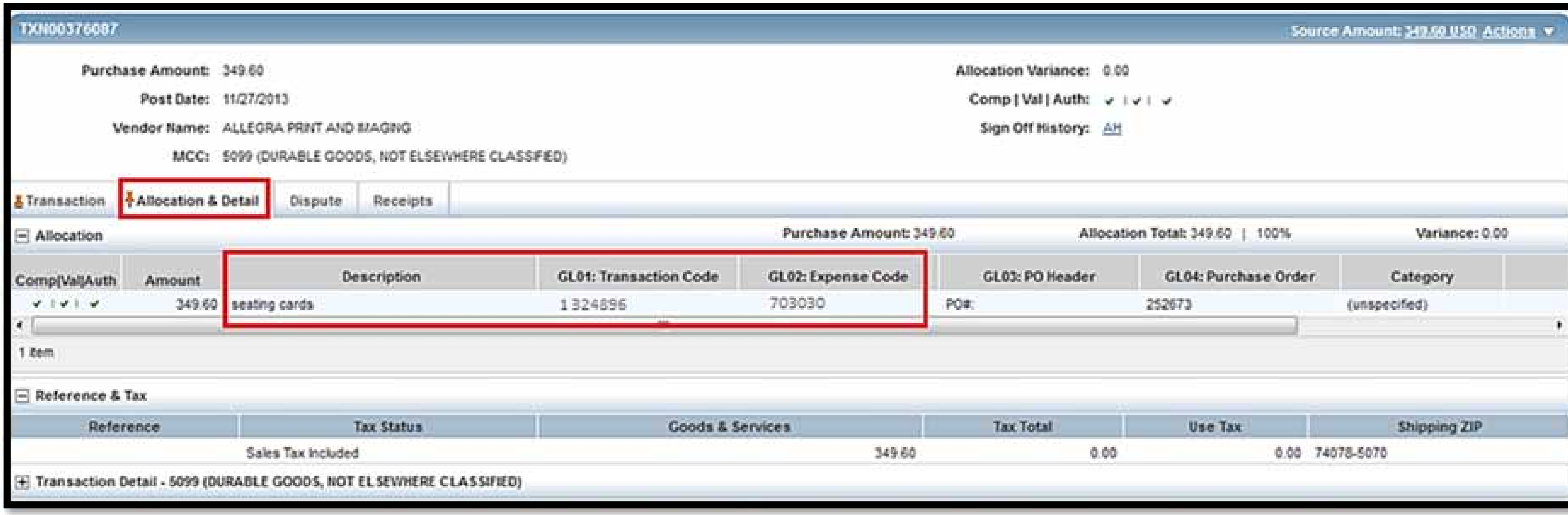
Review and Sign Off on a Transaction

Approvers are usually not required to edit the chart, fund, or 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.

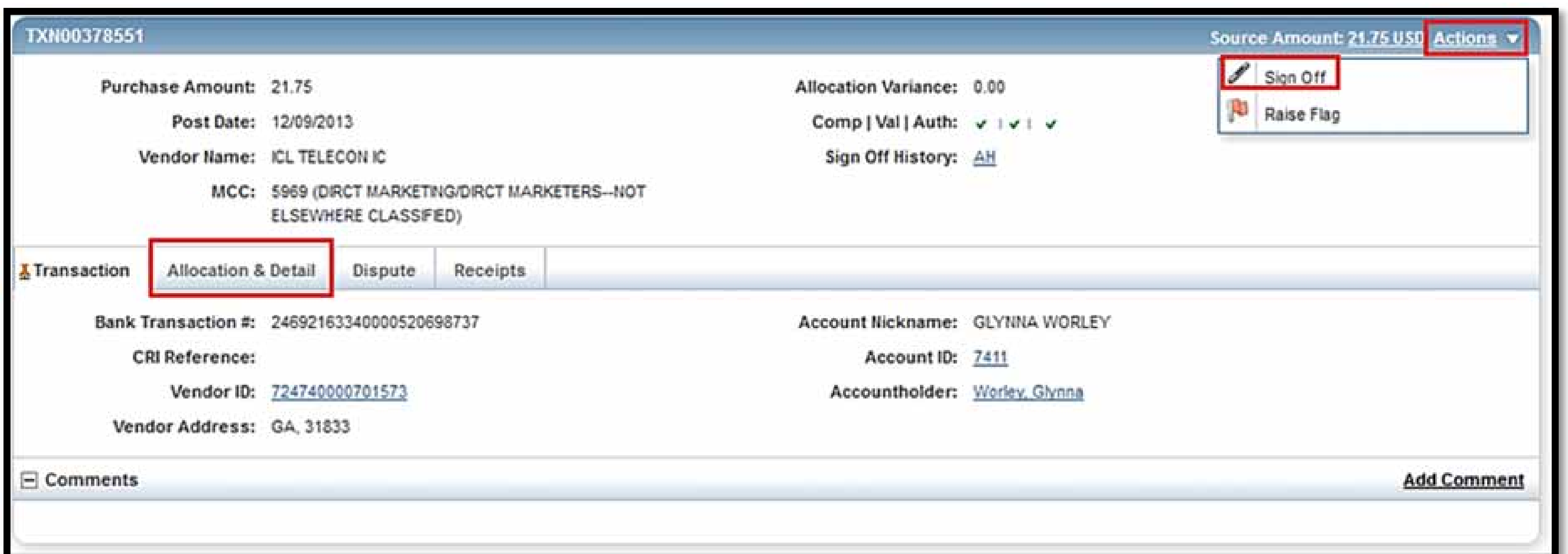
1. On the **Home Page** under **Expenses>Transactions>Approver**, click on the **Pending** link. The **Pending Sign Off** screen is displayed. Click the desired **Document** (transaction) number**.** A menu displays. Select **View Full Details**.



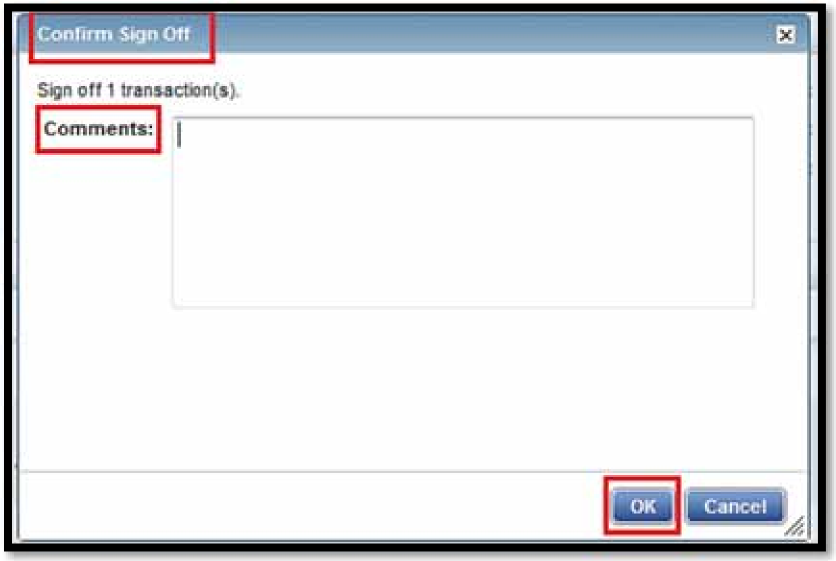
2. Select the **Allocation & Detail** tab. Read the text entered in the **Description** field by the accountholder. To the best of your ability, determine if this is a reasonable, authorized, legitimate transaction for the University, and the account string is correct.



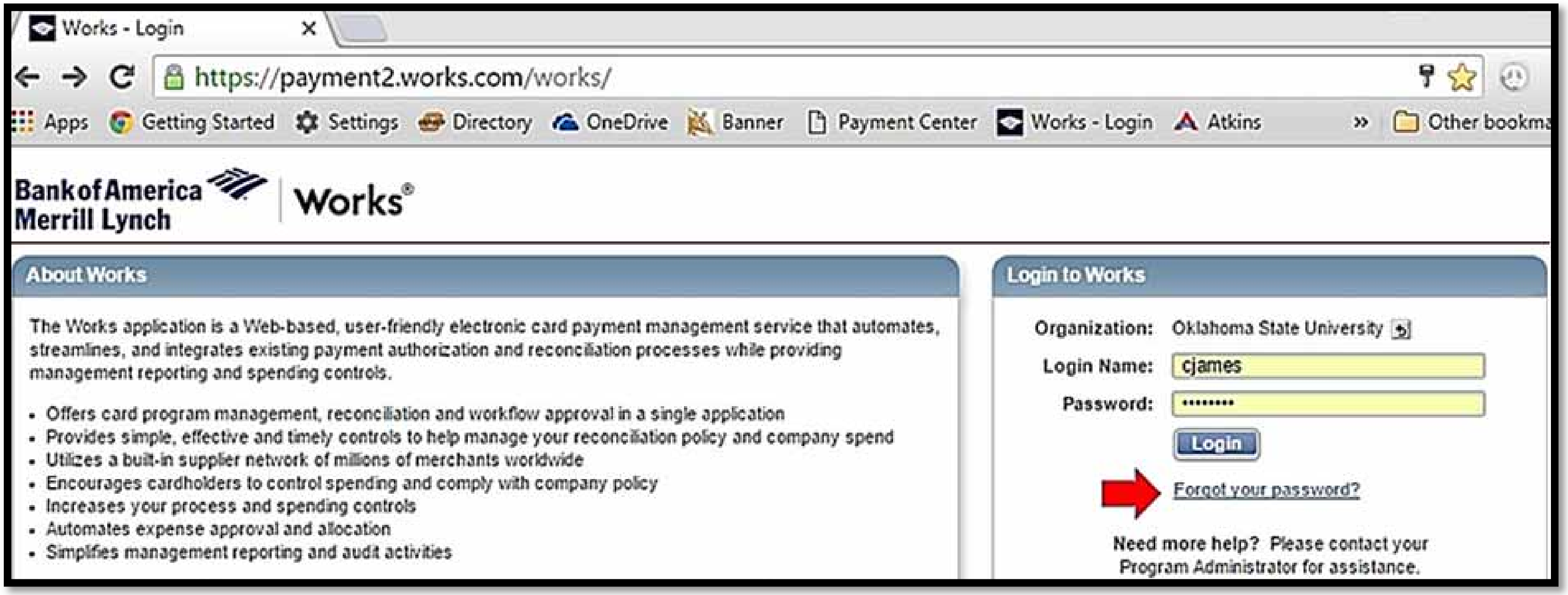
3. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu. Click **Sign Off**.

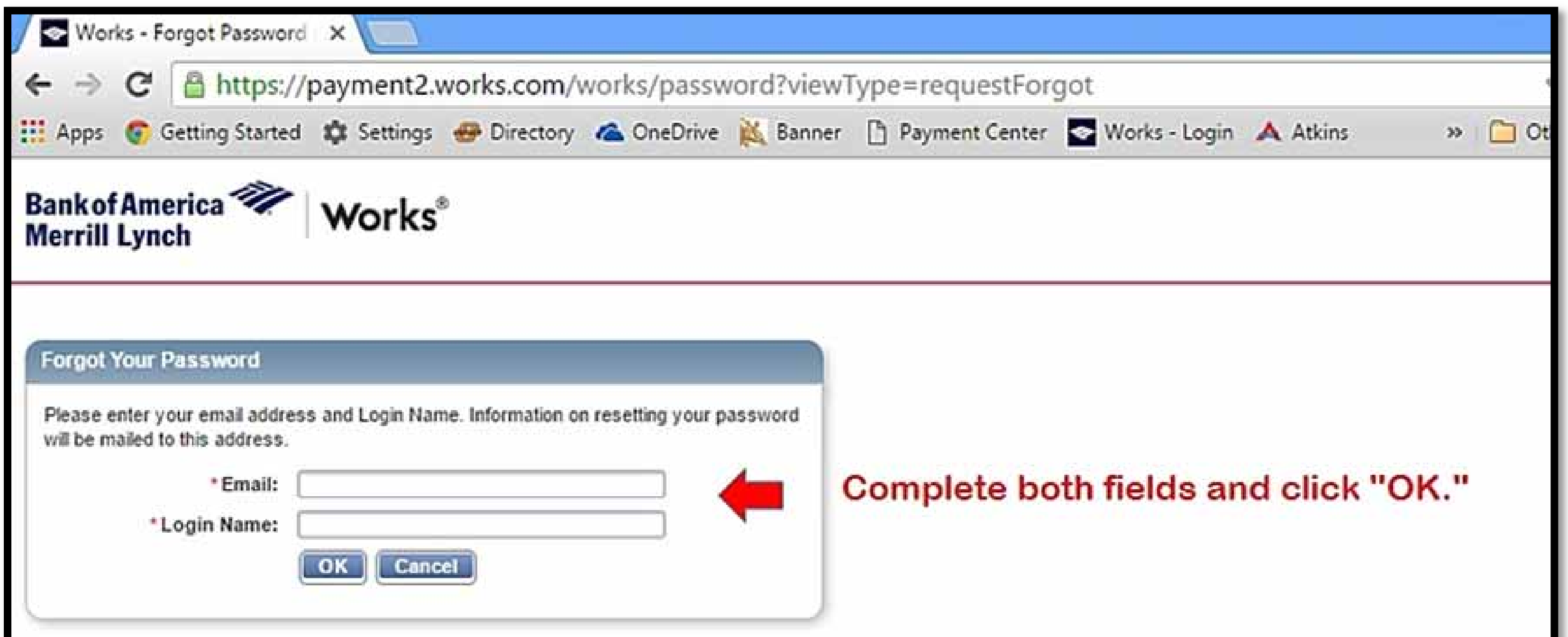


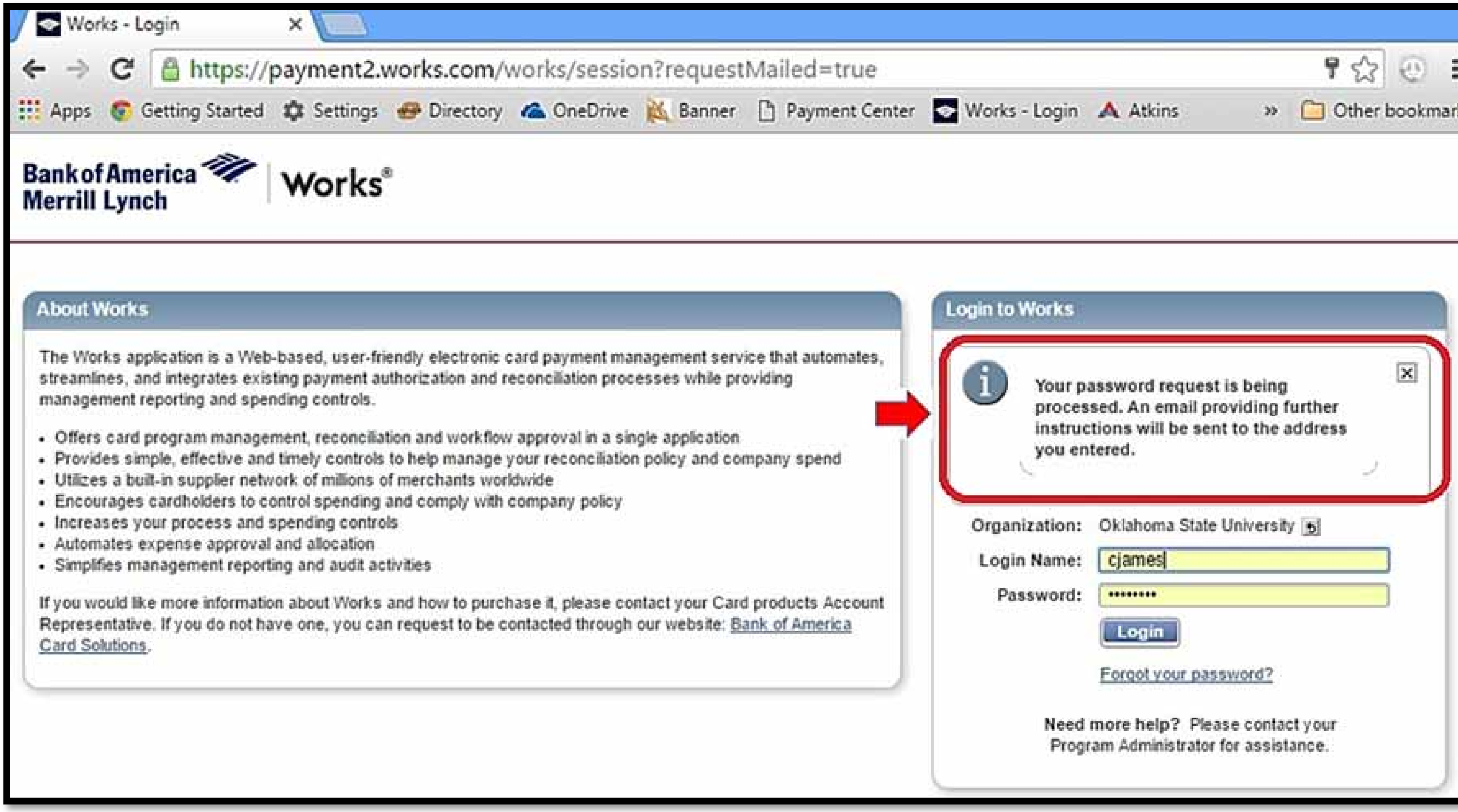
4. The **Confirm Sign Off** screen displays. Add **Comments** and click **OK**. This completes the procedure.



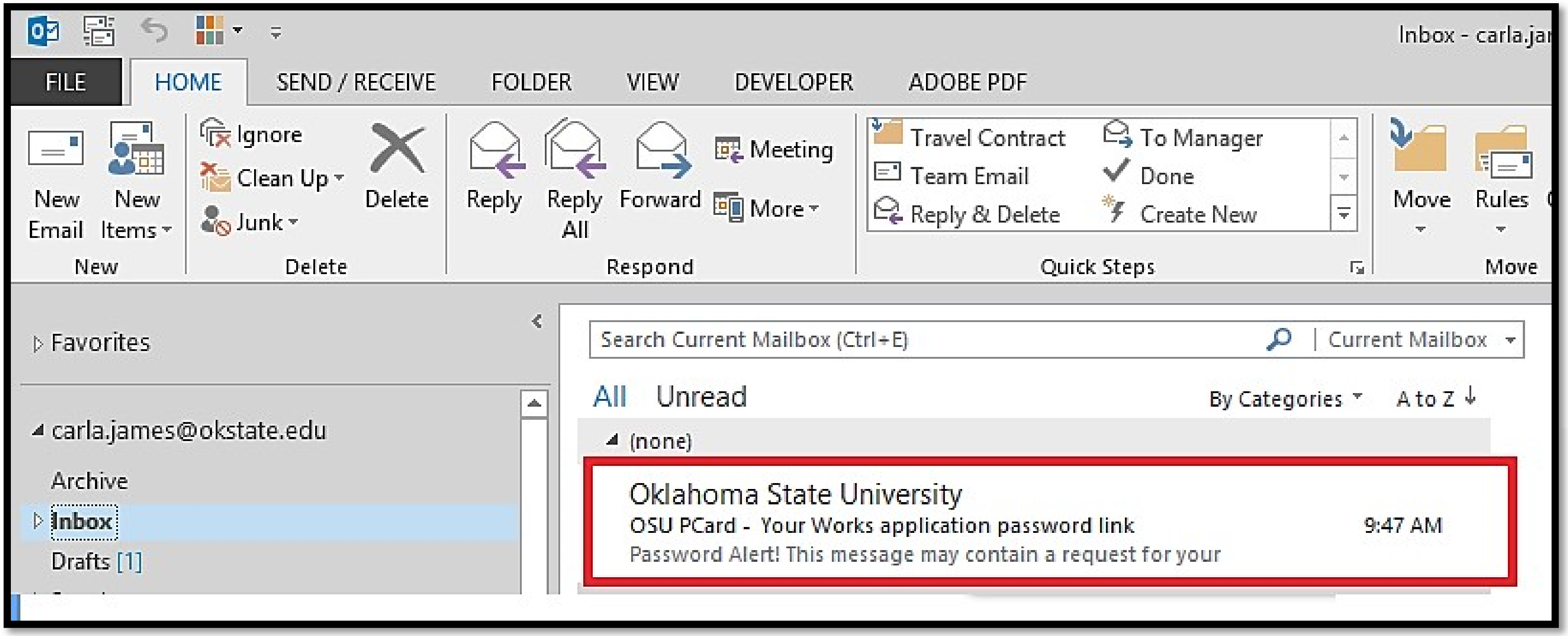
PASSWORD RESET

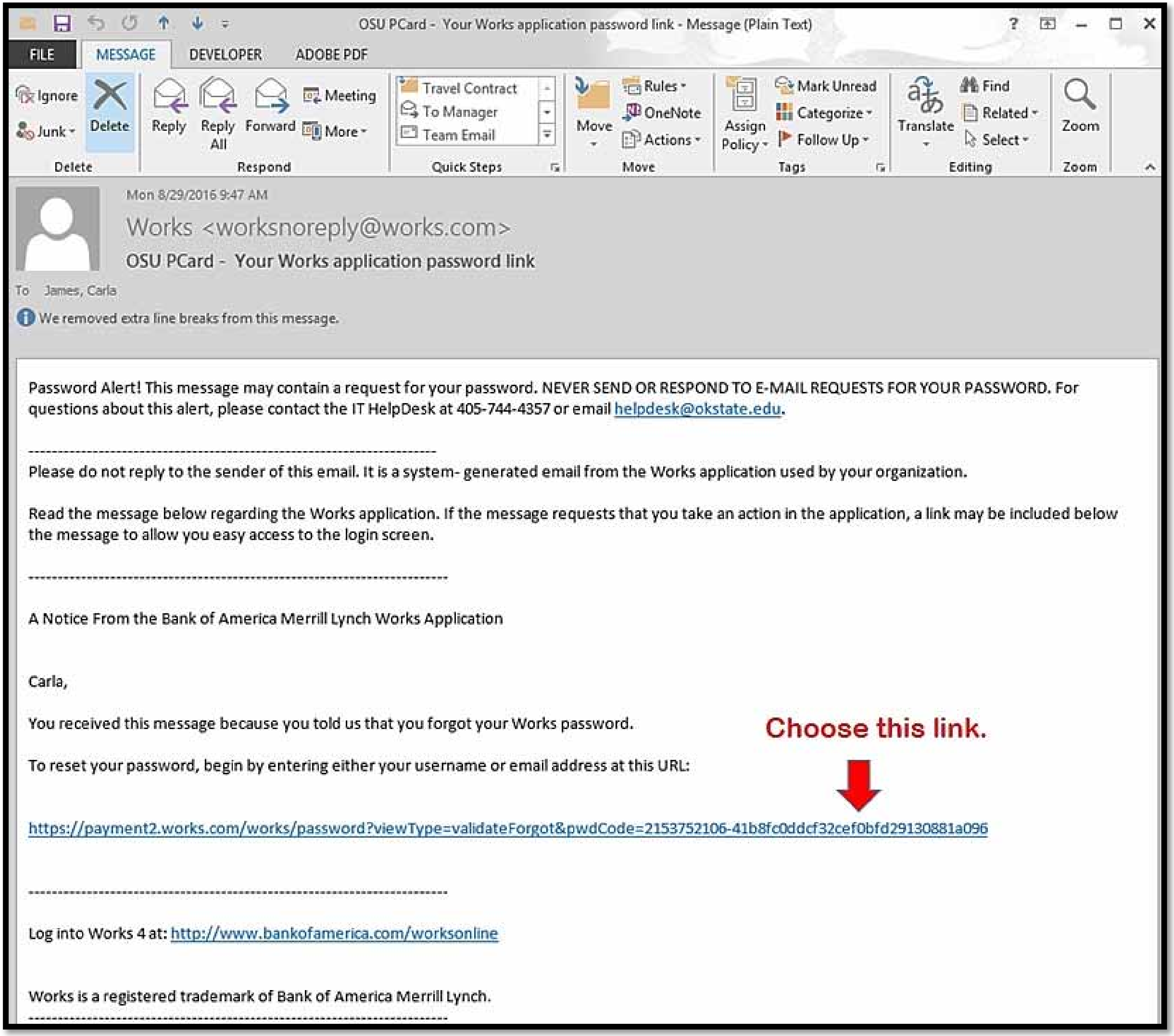





Works - Login
https://payment2.works.com/works/session?requestMailed=true
Apps Getting Started Settings Directory OneDrive Banner Payment Center Works - Login Atkins Other bookmar
Bank of America Merrill Lynch
Works®
About Works
The Works application is a Web-based, user-friendly electronic card payment management service that automates, streamlines, and integrates existing payment authorization and reconciliation processes while providing management reporting and spending controls.
Offers card program management, reconciliation and workflow approval in a single application
Provides simple, effective and timely controls to help manage your reconciliation policy and company spend
Utilizes a built-in supplier network of millions of merchants worldwide
Encourages cardholders to control spending and comply with company policy
Increases your process and spending controls
Automates expense approval and allocation
Simplifies management reporting and audit activities
If you would like more information about Works and how to purchase it, please contact your Card products Account Representative. If you do not have one, you can request to be contacted through our website: Bank of America Card Solutions.
Login to Works
Your password request is being processed. An email providing further instructions will be sent to the address you entered.
Organization: Oklahoma State University
Login Name: cjames
Password: ••••••••
Login
Forgot your password?
Need more help? Please contact your Program Administrator for assistance.

The email will come from "Oklahoma State University." In this example, the email arrived in about two minutes. Watch your In-Box, Clutter, and Junk/Spam.





Mon 8/29/2016 9:47 AM

Works <worksnoreply@works.com>

OSU PCard - Your Works application password link

To James, Carla

We removed extra line breaks from this message.

Password Alert! This message may contain a request for your password. NEVER SEND OR RESPOND TO E-MAIL REQUESTS FOR YOUR PASSWORD. For questions about this alert, please contact the IT HelpDesk at 405-744-4357 or email helpdesk@okstate.edu.

Please do not reply to the sender of this email. It is a system- generated email from the Works application used by your organization.

Read the message below regarding the Works application. If the message requests that you take an action in the application, a link may be included below the message to allow you easy access to the login screen.

A Notice From the Bank of America Merrill Lynch Works Application

Carla,

You received this message because you told us that you forgot your Works password.

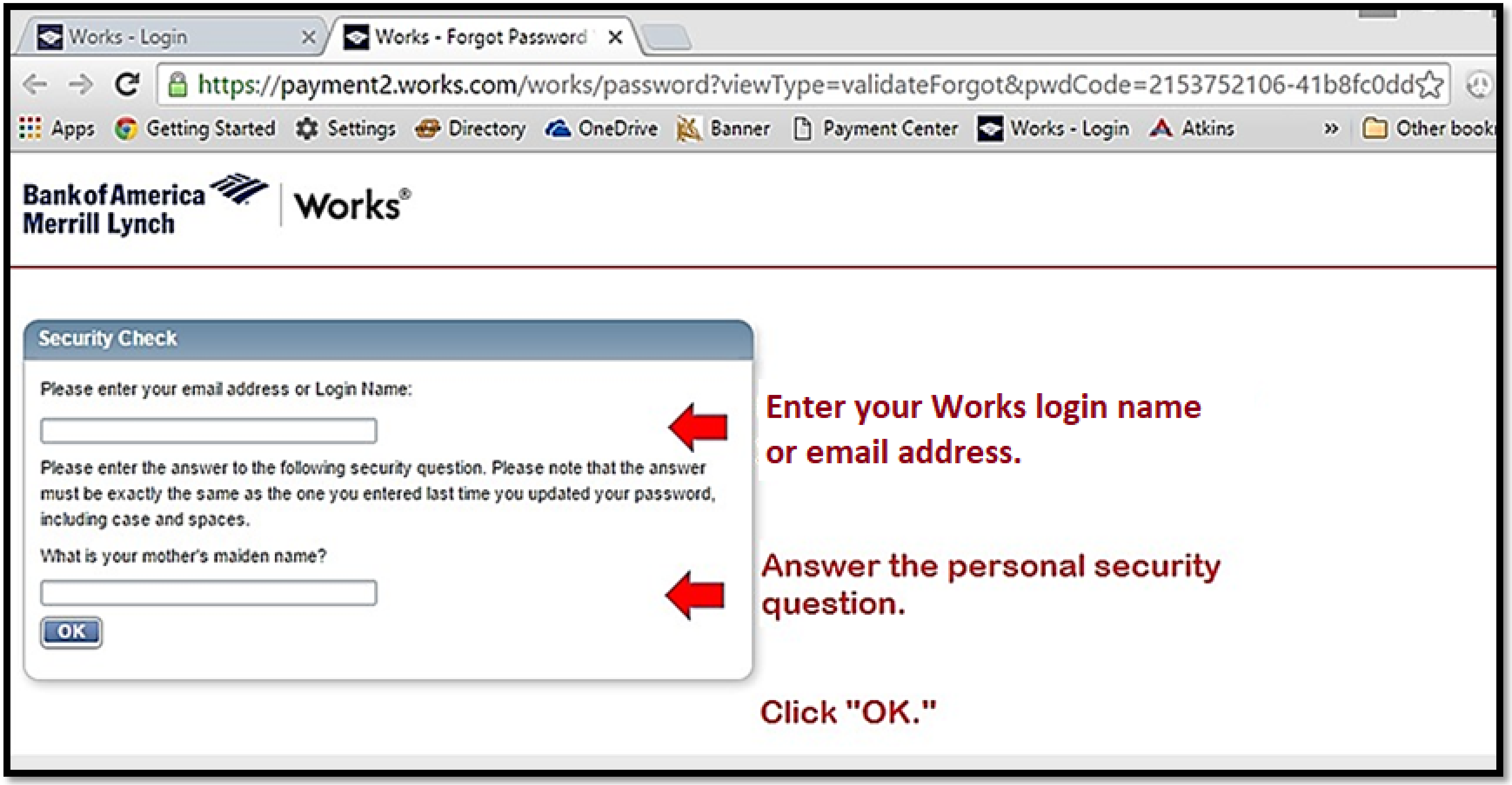
Choose this link.

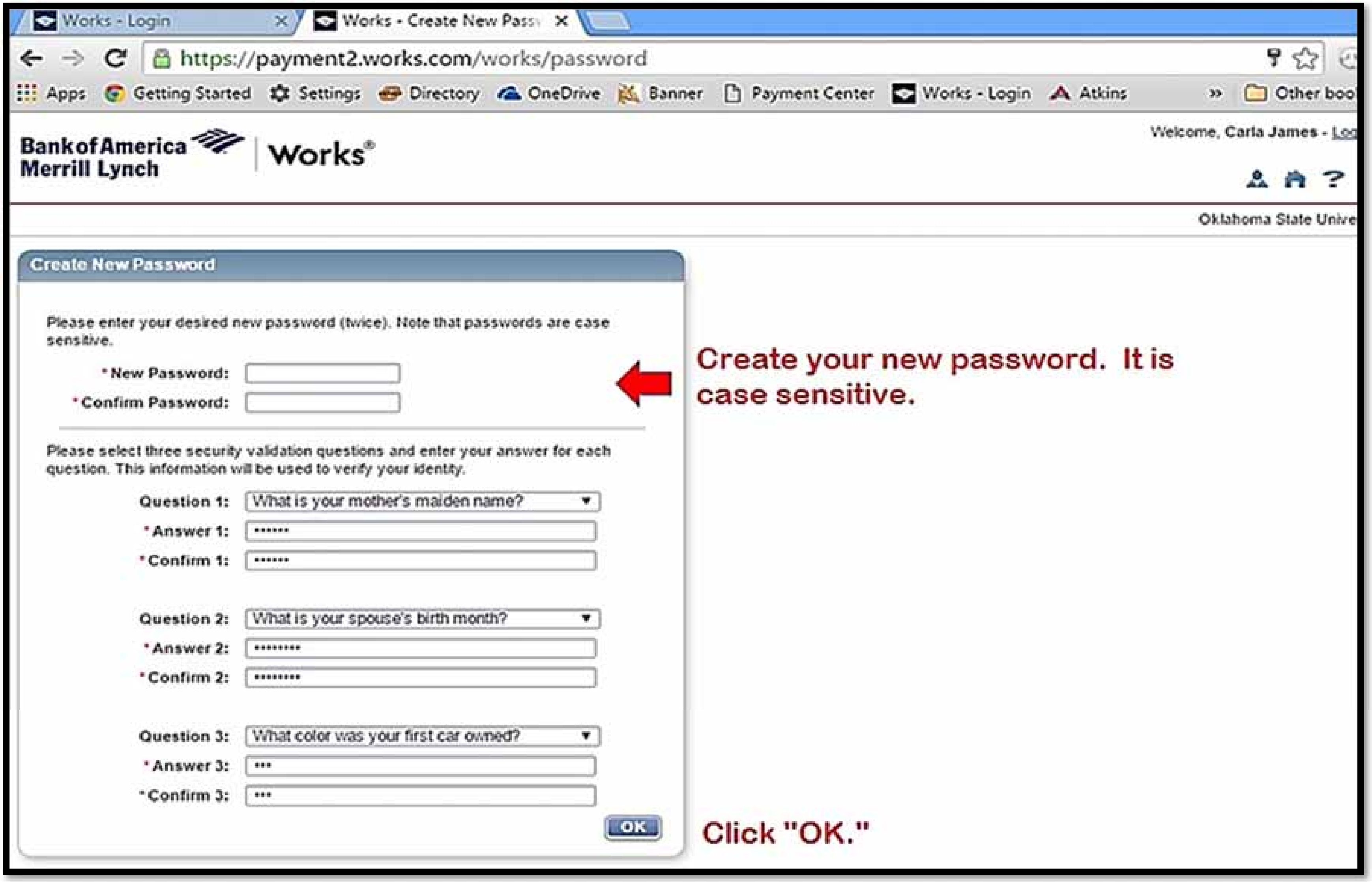
To reset your password, begin by entering either your username or email address at this URL:

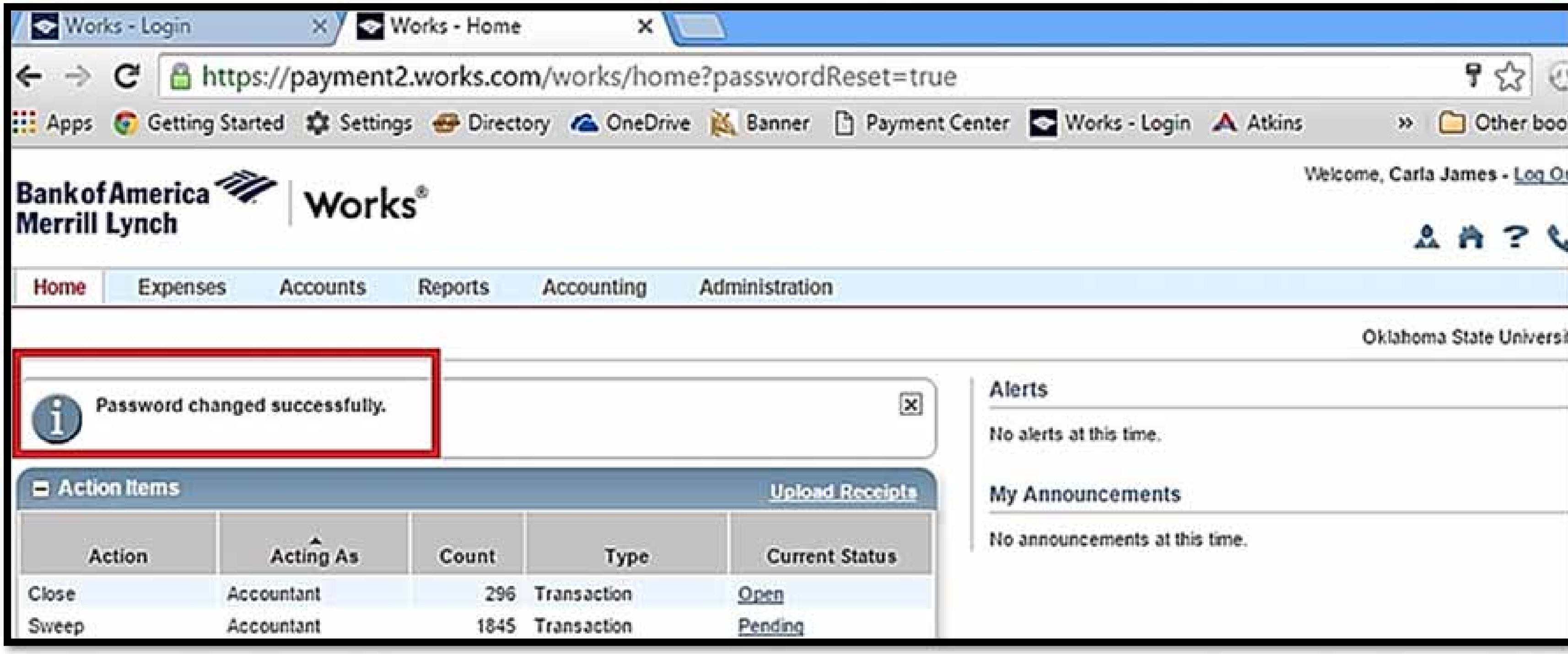
https://payment2.works.com/works/password?viewType=validateForgot&pwdCode=2153752106-41b8fc0ddcf32cef0bfd29130881a096

Log into Works 4 at: http://www.bankofamerica.com/worksonline

Works is a registered trademark of Bank of America Merrill Lynch.


Works - Login
Works - Forgot Password
https://payment2.works.com/works/password?viewType=validateForgot&pwdCode=2153752106-41b8fc0dd
Apps
Getting Started
Settings
Directory
OneDrive
Banner
Payment Center
Works - Login
Atkins
Other book
Bank of America Merrill Lynch
Works®
Security Check
Please enter your email address or Login Name:
Please enter the answer to the following security question. Please note that the answer must be exactly the same as the one you entered last time you updated your password, including case and spaces.
What is your mother's maiden name?
OK
Enter your Works login name or email address.
Answer the personal security question.
Click "OK."

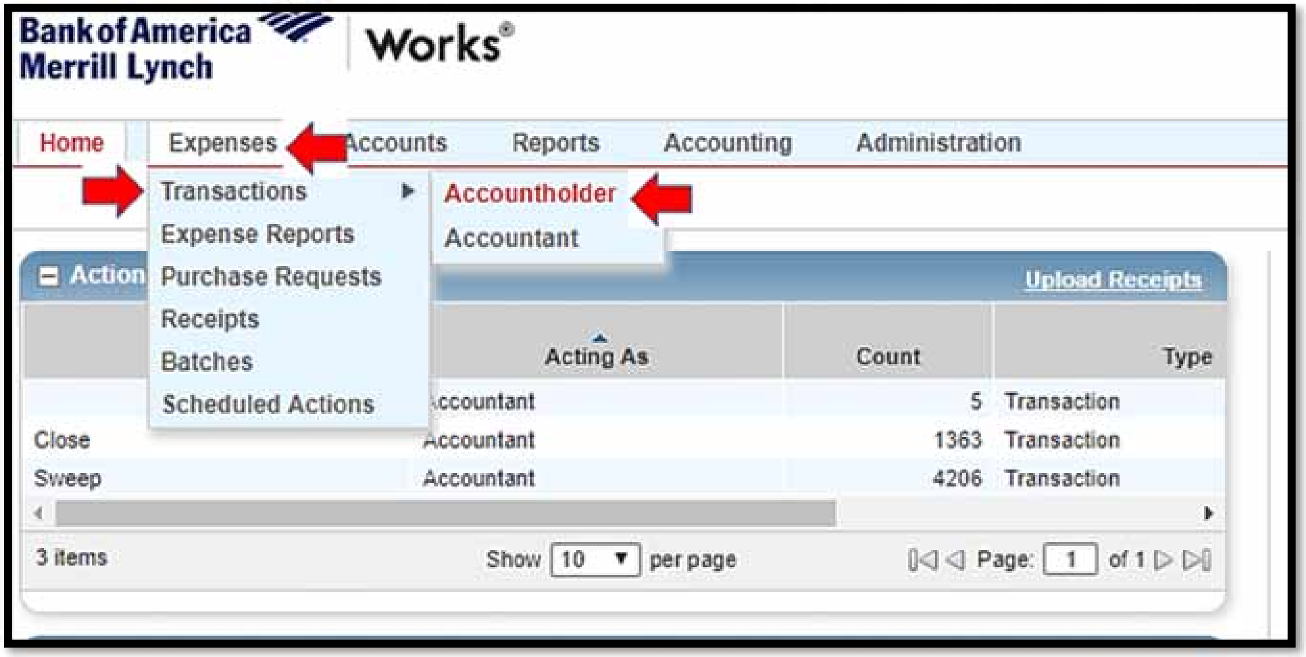

Works - Login
Works - Create New Pass
https://payment2.works.com/works/password
Apps
Getting Started
Settings
Directory
OneDrive
Banner
Payment Center
Works - Login
Atkins
Other boo
Bank of America Merrill Lynch
Works®
Welcome, Carla James - Lo
Oklahoma State Unive
Create New Password
Please enter your desired new password (twice). Note that passwords are case sensitive.
*New Password:
*Confirm Password:
Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity.
Question 1: What is your mother's maiden name?
*Answer 1:
*Confirm 1:
Question 2: What is your spouse's birth month?
*Answer 2:
*Confirm 2:
Question 3: What color was your first car owned?
*Answer 3:
*Confirm 3:
OK
Create your new password. It is case sensitive.
Click "OK."


Works - Login
Works - Home
https://payment2.works.com/works/home?passwordReset=true
Apps Getting Started Settings Directory OneDrive Banner Payment Center Works - Login Atkins
Welcome, Carla James - Log Ou
Bank of America Merrill Lynch
Works
Home Expenses Accounts Reports Accounting Administration
Oklahoma State Universi
Password changed successfully.
Action Items
Upload Receipts
Action Acting As Count Type Current Status
Close Accountant 296 Transaction Open
Sweep Accountant 1845 Transaction Pending
Alerts
No alerts at this time.
My Announcements
No announcements at this time.

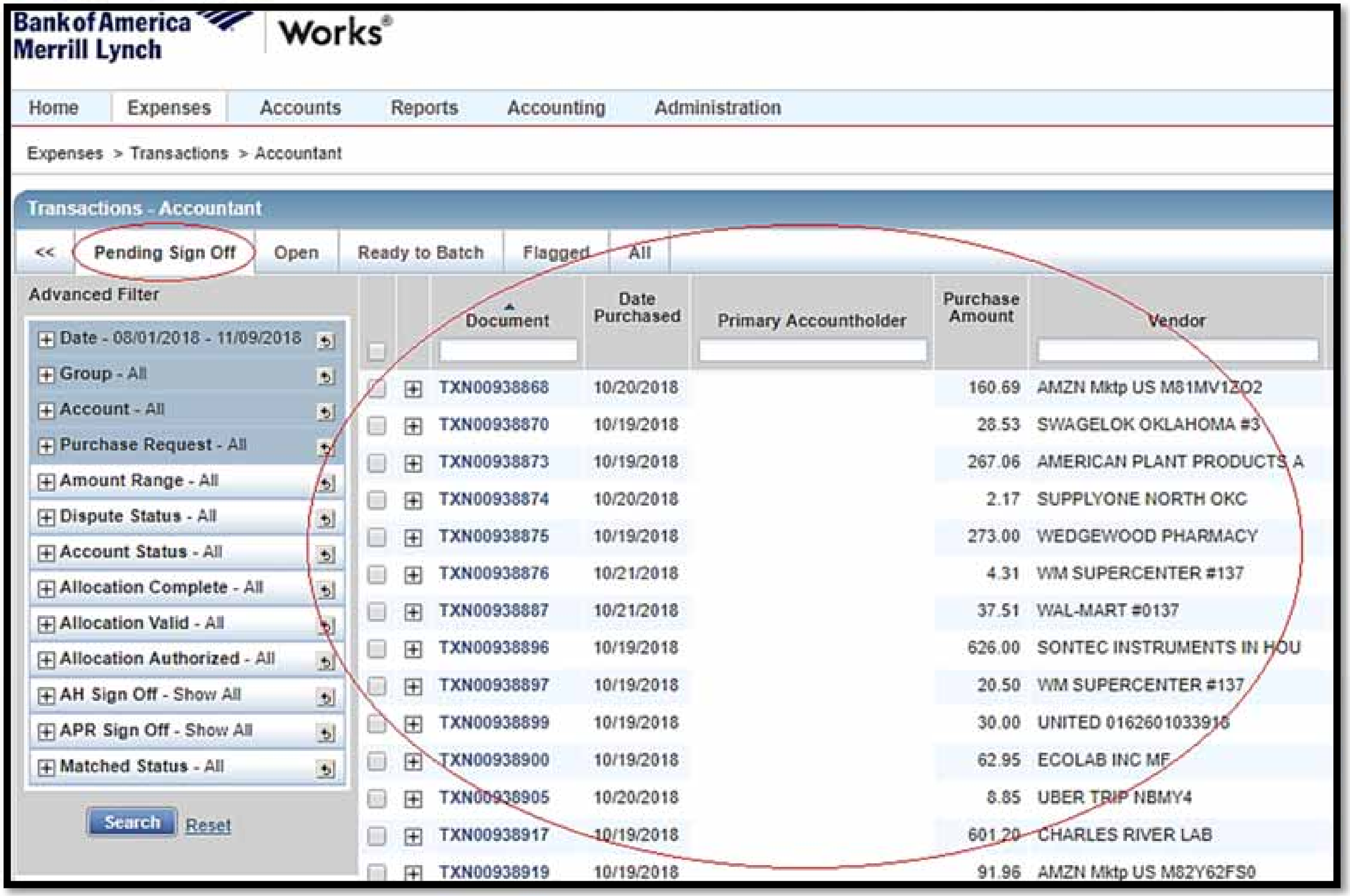
UPLOADING RECEIPTS TO WORKS

- Use Firefox or Google Chrome as your browser.
- Each receipt image must be less than one MB to upload.
- Allowable File formats: pdf, png, jpg, gif and jpeg.
- Your individual organization is considered the primary data owner; therefore, you are responsible for maintaining **original** receipts.

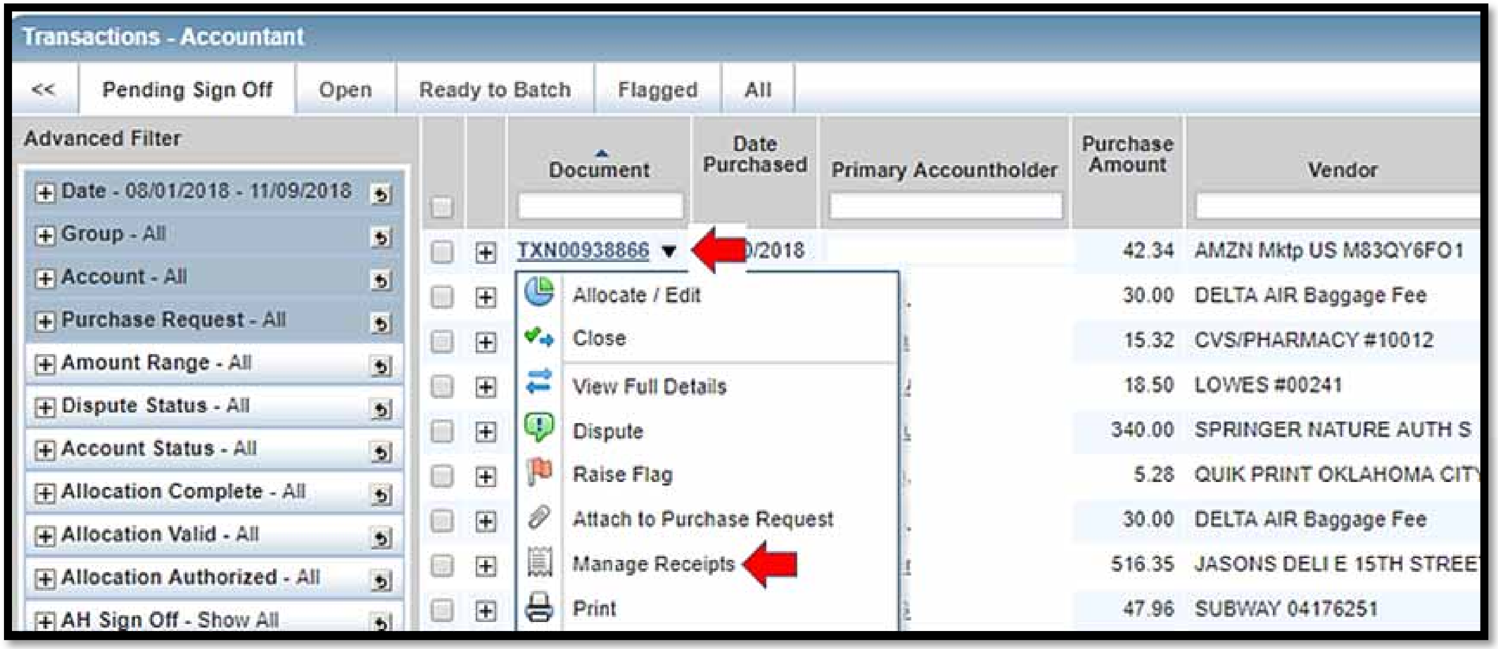
1. To upload a receipt from your desktop into Works, log in to Works. Click **Expenses>Transactions>Accountholder**.



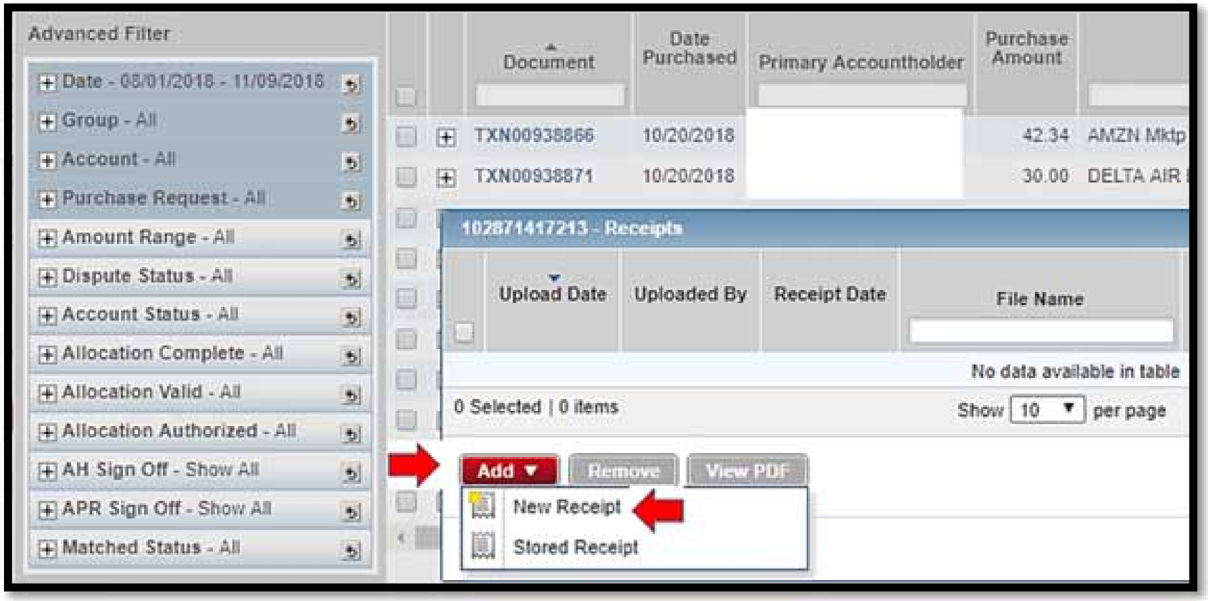
2. Transactions **Pending Sign Off** display.



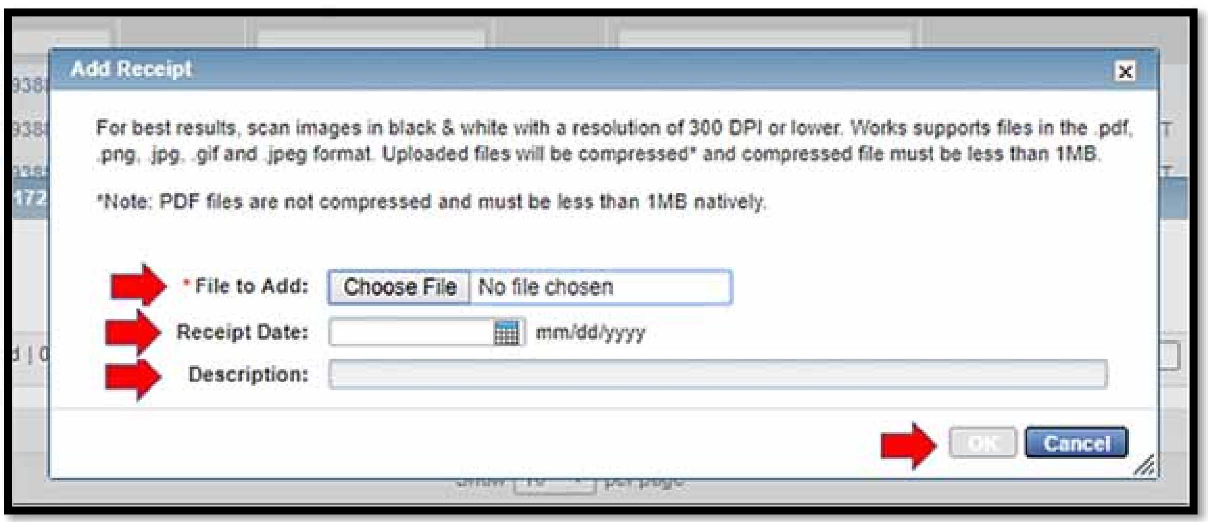
3. Click the **Document** (transaction) field. In this example, I clicked on TXN00938866. Choose **Manage Receipts**.



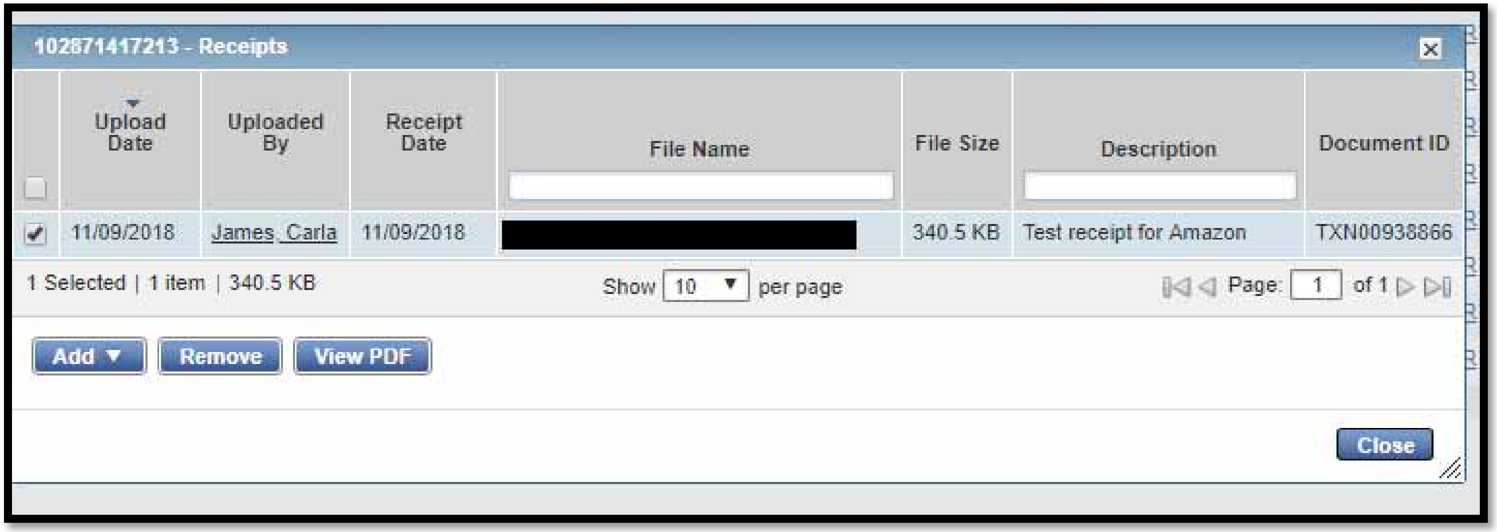
4. A pop-up box appears. Click **Add** and then choose between **New Receipt** and **Stored Receipt**. Yours will likely be a new receipt.



5. A pop-up box appears. **Choose File** will prompt you to provide the location of the receipt on your computer. Add the **Receipt Date** and type a brief **Description** (optional). Click **OK**.

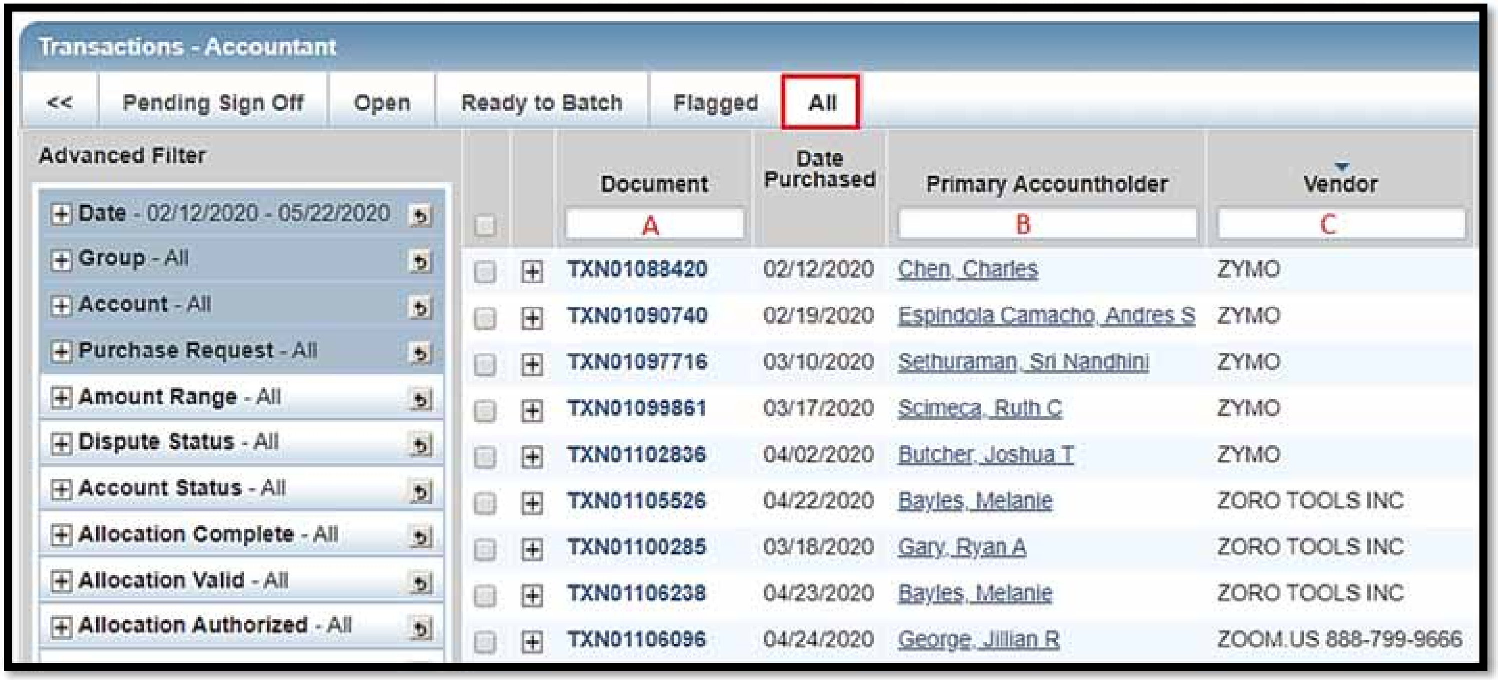


6. The receipt has been added. You may add more documents or remove documents.



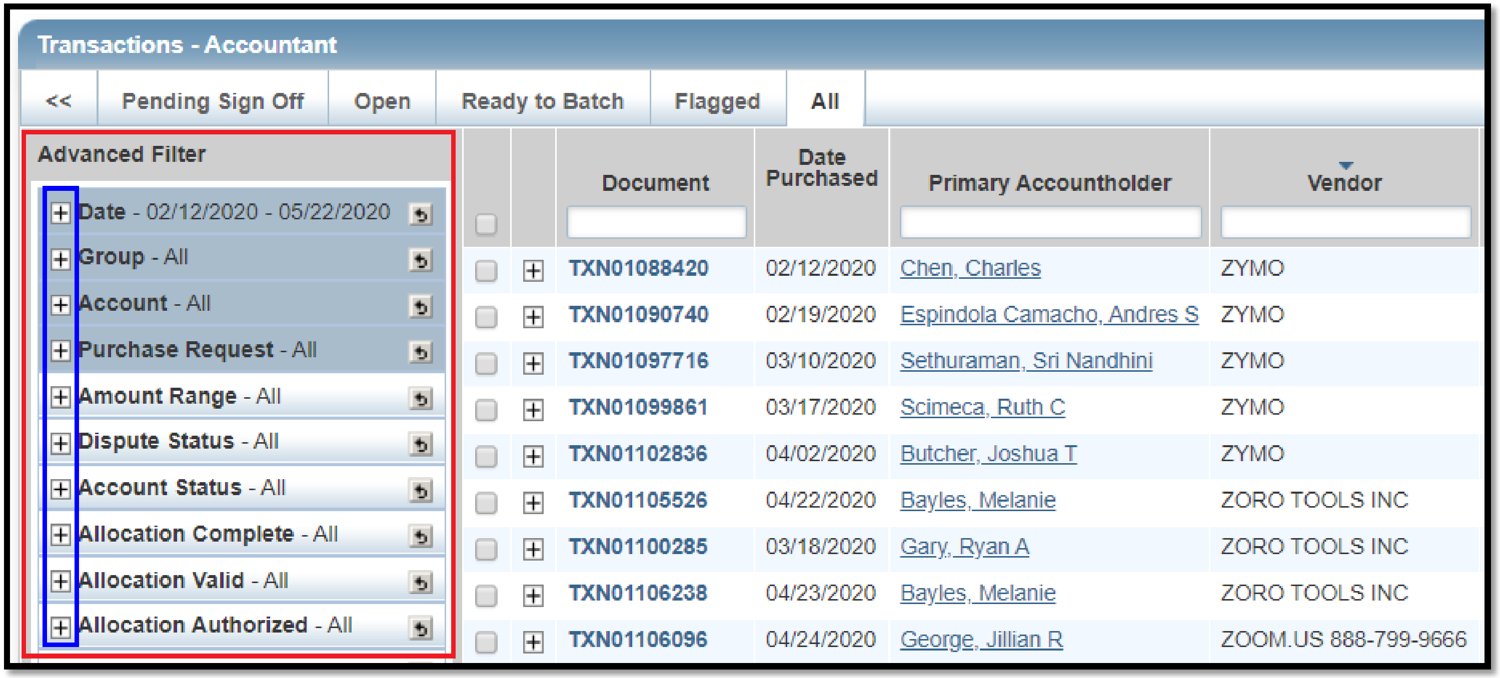
1. Simple Search Filters

- 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.

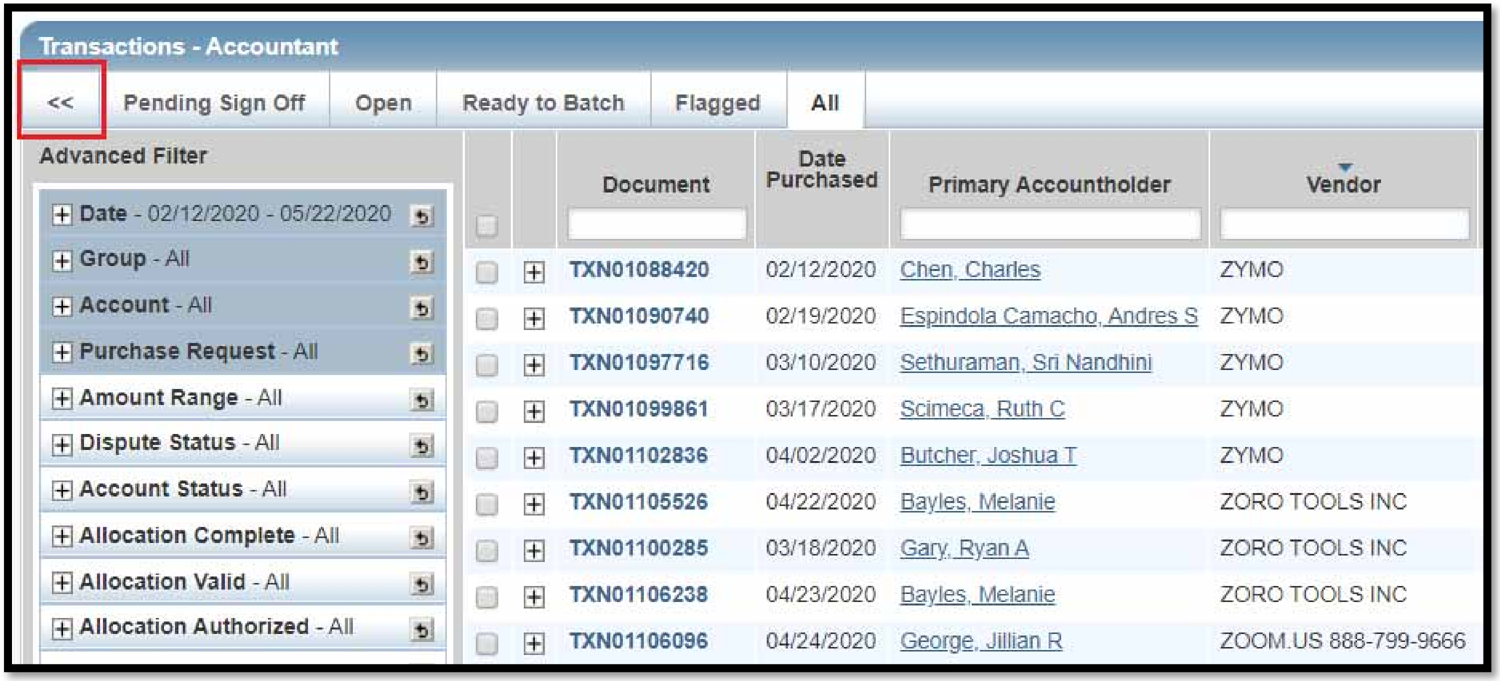


2. Search with Advanced Filters

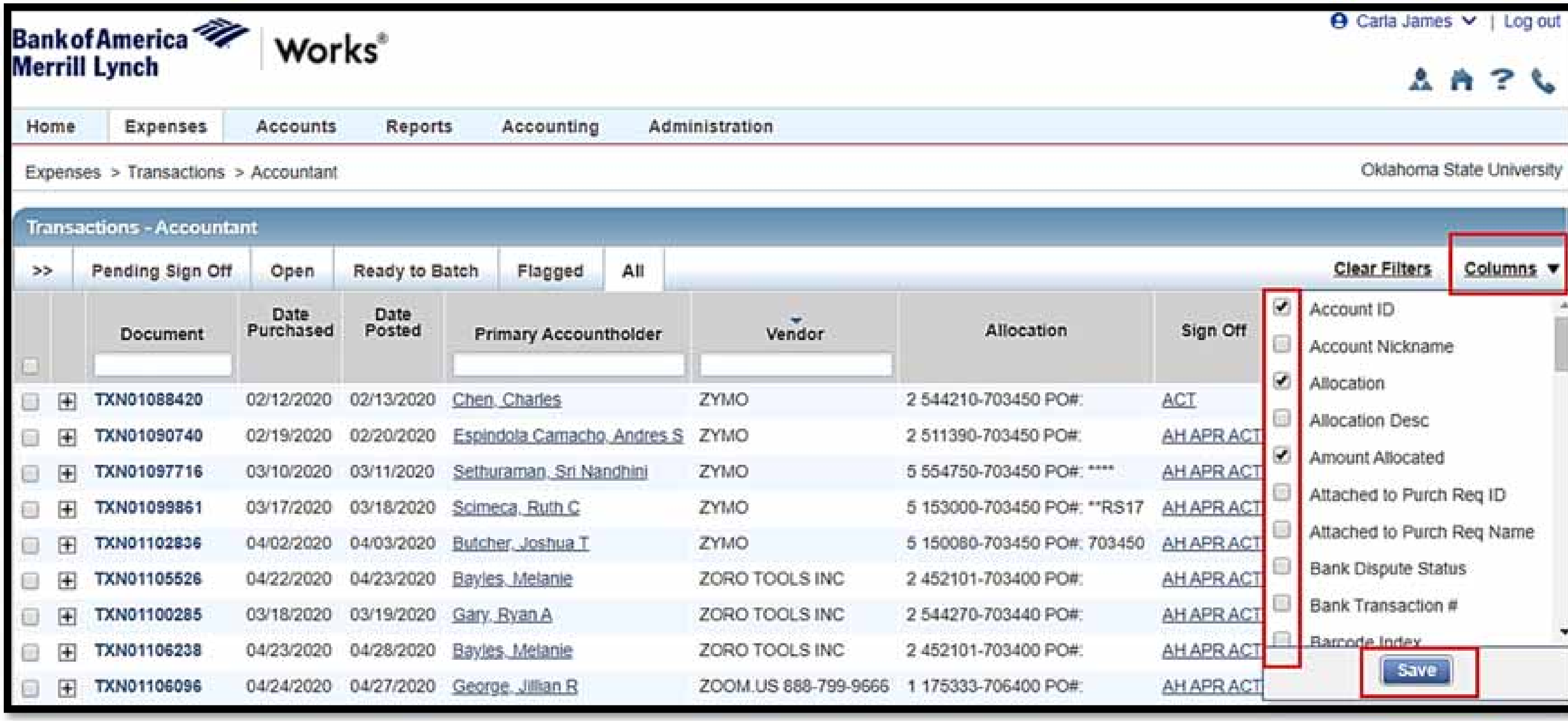
To find an older transaction or look for a specific amount, etc, start by clicking the **+** sign on the left of your selection. Currently, you may search back to 2010, but you can only search a date range spanning two years or less.



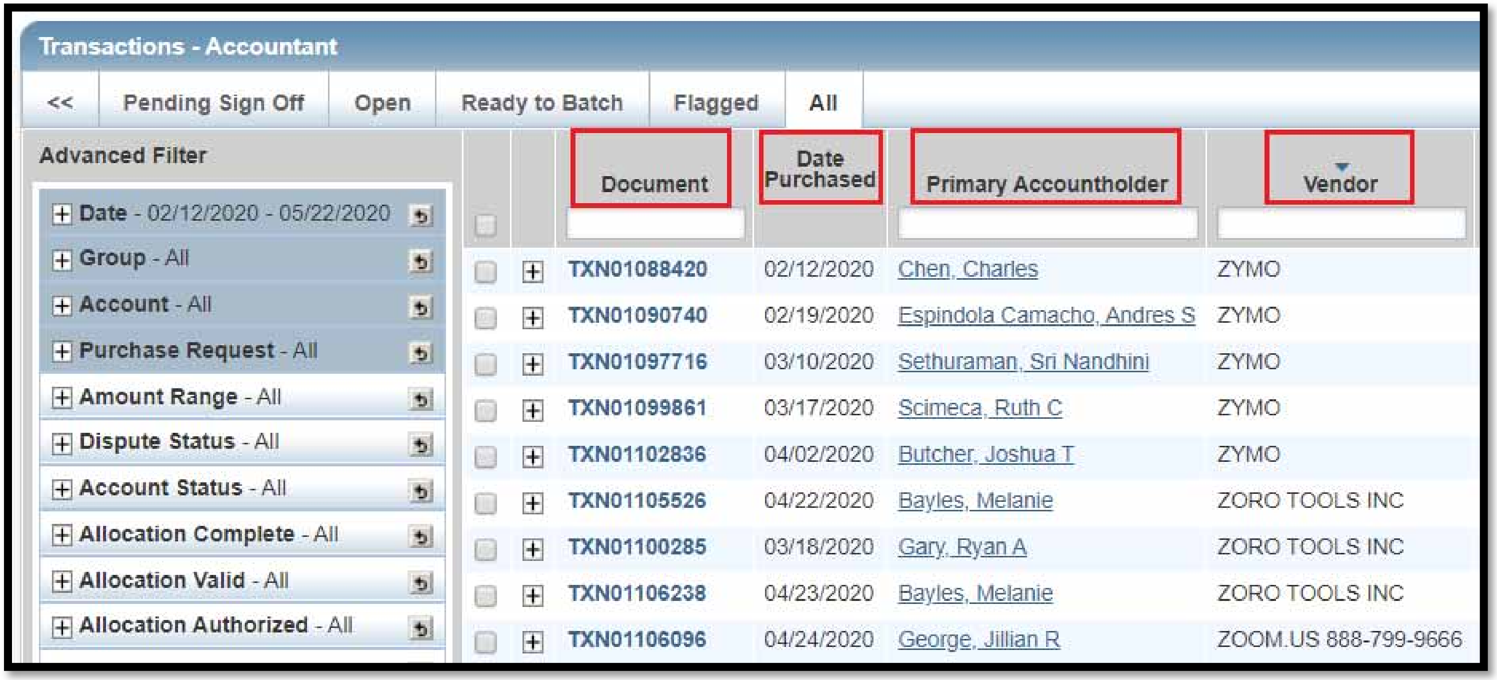
3. To hide the Advanced Filter, click **<<**.



4. To add and remove columns, click on **Columns** and check or uncheck the options. **Save**.



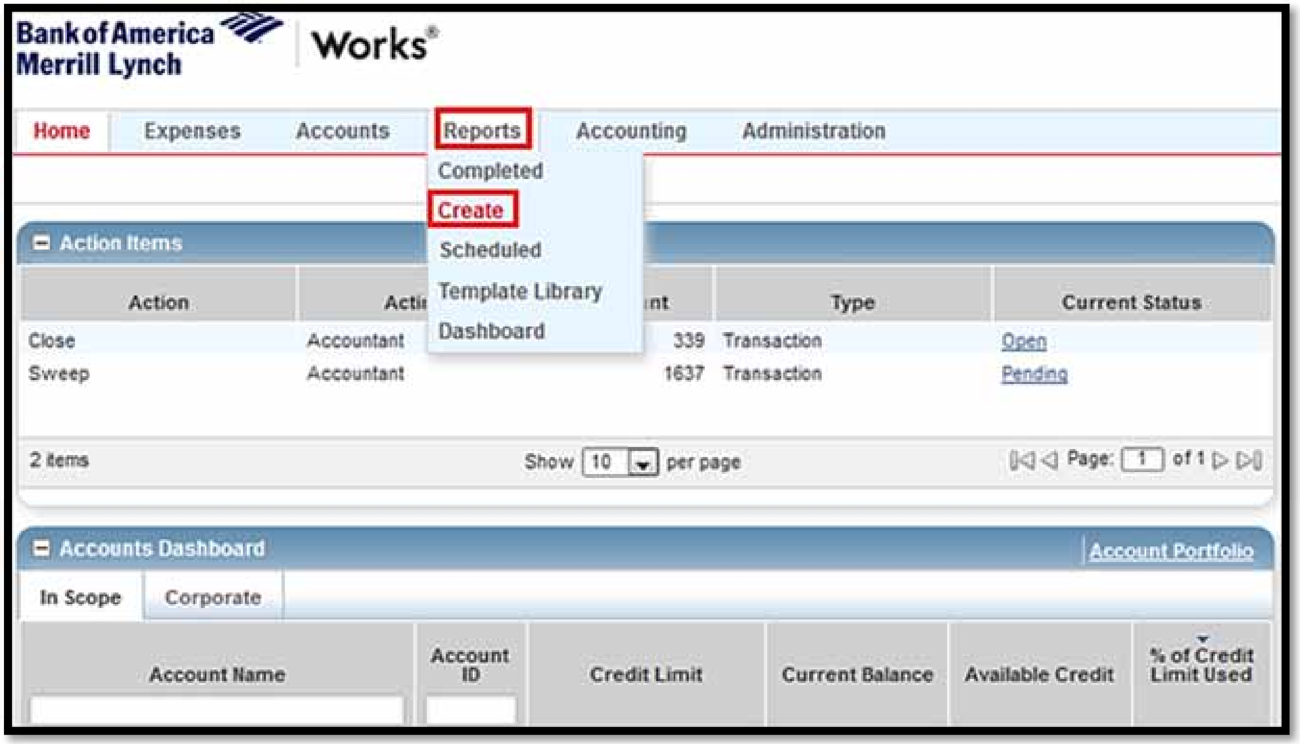
5. Sorting and Moving Columns
   - To **sort** a column, simply click on the heading.
   - To **move** columns, drag the heading with your mouse.



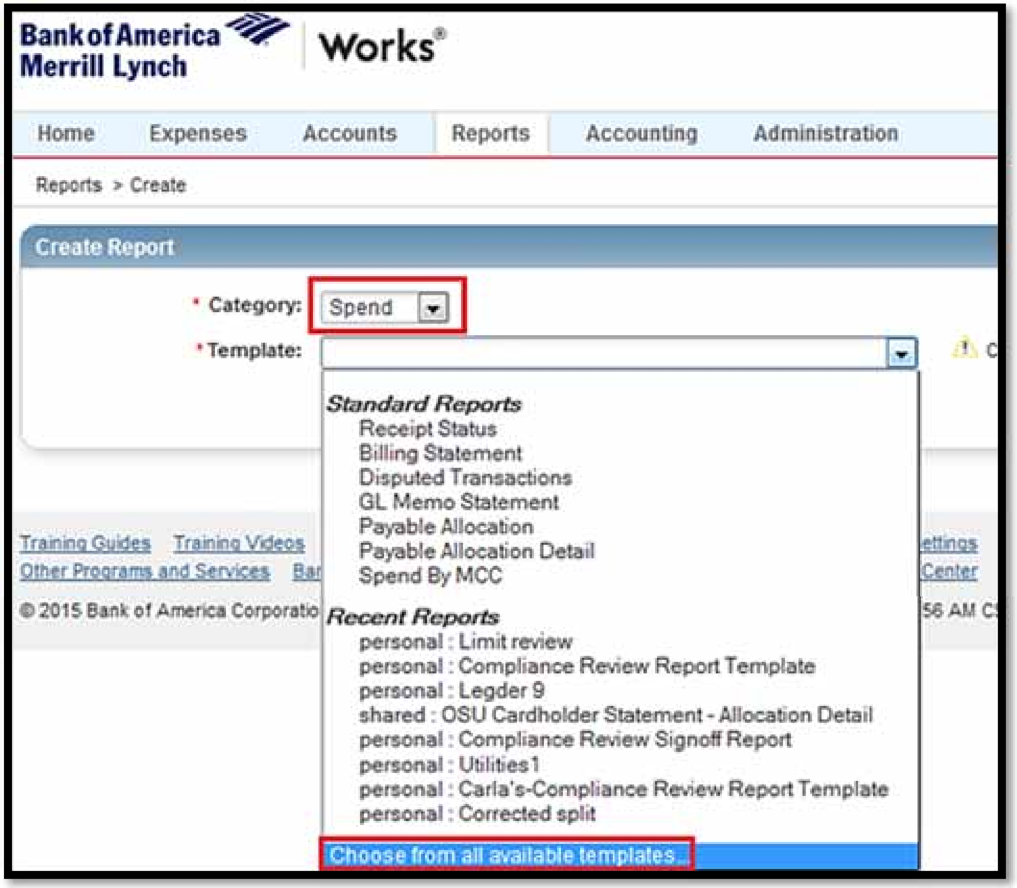
RUNNING AND PRINTING A STATEMENT

Although this is not a traditional credit card statement, it is accepted by the University.

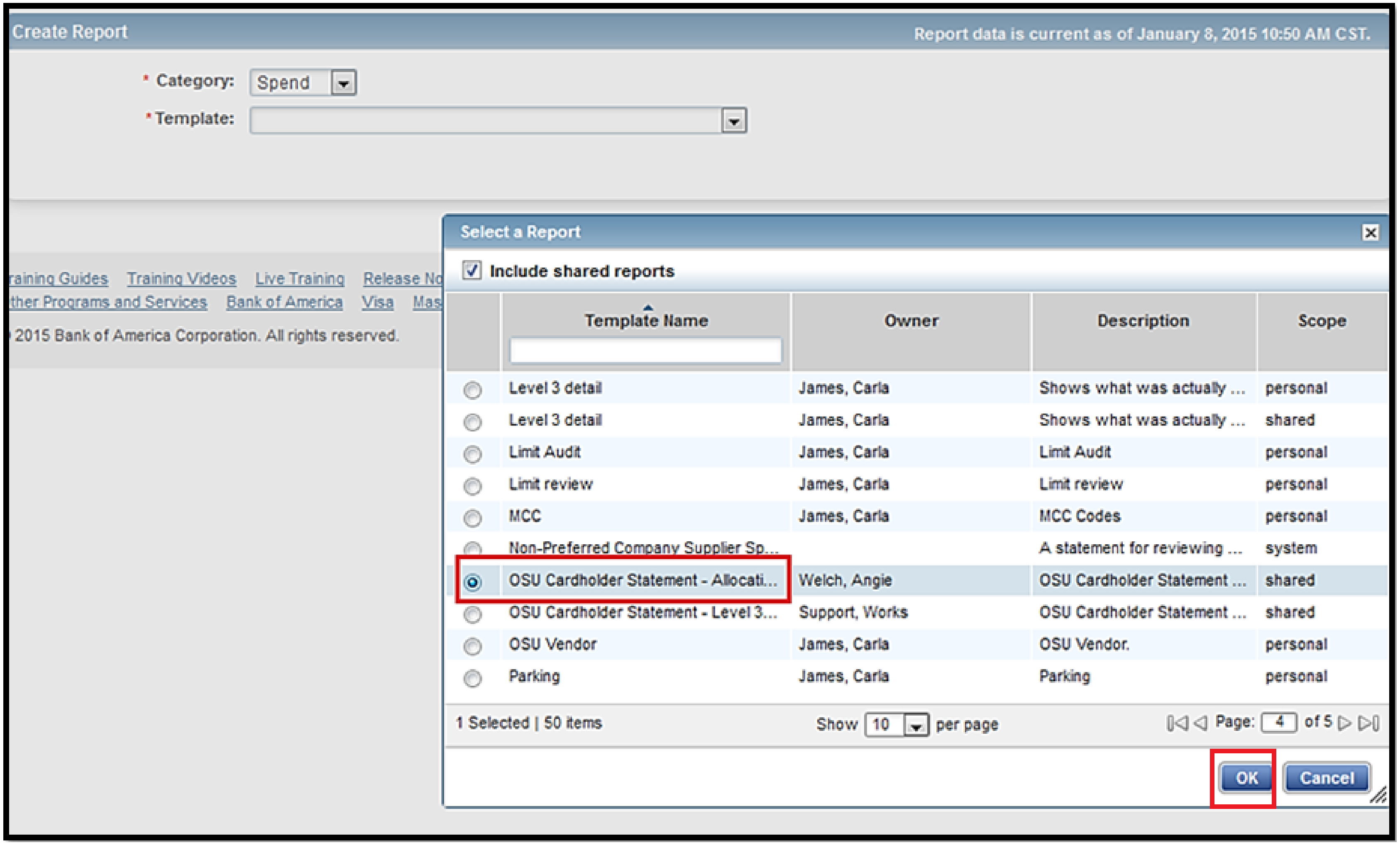
1. Click on **Reports** then **Create**.



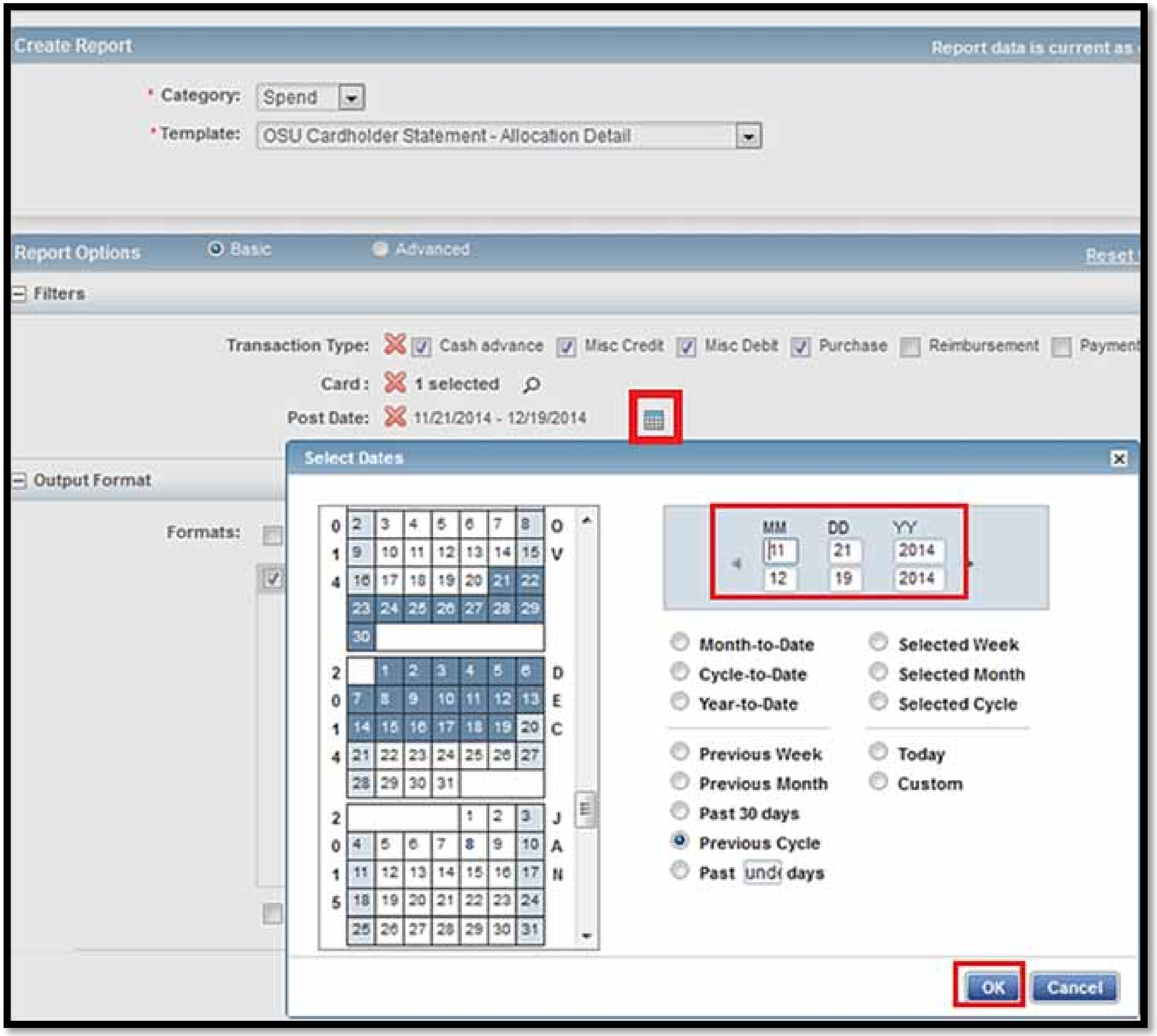
2. Choose **Spend** and then **Choose from all available templates**.



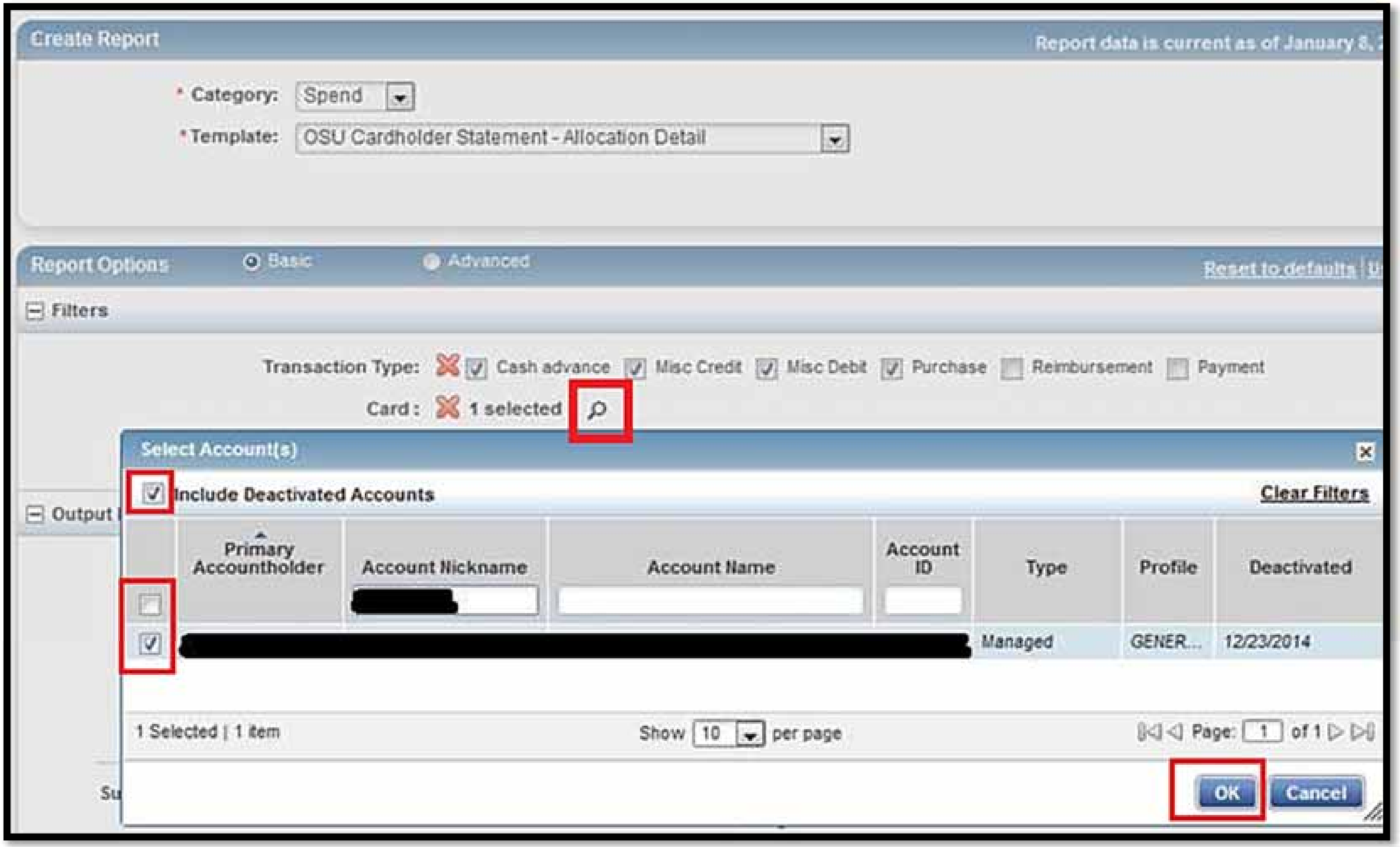
3. Choose **OSU Cardholder Statement – Allocation Detail**. Click **OK**.



4. Choose the little calendar by Post Date. Pop up box appears. Input dates. **OK**.



5. Choose magnifying glass by Card. Pop up box appears. Mark the box **Include Deactivated Accounts**. Find your person and check the boxes by the name. Click **OK**. Click **Submit Report**.



6. The Completed Reports page opens. You can see your recent reports. Click on **PDF** and follow the normal **Open With** or **Save File** process. Click **OK**.