Works User Interface

A Guide for Reconcilers
## Contents

Introduction .............................................................................................................................................. 2

Terminology .............................................................................................................................................. 3

Signing On ................................................................................................................................................ 4

Navigating the Home Page.......................................................................................................................... 5

Simple Single Transaction Reconciliation .................................................................................................. 7

Reconciliation Using a Purchase Request (PC Number) .............................................................................. 9

Mass Editing Functions ............................................................................................................................... 12

Pulling the Transaction Approval Report .................................................................................................... 13

Authorization Logs .................................................................................................................................. 15

Searching Transaction History .................................................................................................................. 17
**Introduction**

P-Card transactions are reconciled through Bank of America’s web based Works software. Once the transactions are reconciled, the data is loaded to Banner through an automated daily process.

**Basic Steps of Reconciliation**

Three basic steps must be completed for each transaction. These main three steps are:

**Allocation**

The allocation process is where the FOAPAL is assigned to the transaction. We also summarize the items purchased in the description field.

**Comments**

Business purpose explanations are entered into the comments section. This is where information is recorded to show *why* a purchase was made.

**Sign Off**

Once all editing has been completed, the transaction may be signed off. This removes it from the reconciler’s queue and sends it to another queue to be loaded to Banner.

Some users may utilize additional functions including the Purchase Request process. This will function allows a tracking number to be assigned to the order when it is placed to aid in matching invoices to the transactions after they have been posted.
## Terminology

There are a few terms used in the software that may need additional explanation.

<table>
<thead>
<tr>
<th>Works</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account or Accountholder</td>
<td>Card or Cardholder</td>
</tr>
<tr>
<td>Approver</td>
<td>This is the person who reviews the reconciled transactions at the department level. Typically this is the direct supervisor.</td>
</tr>
</tbody>
</table>
| Comp| Val| Auth | When reconciling transactions, a series of green check marks or red Xs will be displayed under this heading.  
  - “Comp” stands for “Complete.” A green check mark will be displayed if all required FOAPAL segments have been filled in.  
  - “Val” stands for “Valid.” A green check mark in this column denotes that the combination of FOAPAL segments used is approved for use by Financial Accounting.  
  - “Auth” stands for “Authorized.” A green check mark here shows that the cardholder is authorized to use the FOAPAL assigned to the transaction. |
| Flagged Transaction | A transaction may be flagged if additional information or changes are necessary. These transactions will not be loaded to Banner until the reason for the flag has been resolved. |
| Login Name          | The login name used in Works is usually the same as the user’s Banner ID, though it can be set to something different if necessary.          |
| Reference Field     | This field is used to mark transactions that need to be reallocated by a higher level office (Ex. Dean’s Office). This is used when the cardholder is not authorized to allocate to a specific FOAPAL directly. When using the field for this purpose, one of the following values must be entered: Dean, ABO, or SA. |
| Sign Off            | In Works, the sign off is the electronic equivalent of a signature. Signing Off on a transaction indicates that it is complete and accurate. |
**Signing On**

1. Go to the following web address: [https://payment2.works.com/works](https://payment2.works.com/works)

2. Bookmark the login screen once it appears on your desktop, for ease of access in the future.

3. If you have a previous login stored in your browser (using “cookies”) you will see the Organization field pre-populated with the name of your most recently logged in Company Name. (Note that Works requires cookies to be enabled.) If not, enter the email address associated with your “Login Name” and “Password” in order to access Works.

4. Complete the Login Name and Password fields with your current login/password to login to the listed Organization.
Navigating the Home Page

The Works Home Page is divided into several sections to allow for easy access to information.

Menu Bar

By hovering the mouse over the headings on the menu bar, various menus are displayed. The example below shows how the “Expenses” menu would appear. These menus are available from any screen and are used to navigate to different sections of the program.

Action Items

The Action Items section provides the user with lists of items that are awaiting their attention. These lists may be accessed by clicking the link in the “Current Status” column.
Accounts Dashboard

This section lists all of the cards associated with the user.

![Accounts Dashboard](image)

Announcements

Works allows announcements to be posted on the home page as a way to notify users of important information. The announcements will display on the right shoulder of the home page.

---

My Announcements

Remember to add comments to explain WHY a purchase was made.
You will need to explain WHAT was purchased in the description on the allocation screen.

Posted by your Program Administrator, JENNIFER CLARK, on May 30, 2013.
Simple Single Transaction Reconciliation

This process is used for reconciling individual transactions one at a time.

Start by accessing the list of transactions awaiting signoff from the Action Items section on the home page.

1. Allocation
   a. Click the Document (TXN) number, and choose “Allocate/Edit” from the menu.

   ![Allocate/Edit Menu]

   b. Summary of the items purchased in the description field.

   c. Complete each of the required GL segments (Chart, Fund, Organization, Account, Program) adding additional lines where necessary.

   **NOTE:** When a segment field is selected, Works will display a list of values to choose from. It is possible to search for segment values by typing either the first few digits of the number or part of the description into the segment field. Only values that the user is authorized to use will be included in the list.

   d. Click the “Save” button and verify that the three green check marks appear at the beginning of each allocation line.

   e. Click the “Close” button.
2. **Comments and Sign Off**

   a. Click the Document (TXN) number, and choose “Sign Off” from the menu.

   b. Enter the business purpose explanation in the comments field.

   c. Click the “OK” button. A confirmation message will be displayed at the top of the screen.
**Reconciliation Using a Purchase Request (PC Number)**

Purchase Requests can be used to help differentiate between multiple orders with the same vendor. In this process, a PC Number is assigned at the time that the order is placed. This number is communicated to the vendor who then notes it on any invoices that are generated in connection with the order.

**Generate the Purchase Request**

1. From the menu bar at the top of the screen, select “Expenses.” When the drop down menu appears, select “Purchase Requests.”

2. From the “Purchase Requests – Requester” window, click the “Create” link in the top right corner. Then, click “Create Purchase Request.”

Complete the following fields:

<table>
<thead>
<tr>
<th>General Section</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Name</td>
<td>This should be a short name that will help you recognize this purchase request from the list later on.</td>
<td></td>
</tr>
<tr>
<td>Purchaser</td>
<td>Choose the card that will be used for this particular order. Purchase Requests can only be matched to transactions made on this same card.</td>
<td></td>
</tr>
<tr>
<td>Vendor</td>
<td>The name of the vendor to be used for this order.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goods/Services</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Enter a simple description of the items to be purchased. This information will NOT be available on the Transaction Approval Report later. This is a required field.</td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>This is the anticipated total amount of the order.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Allocation (Additional Lines May Be Added)</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Description of items to be purchased. This information WILL be reflected on the Transaction Approval Report.</td>
<td></td>
</tr>
<tr>
<td>Value</td>
<td>Use the drop down menu to select whether to allocate by dollar amount or by percentage of the transaction amount. Complete this field with either the dollar amount or percentage of the transaction amount to be allocated.</td>
<td></td>
</tr>
<tr>
<td>GL01 – GL09</td>
<td>Complete the FOAPAL segments: Chart, Fund, Organization, Account, Program, Activity, and Location. Work Order and Phase are only to be used by Facilities.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td>Enter the business purpose explanation for the order. This information WILL be included on the Transaction Approval Report.</td>
<td></td>
</tr>
</tbody>
</table>
3. Click the “Submit” button in the bottom right corner of the screen.

4. The Purchase Request number will be displayed at the top of the screen.

Attach the Purchase Request

Access the list of transactions awaiting signoff, then:

1. Locate the transaction in the list that you wish to attach to the Purchase Request, and click the box in the far left column.

2. Click the “Attach” button at the bottom of the screen.

3. Select the Purchase Request from the list, and click Attach.
4. Review the allocation information copied to the transaction, and sign off as normal.

   **Note:** It is NOT necessary to enter an additional comment at sign off to explain the business purpose for the transaction if this information was included in the comment at the Purchase Request level.

**Close the Purchase Request**

1. From the menu bar at the top of the screen, select “Expenses.” When the drop down menu appears, select “Purchase Requests.”

2. Click on the “Open” tab to view a list of open Purchase Requests.

3. Select the Purchase Request(s) you wish to close by checking the box in the far left column.

4. Click “Close” at the bottom of the screen.
**Mass Editing Functions**

Works has the capability to streamline processes by allowing reconcilers the ability to work with multiple transactions at one time. The Mass Editing functions are particularly helpful when reconciling very similar or repetitive transactions.

**Mass Allocation**

Mass Allocation allows the user to assign a single allocation line to a group of transactions.

*Note: Mass allocation does not allow the user to split allocations between multiple funds or orgs. It also does not allow the user to add a description of the items purchased.*

1. Check the box in the far left column for each transaction that is to be allocated with the same information.
2. Click the “Mass Allocate” button at the bottom of the screen.
3. Complete each of the required GL segments (Chart, Fund, Organization, Account, Program).
4. Click the “OK” button.
5. Three green check marks should appear in the Comp|Val|Auth column.

**Mass Sign Off and Comments**

This function can also be used to add identical comments to a group of related transactions.

1. Check the box in the far left column for each transaction that is to be signed off.
2. Click the “Sign Off” button at the bottom of the screen.
3. Enter the business purpose explanation in the comments field. (If the same comment is not appropriate for all transactions in the group, add the comment prior to sign off and leave this box blank.)

*Note: Comments entered here will be applied to all transactions in the group.*

4. Click the “OK” button. A confirmation message will be displayed at the top of the screen.
Pulling the Transaction Approval Report

1. From the Menu Bar, hover your mouse over “Reports” and click on “Create” from the drop down menu.

![Menu Bar with Reports and Create options]

2. Select “Spend” from the Category drop down menu.

![Create Report screen with Spend selected]

**NOTE:** Reports do not update instantly after transactions are reconciled. Check the top left corner of the “Create Report” screen to verify that all transactions were reconciled prior to the last time that the data was updated.


![Template selection screen with Transaction Approval Report selected]

**NOTE:** When accessing the Transaction Approval Report for the first time, it is necessary to select “Choose from all available templates.” The template can then be selected from the subsequent menu.
4. Scroll down to the “Filters” section and click the magnifying glass next to the “Card” filter.

5. Select the card from the “Select Account(s)” menu, and click “OK”.

6. Scroll to the bottom of the screen and click “Submit Report”. The following screen will be displayed.

7. When the report has been processed. The following message will be displayed. Click on the “PDF” link to download the report.
Authorization Logs

Authorizations logs provide information on transactions prior to posting. The logs also provide details on purchases that are declined.

1. From the Accounts Dashboard on the Home page, click on the Account ID number.

2. Click the “Actions” link, and then “View Auth Log”.

![Accounts Dashboard](image)

![View Auth Log](image)
3. The Authorization Log is displayed.

<table>
<thead>
<tr>
<th>Date</th>
<th>Merchant Name</th>
<th>MCC</th>
<th>Amount</th>
<th>Result</th>
<th>Auth/Decline Code</th>
<th>Decline Reason</th>
<th>Amount Avail Before Auth</th>
<th>Exact Match</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/26/13 12:52:49 EDT</td>
<td>PUBLIK #1083</td>
<td>5411</td>
<td>$4.17</td>
<td>Authorized</td>
<td>074735</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/25/13 11:25:23 EDT</td>
<td>JASON'S DELI # 003 Q64</td>
<td>5812</td>
<td>$42.25</td>
<td>Authorized</td>
<td>058764</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/25/13 10:52:13 EDT</td>
<td>ALABAMA SHAKEPEAR</td>
<td>7922</td>
<td>$434.00</td>
<td>Authorized</td>
<td>003973</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/25/13 11:49:52 EDT</td>
<td>JASON'S DELI # 003 Q64</td>
<td>5812</td>
<td>$2.59</td>
<td>Authorized</td>
<td>006564</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/24/13 12:44:55 EDT</td>
<td>JASON'S DELI # 003 Q64</td>
<td>5812</td>
<td>$34.28</td>
<td>Reversal</td>
<td>043596</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/24/13 12:11:40 EDT</td>
<td>JASON'S DELI # 003 Q64</td>
<td>5812</td>
<td>$34.28</td>
<td>Authorized</td>
<td>043596</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/23/13 15:29:05 EDT</td>
<td>USPS 0102500764</td>
<td>9402</td>
<td>$10.65</td>
<td>Declined</td>
<td>0557</td>
<td>WATCH</td>
<td>$7,052.81</td>
<td></td>
</tr>
<tr>
<td>08/23/13 15:23:39 EDT</td>
<td>USPS 0102500764</td>
<td>9402</td>
<td>$10.65</td>
<td>Declined</td>
<td>0557</td>
<td>WATCH</td>
<td>$7,052.81</td>
<td></td>
</tr>
<tr>
<td>08/15/13 02:40:21 EDT</td>
<td>THE SPACE STORE, LLC</td>
<td>5947</td>
<td>$420.66</td>
<td>Declined</td>
<td>0570</td>
<td>DECLINED BY SCORE...</td>
<td>$7,052.81</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: This screen shows the most up to date Available Funds amount for the card.

Common Reasons for Decline

<table>
<thead>
<tr>
<th>Decline Reason</th>
<th>Meaning/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Standard Limit is Exceeded</td>
<td>The purchase amount was above the single purchase limit for the card. Request approval for a temporary single purchase limit increase.</td>
</tr>
<tr>
<td>Card Expired</td>
<td>The expiration date of the card has passed. You may not have given the vendor the updated expiration date the last time the card renewed. Cards are good until the last day of the month embossed on the card. If you have not received your new card before that date, please contact the P-Card Coordinator. Please update vendors with the new expiration date.</td>
</tr>
<tr>
<td>Declined by Score 1 Watch</td>
<td>Bank of America’s fraud department has identified a potentially fraudulent transaction on the card. Until contact is made with them, all transactions will be declined.</td>
</tr>
</tbody>
</table>
Contact the bank to resolve the situation. If it is determined that there is a fraudulent charge, the card will need to be cancelled and replaced. Notify the P-Card Coordinator.

**Not Enough Available Money**

The transaction amount exceeds the amount of funds available on the card. This may be because some of last month’s transactions have not yet been reconciled or you have reached your monthly credit limit.

Reconcile all outstanding transactions from the previous month and/or request approval for a temporary monthly credit limit increase.

### Searching Transaction History

1. From the menu bar at the top of the screen, select “Expenses.” When the drop down menu appears, select “Transactions.”

2. Use the tabs to select which category of transactions to view.

3. Click the double arrow button to the left of the tabs to access the Advanced Filter features.