Attachment H – Works Workflow Guide

H-1 – Log In Instructions

Welcome E-mail

To access the Works application, a Program Administrator must add you as a user and assign you a username. Once you have been added to the system, a welcome email will automatically be sent to your email address that includes your username and information on how to set up your password.

Follow the instructions in the email

LOG ON INSTRUCTIONS

Login to Works:

- Go to the following web address: http://www.bankofamerica.com/works/change
- Bookmark the login screen once it appears on your desktop, for ease of access in the future.
- Enter the email address associated with your "Login Name" and "Password" in order to access Works.

Complete the Login Name and Password fields with your current login/password.

Forgotten Password Complete the Login Name, click Forgot your password? Enter the email address and Login Name
NOTE: If Pending Transactions do not display on the Home Page, click Expenses > Transactions > Accountholder. The Pending Transaction screen will display.

**ALLOCATING A SINGLE TRANSACTION**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
3. Select Allocate/Edit from drop-down menu. Edit, if applicable.
4. Enter Codes in the following fields to identify how the segment will be allocated.
   - GL01: Fund/Agency/Organization
   - GL02: Activity
   - GL03: Object
   - GL04: Sub-Object
   - GL05: Agency/Reporting Category
   - GL06: Fiscal Month/Fiscal Year/Budget Fiscal Year

**Note:** If you are restricted to using predefined codes, click the browse icon (…) to select a code from the allocation pick list.
5. Click Save.
6. Click Close.

**ALLOCATING MASS TRANSACTION**

1. On the Home page, click Pending in the action field.
2. Select the check box for each desired Document.
3. Click Mass Allocate from action button.
4. Enter Codes in the following fields to identify how the segment will be allocated.
   - GL01: Fund/Agency/Organization
   - GL02: Activity
   - GL03: Object
   - GL04: Sub-Object
   - GL05: Agency/Reporting Category
   - GL06: Fiscal Month/Fiscal Year/Budget Fiscal Year

**Note:** If you are restricted to using predefined codes, click the browse icon (…) to select a code from the allocation pick list.
5. Click Save.
6. Click Close.

**ADD ALLOCATION LINE(S)**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
4. Click Add.
5. Select number of lines to add from drop-down menu
6. Select an option to allocate by from the Value drop-down menu, if needed.
7. Enter the amount or percentage of the total purchase to be allocated in the Value text box, if needed.

**SIGNING OFF ON A TRANSACTION**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
4. Enter Comments, if desired.
5. Click OK. Confirmation message appears and the

**Note:** As allocation amounts/percentages are edited, other allocation lines may need to be edited to maintain a 100% Allocation Total.

8. Select an option from the Taxes/GOODS & SERVICES drop-down menu, if needed.
9. Enter an allocation code in each GL text box to identify how the segment will be allocated.

**Note:** If you are restricted to using predefined codes, click the search icon (…) to select a code from the allocation pick list.
10. Select an option from the expense Category drop-down menu, if needed.

**Notes:**
- **To view all Allocation columns, use the scroll bar.**
- **A comment may be required.**
11. Enter the Tax Total amount, if needed.
12. Enter the Use Tax amount, if needed.

**Note:** This field can be edited if Subject
13. Enter Amount or Percent.
14. Click Save.
15. Click Close.

**REMOVE AN ALLOCATION LINE**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
4. Select the check box beside the allocation line you want to remove.
5. Click Remove.
6. Click Save.
7. Click Close.

**DUPLICATE AN ALLOCATION LINE**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
4. Select the check box beside the allocation line you want to remove.
5. Click Duplicate.
6. Click Save.
7. Click Close.

**EDIT AND ALLOCATION**

1. On the Home page, click Pending in the action field.
2. Click the desired Document number.
4. Select an option to allocate by from the Value drop-down menu.
5. Enter the amount or percentage of the total purchase to be allocated in the Value text box.

**Note:** As allocation amounts/percentages are edited, other allocation lines may need to be edited to maintain 100% of Allocation Total.
6. Select an option from the Taxes/GOODS & SERVICES drop-down menu, if needed.
7. Click Save.
8. Click Close.
**DISPUTING A TRANSACTION**
1. On the Home page, click Pending in the action field
2. Click the desired Document number
3. Select Dispute from drop-down menu.
4. Enter Dispute amount
5. Select the Reason for Dispute from the drop-down menu.
   Note: Depending on the Reason for Dispute, additional information may be required.
6. Enter Comments, if desired.
7. Select the I have examined the charge(s) made to my account and wish to dispute the transaction check box.
   Note: If the check box is not selected, OK is not activated.
8. Click OK. The Open screen displays a confirmation message. The Dispute Submitted column for the selected transaction displays a X.
   Note: If the dispute was performed on a screen other than Pending Sign Off, that screen will display.

**DIVIDING A TRANSACTION**
1. On the Home page, click Pending in the action field
2. Click the desired Document number
3. Select Divide from drop-down menu.
4. Enter the number you wish the transaction to be divided into under Parts
5. Value drop-down select how you want to divide the transaction amount/percentage.
6. Enter the Value amount next to each New TXN Number.
   Note: The divided transaction must total the original transaction amount or 100%
7. Click Ok. Confirmation displays.
   Notes: - The transaction displays as multiple transactions within the screen. The original transaction number is retained with a letter assignment for each divided entry.
   - If the division was performed on a screen other than Pending Sign Off, that screen will display.

**REMOVING A FLAG**
1. On the Home page, click Pending in the action field
2. Click Flagged. The Flagged screen displays the transactions with a flagged status
3. Select the check box for each desired document
4. Click Remove Flag. The Confirm Remove Flag window displays.
5. Enter Comments, if desired
6. Click Ok. The Flagged screen displays confirmation, transaction no longer displays.

**CREATING A BILLING CYCLE PURCHASE LOG**
1. On the Home page, click Report in the action field
2. Category drop-down select Spend
3. Template drop-down select Billing Cycle Purchase Log
4. Click to edit Billing Cycle dates
5. Output Format should be PDF, if not selected please select.
6. Select Run Now under Scheduling and Expiration
7. Click Submit Report.
8. Click PDF and print the Billing Cycle Purchase Log.

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**Agency Contact(s)/Phone Number**

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**TECHNICAL DESK HELP: 888-589-3473**

Quick Tips WORKS Cardholder Workflow Quick Reference Guide New URL.doc
Attachment H – Works Workflow Guide
H-3 – 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**

**NOTE:** Approvers are usually not required to edit the account number or enter a description. The approver should review the transaction to determine that it is a reasonable, appropriate and legitimate transaction for the department. If you are required to edit the account number and subcodes, see the instructions for accountholder.

**Procedure:**

To review a transaction, complete the following:

1. **On the Home Page** under Expenses>Transactions>Approver, click on the Pending link. The Pending Sign Off screen is displayed.

   ![Pending Sign Off Screen](image)

   - On the Pending Sign Off screen, select the transaction you want to review.
   - Click on the 'View Full Details' button to view the transaction details.
   - If you need to allocate or edit the transaction, click on 'Allocate / Edit'.
   - If there are any disputes, click on 'Dispute'.
   - If you need to sweep the transaction, click on 'Sweep'.

2. **Click the desired Document number.** A menu displays.

   ![Transactions - Accountant Screen](image)
3. Select **View Full Details**. The **Transaction Details** screen displays.

4. Select the **Allocation & Detail** tab.

5. Read the description entered into 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 number and subcode are correct.

6. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.
7. Click **Sign Off**. The **Confirm Sign Off** screen displays.

![Confirm Sign Off](image)

8. Click **OK**.

9. This completes the procedure.
Attachment H – Works Workflow Guide
H-4 Cardholder 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. You can review all of the tasks in this guide or review the task that is specific to your interest.

Allocate or Edit a Transaction and Enter a Description

Procedure:

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

2. Click the desired Document number. A menu displays.

3. Select View Full Details. The Transaction Detail screen displays.
4. Select the Allocation & Detail tab.

5. Select the Allocation & Detail tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated:
   - GL01: Fund/Agency/Organization
   - GL02: Activity
   - GL03: Object
   - GL04: Sub-Object
   - GL05: Agency/Reporting Category

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

7. Fill in the amount, description, account number, and coding for the additional lines of funding.
8. Click Save.

9. In the upper right corner of the Allocation & Detail tab, click on the Actions drop down menu.

10. Click Sign Off. The Confirm Sign Off screen displays enter a description of the transaction.

11. Click OK.

12. This completes the procedure.
Disputing a Transaction

NOTE:
- Accountholders will only be able to dispute their transactions
- Authorizers/Managers/Supervisors will only be able to dispute for accountholders they have been assigned to approve, depending on the agency workflow configuration.
- Accountants will be able to dispute Accountholders transaction after the transaction has been swept.

Procedure:
To dispute a transaction, complete the following:


2. Click the desired Document number. A drop-down menu displays.
3. Click **Dispute**. The **Dispute Transaction** screen displays.

![Dispute Transaction Screen]

- **Account Nickname**: KRISTY EHARIS
- **Billing Close Date**: 08/20/2013
- **Account ID**: 3163
- **Purchase Date**: 08/13/2013
- **Accountholder**: Ehars, Kristy
- **Reference Number**: 
- **Phone**: (405) 744-7088
- **Vendor Information**: DEARINGER PRINTING & TROP
  405-3725503, OK 74074

**Dispute Details**

- **Posted Amount**: 64.50
- **Dispute Amount**: 64.50
- **Reason for Dispute**: Select
- **Comments**: 

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

4. Enter the **Dispute Amount**, if different from the purchase total.
5. Select the **Reason for Dispute** from the drop-down menu.
   **Note**: Depending on the **Reason for Dispute**, additional information may be required.
6. Enter **Comments**, if desired.
7. Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.
8. Click **OK**. The screen displays a confirmation message.
9. This completes the procedure.

10. NOTE: You must inform your agency LaCarte Program Administrators that you have a dispute.

To remove a flag, complete the following:

Remove Flag

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

2. Select the check box for the **Document** you wish to "un-flag." The action buttons at the bottom of the screen become enabled.
3. Click Remove Flag. The Confirm Remove Flag window displays.

4. Enter a Comment. You will not be able to remove the flag unless you enter a comment.

5. Click OK.

6. This completes the procedure.
VIEW AUTHORIZATION LOG

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

1. On the Home Page, Accounts Dashboard, click on the last 4 digits of your account ID.
   
   NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.

2. Click on the Actions link in the upper right corner.

3. Click View Auth Log.

4. The next screen will be your Authorization Log.