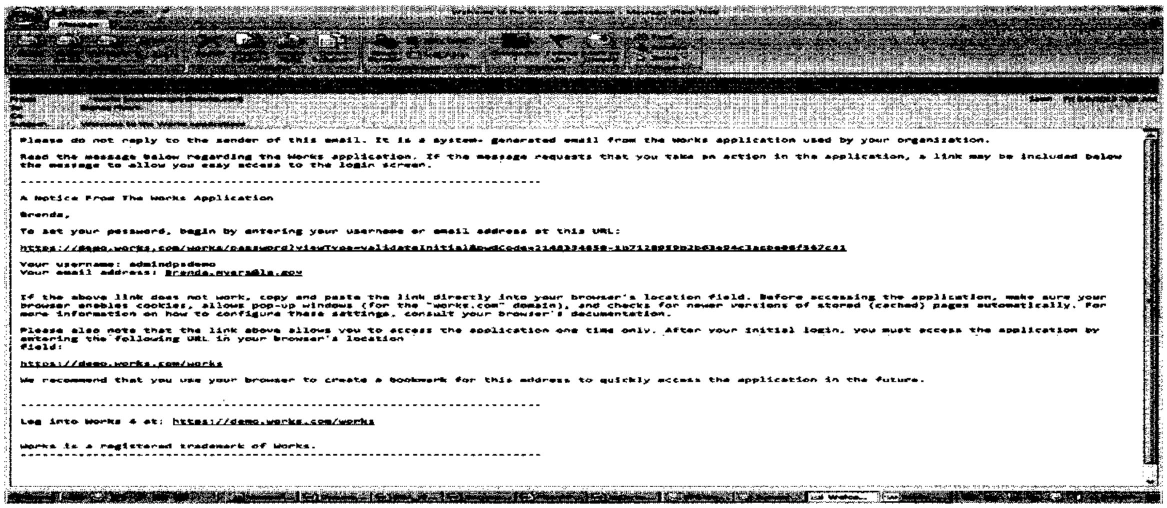
Attachment H – Works Workflow Guide
H-1 – Log In Instructions

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

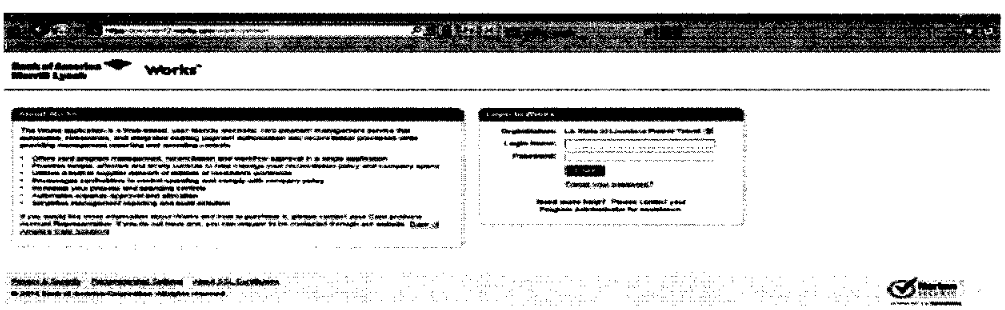


LOG ON INSTRUCTIONS

Login to Works:

- Go to the following web address: http://www.bankofamerica.com/worksonline
- 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



Attachment H – Works Workflow Guide

H-2 –WORKS Workflow - QUICK TIPS FOR USER'S

UAT SITE: https://payment2.works.com/works/home

PRODUCTION SITE: https://payment2.works.com/works/

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 buttons.
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
3. Select **Allocate/Edit** from drop-down menu. Edit, if Applicable
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.

   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**

SIGNING OFF ON A TRANSACTION

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

REMOVE AN ALLOCATION LINE

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. 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
3. Select **Allocate/Edit** from drop-down menu. Edit, if Applicable
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
3. Select **Allocate/Edit** from drop-down menu. Edit, if Applicable
4. Select an option to allocate by 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**

Transaction is removed from the Pending Sign Offs.

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 and 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 t he 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 PUCHASE 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.

Agency Contact(s)/Phone Number

____

____

____

____

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

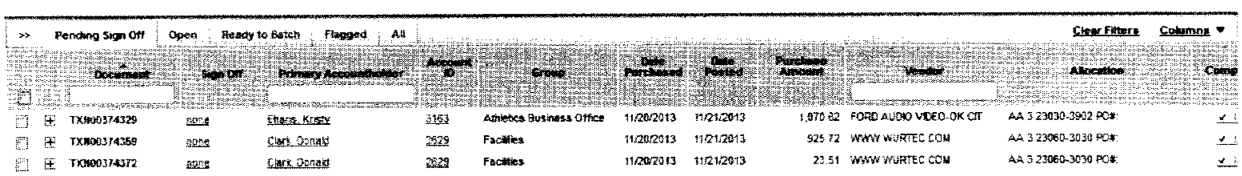
Review and Sign Off on a Transaction

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.

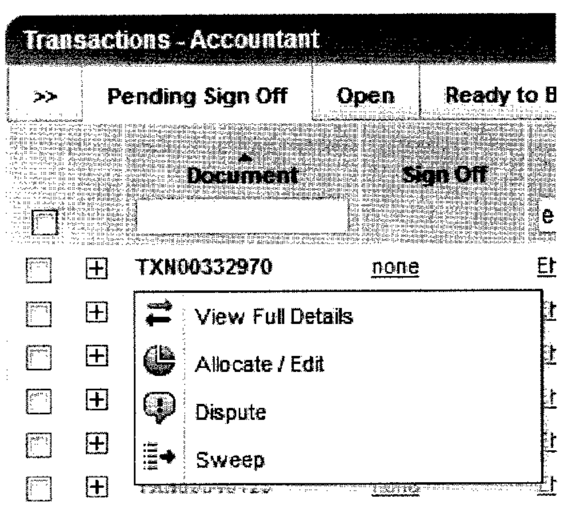
Procedure:

To review a transaction, complete the following:

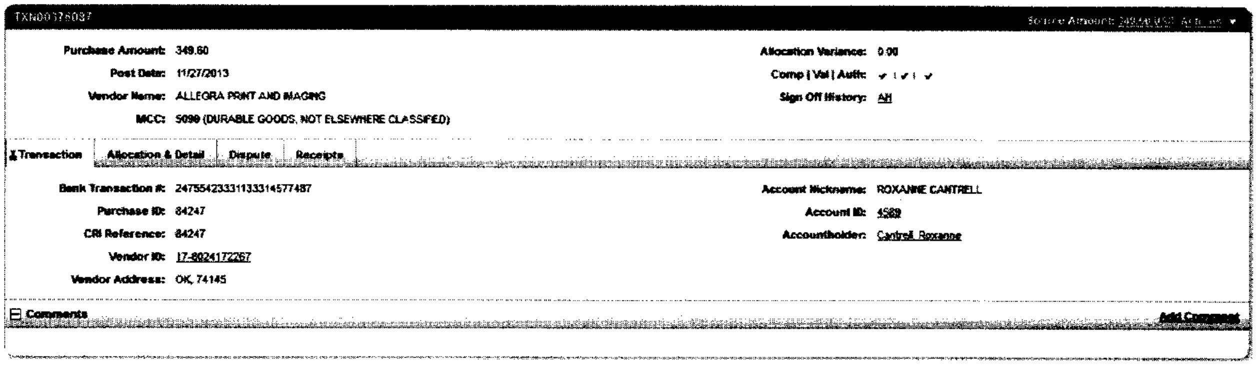
1. On the **Home Page** under **Expenses>Transactions>Approver**, click on the **Pending** link. The **Pending Sign Off** screen is displayed.



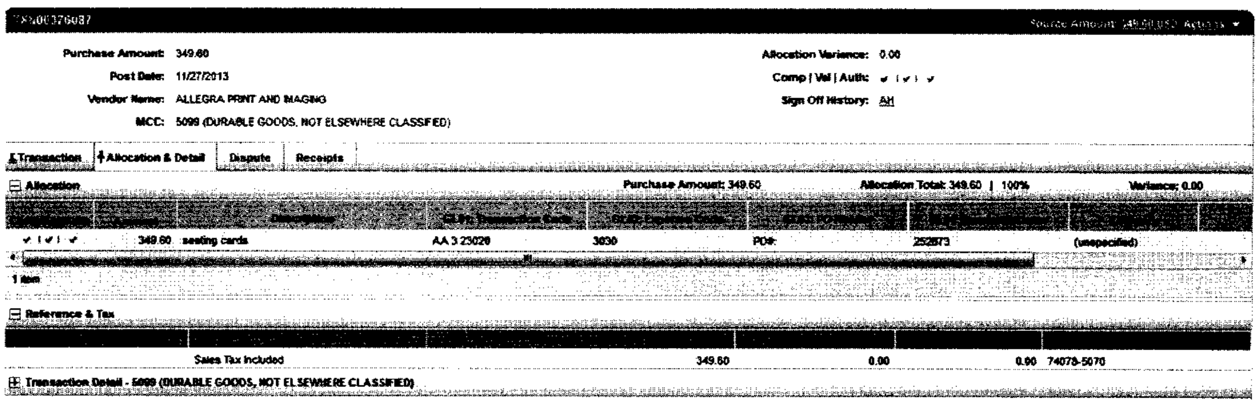
2. Click the desired **Document** number. A menu displays.



3. Select **View Full Details.** The **Transaction Details** screen displays.

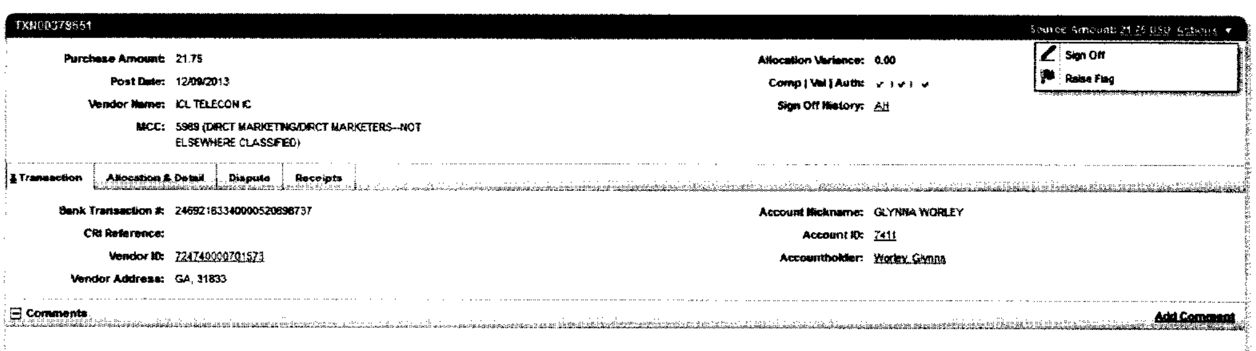


4. Select the **Allocation & Detail** tab.

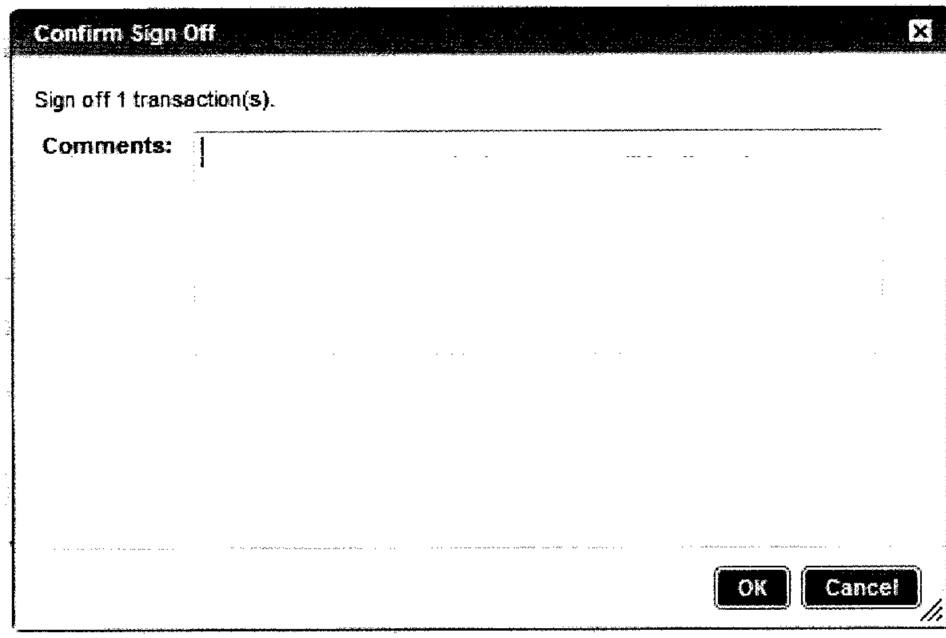


5. Read the description entered into the **Description** field by the accountholder. To the best of your ability determine if this is a reasonable, authorized, legitimate transaction for the University, and the account number and subcode are correct.

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.



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:

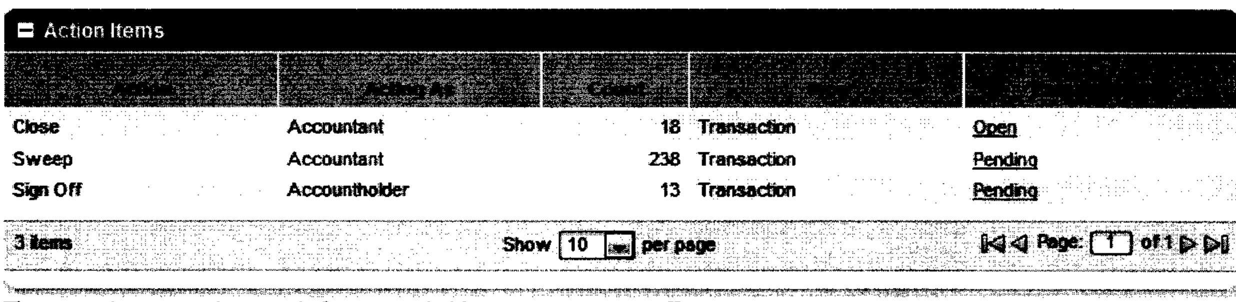
- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View Authorization Log

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

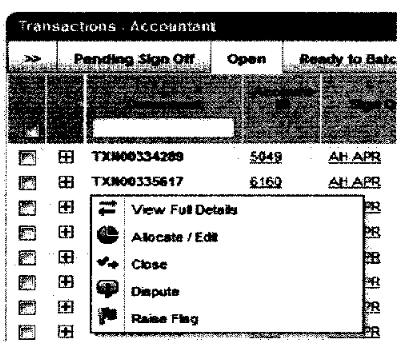
Procedure:

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

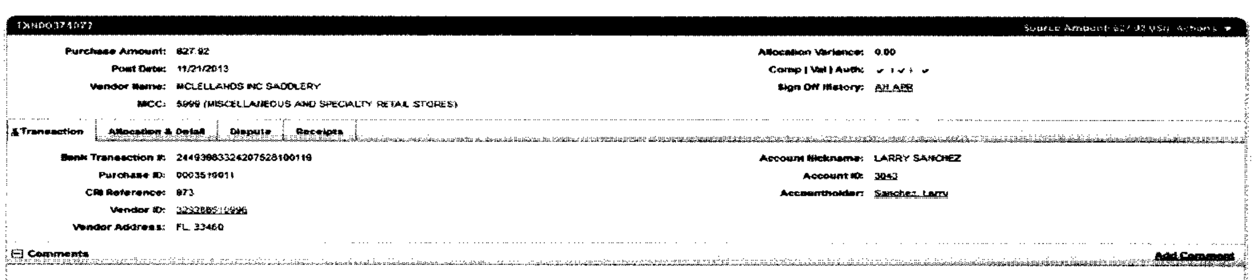


These are the transactions ready for accountholder or approver sign off.

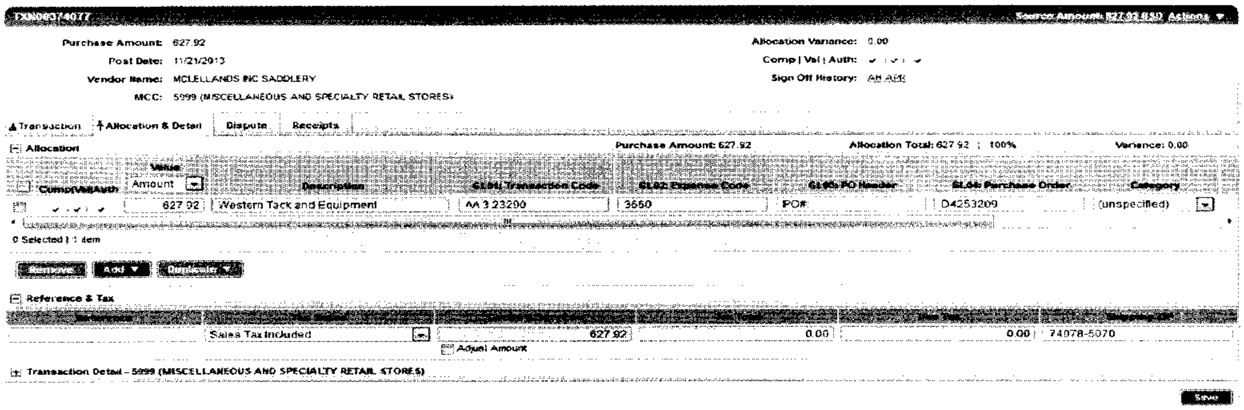
2. Click the desired **Document** number. A menu displays.



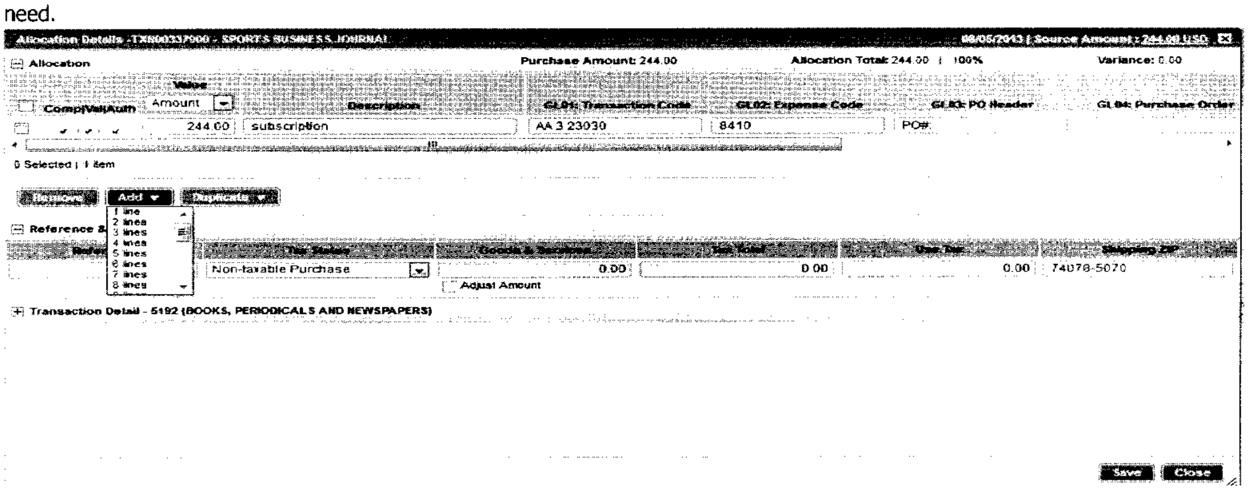
3. Select **View Full Details.** The **Transaction Detail** screen displays.



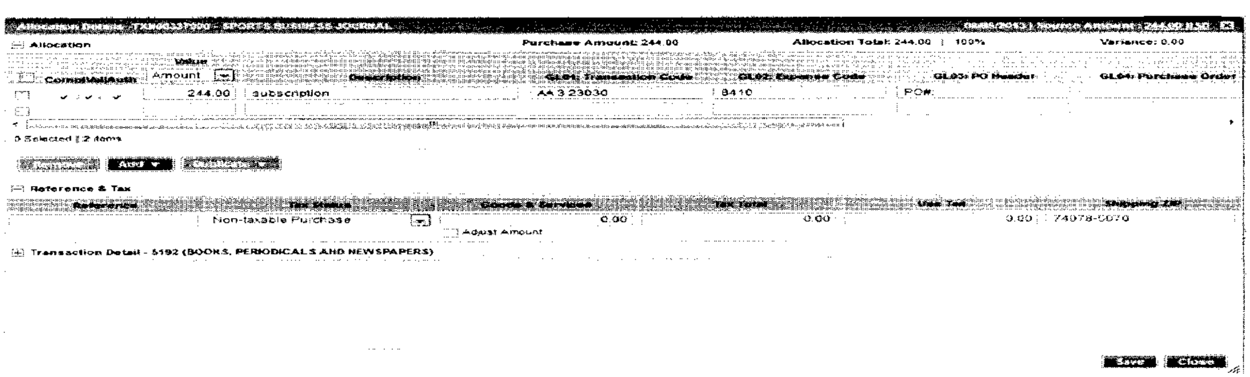
4. Select the **Allocation & Detail** tab.



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.

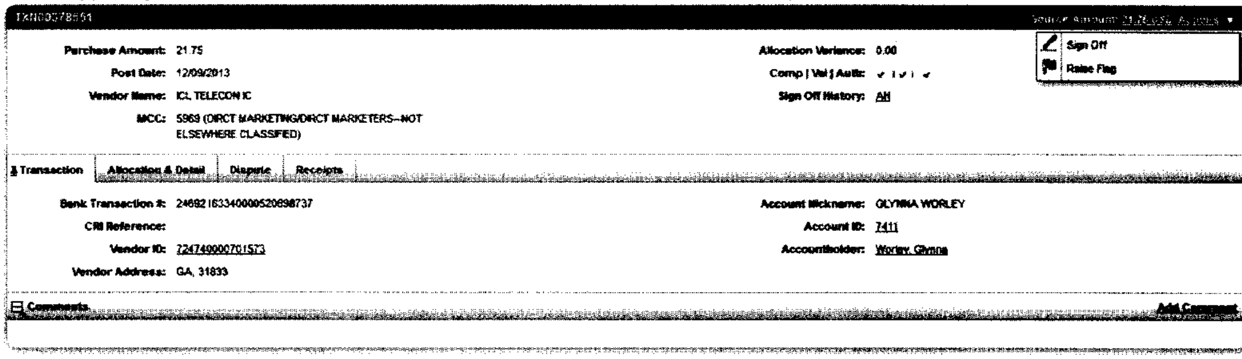


7. Fill in the amount, description, account number, and coding for the additional lines of funding.

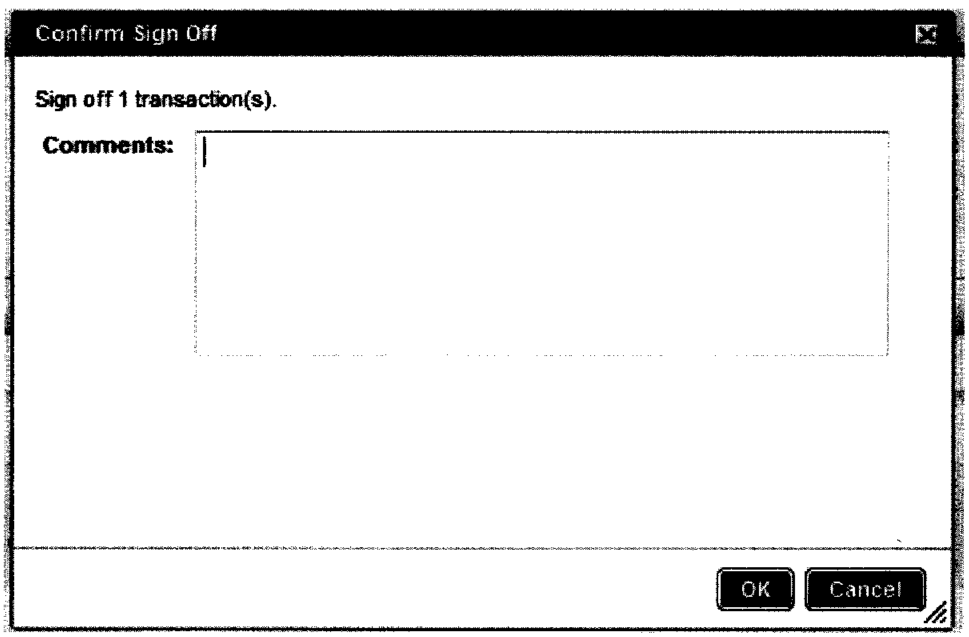


8. Click **Save**.

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

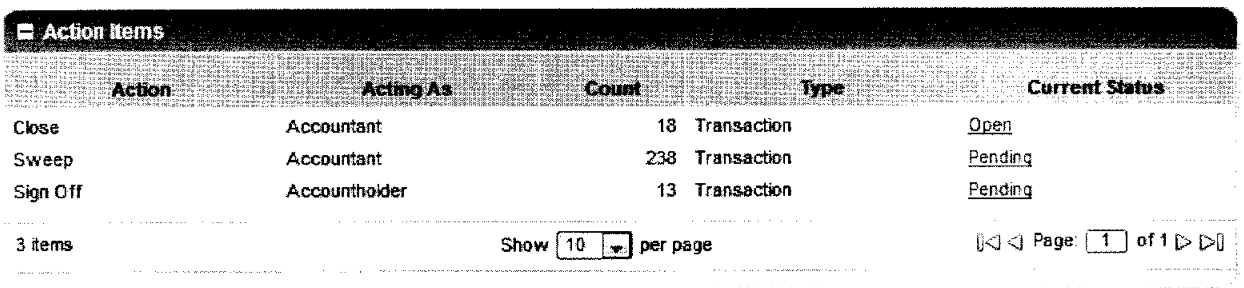
NOTE:

- Accountholders will only be able to dispute their transactions
- Approvers/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.

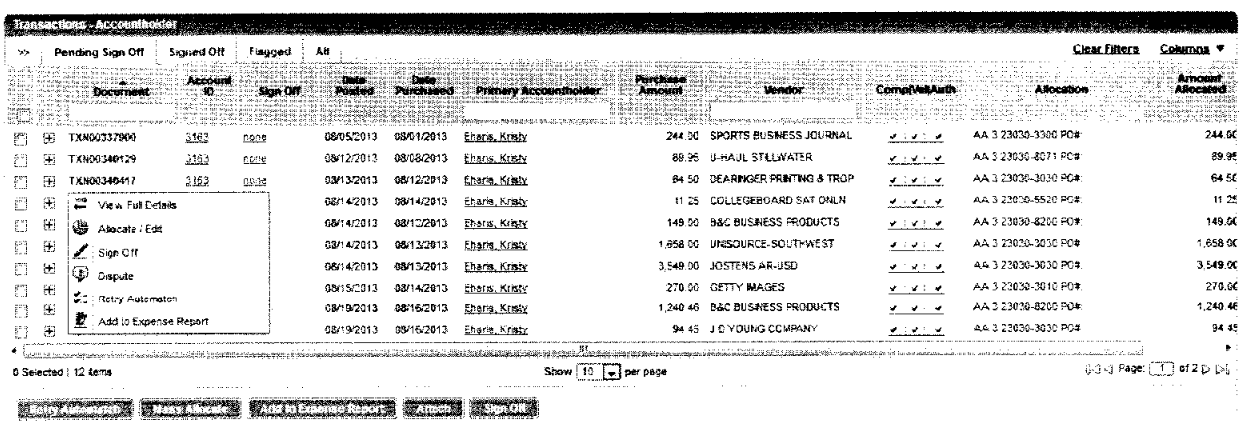
Procedure:

To dispute a transaction, complete the following:

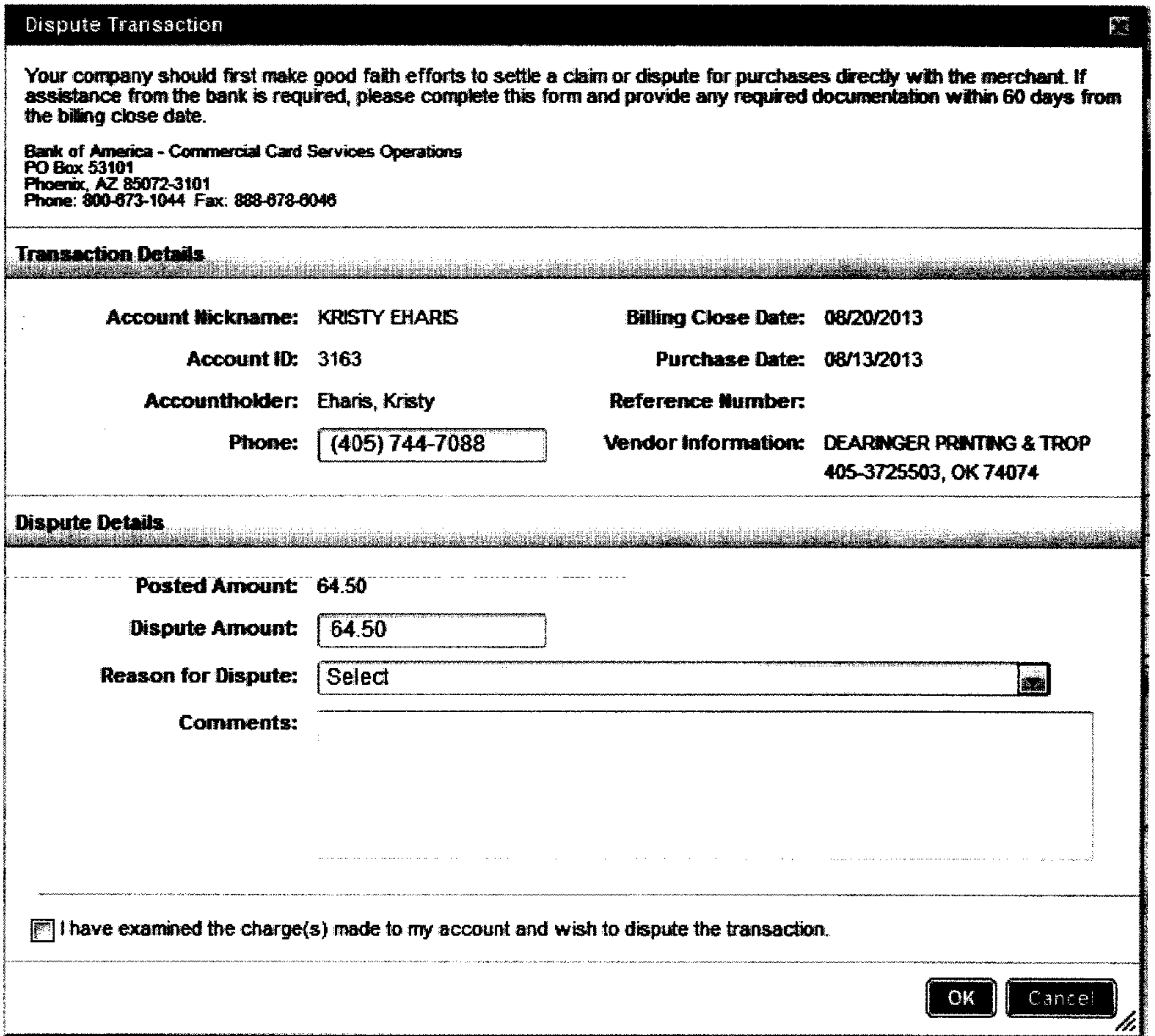
1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click on the **Pending** link.



2. Click the desired **Document** number. A drop-down menu displays.



3. Click **Dispute.** The **Dispute Transaction** screen displays.



Dispute Transaction

Your company should first make good faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from the bank is required, please complete this form and provide any required documentation within 60 days from the billing close date.

Bank of America - Commercial Card Services Operations
PO Box 53101
Phoenix, AZ 85072-3101
Phone: 800-673-1044 Fax: 888-678-6046

Transaction Details

Account Nickname:	KRISTY EHARIS	**Billing Close Date:**	08/20/2013
Account ID:	3163	**Purchase Date:**	08/13/2013
Accountholder:	Eharis, 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.

OK Cancel

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.

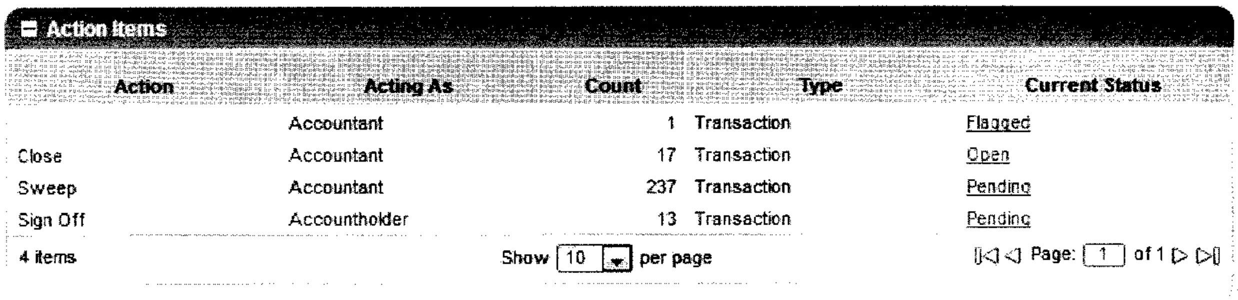
9. This completes the procedure.

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

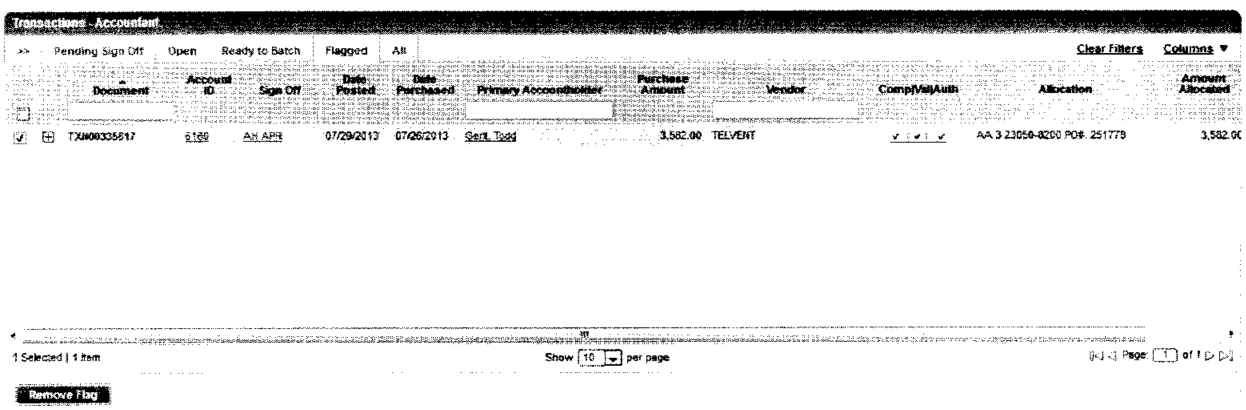
Remove Flag

To remove a flag, complete the following:

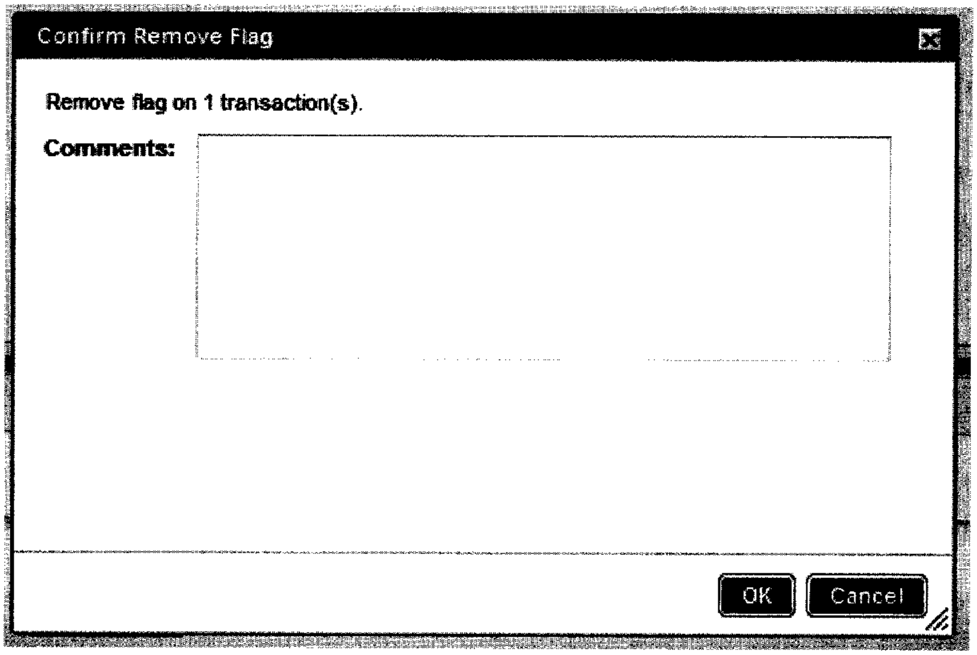
1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.



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.

Accounts Dashboard

In Scope

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
KRISTY EHARIS	3163	30,000.00	17,405.19	12,594.81	58%

1 item Show 10 per page Page: 1 of 1

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

KRISTY EHARIS (3163) Actions ▼

Account Summary

Account Nickname: KRISTY EHARIS
Account ID: 3163
Primary Accountholder: Eharis, Kristy
Available Credit: 12,594.81
Current Balance: 17,405.19

Spend Control Profile | Account | Accountholders

3. Click **View Auth Log.**

KRISTY EHARIS (3163) Actions ▼ View Auth Log

Account Summary

Account Nickname: KRISTY EHARIS
Account ID: 3163
Primary Accountholder: Eharis, Kristy
Available Credit: 12,594.81
Current Balance: 17,405.19

4. The next screen will be your **Authorization Log.**

Authorization Log - KRISTY EHARIS (3163)

Current Balance: 17,405.19 ATM Cash Limit: 0.00 Available Funds: 8,923.00

Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
08/19/13 15:12:13 EDT	GILMAN GEAR	5046	$3,671.39	Authorized	063922		
08/15/13 11:51:01 EDT	BERTREM PRODUCTS	5085	$4,850.00	Authorized	030297		