

Works Users Guide
Declining Balance Card



User's Guide – Declining Balance Card

This guide will provide details on how to allocate transactions, update the receipt status, include a description, print off reports and other functionality on the Bank of America Works website.

Log on to Works

How to...

1. Log on to Works using <https://payment2.works.com/works/>

Additional Information

A Login ID is provided to you upon creation of your Declining Balance Card. The Login ID will be supplied in an email originating from the Works system.



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

Email:

Login Name:

Password:

[Forgot your password?](#)

Need more help? Please contact your Program Administrator for assistance.

[Privacy & Security](#) [Recommended Settings](#) [About SSL Certificates](#)

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Looking Up Available Balance

How to...

1. On the **Home Screen** your cards will appear at the bottom of the screen, with details for **Credit Limit, Current Balance, and Available Balance**.
 - a. The **Credit Limit** is the total monthly credit for a card.
 - b. The **Current Balance** is the total amount spent on the card.
 - c. The **Available Balance** is the amount of funds available for use.

Additional Information

The balances that appear on the **Home Screen** only reflect charges that have posted to your account. There may be charges that have not posted to your account yet, so those charges would change the balance. To look up your up-to-the-second balance, follow the instructions in the **Looking Up Processed Transactions** section.

Accounts Dashboard						
In Scope						
Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used	
PROCUREMENT DEPARTMENT	5393	10,000.00	334.02	9,665.98	3%	
PROCUREMENT DEPT	3121	10,000.00	228.20	9,771.80	2%	
PROCUREMENT DEPARTMENT	3996	75,000.00	0.00	75,000.00	0%	

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Looking Up Processed Transactions

How to...

1. Scroll over the 4-digit **Account ID** and click the drop-down arrow.
2. Select **View Auth Log**.

Additional Information

The Authorization Log will show all recent transactions, and if the transaction was authorized, declined or reversed. The up-to-the-second balance is the **Available Funds**.

Current Balance: 11,423.52		ATM Cash Limit: 0.00		Available Funds: 3,132.00		
Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason
07/30/14 13:15:57 EDT	SEI/EUROSPORT	5964	\$444.47	Authorized	067070	
07/25/14 13:58:55 EDT	EASTBAY	5655	\$118.68	Authorized	056624	
07/24/14 22:23:49 EDT	TEAMCHEER-GIRLSGOTGAME	5139	\$2,999.70	Authorized	004769	
07/24/14 13:09:46 EDT	EASTBAY	5655	\$237.36	Authorized	083734	
07/23/14 11:55:41 EDT	LIDS SIDELINE STORES 621	5691	\$227.90	Authorized	062305	
07/23/14 10:41:38 EDT	LIDS SIDELINE STORES 621	5691	\$265.00	Authorized	041504	

Signing Off On Transactions

Step 1: Updating Allocation

How to...

1. Click the **Pending** option under **Current Status** on the Home screen for action items that require sign off. The transactions that are pending sign off will appear.
2. Scroll over the **Document number** in the **Document** column.
3. Click the drop-down box.
4. Click **Allocate / Edit**.
5. Click the **Index Number**. Either type in the Index Number or select **See More...** and select the Index Number.
6. Click the **Account Code**. Either type in the Account Code or select **See More...** and select the Account Code.
7. If allocating one charge to multiple Index Numbers, click the **Add** drop-down box. Select how many extra lines to insert.
8. Once the allocation has been completed, click **Save**. Then click **Close**.

Additional Information

All charges must be allocated properly to the correct General Ledger Budget Index Number and the correct Account Code. The Index and Account Code appear under the **Allocation** column. The first number is the Unique ID. This number is simply a placeholder, and does not affect the allocation of a transaction. You cannot change the Unique ID. The second number is the Index Number. The third number is the Account Code.

Multiple charges can be allocated at once by selecting the **check box** next to the charge and clicking **Mass Allocate**.

	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp/Val/Auth	Allocation	Amount Allocated
<input type="checkbox"/>	TXN00368404	3121	none	06/06/2014	06/04/2014	KINSEY, WENDY E	182.00	WORLD TRAVEL	✓ ✓ ✓	246135 246135 7349	182.00
<input type="checkbox"/>	TXN00368838	3121	none	06/09/2014	06/07/2014	KINSEY, WENDY E	46.20	DEER PARK WATER	✓ ✓ ✓	246135 246135 7445	46.20

Step 2: Updating Receipt Status

How to...

1. Scroll over the **Document number** in the **Document** column.
2. Click the drop-down box.
3. Click **Mark Receipt Status**.
4. Select **Yes** or **No** for having a receipt.
5. Type in a description comment for the transaction.
6. Click **OK**.

Additional Information

Multiple receipt statuses can be updated at once by selecting the **check box** next to the charge and clicking **Receipt**.

Disputing a Transaction

How to...

1. From the **Pending Sign Off** screen, scroll over the **Document** column and click **Dispute**. This will open a dispute window.
2. Input the information for the transaction, and click **OK**. This will send a notice to Bank of America. Bank of America will follow up by contacting you about the disputed transaction. You will be sent an affidavit that will need to be signed and sent back to Bank of America.

Additional Information

If a transaction appears on a cardholder's account that should not have been charged by a vendor, the first action should be to call the vendor to dispute the charge. If the vendor refuses to reimburse the cardholder, then the transaction can be disputed in the Works system. Transactions that have already been signed off cannot be disputed in the Works system. Please keep in mind that if you do not recognize the vendor, the charge may be fraudulent, which is different from disputing a charge. If a charge is fraudulent, please contact the Procurement Card Administrator.

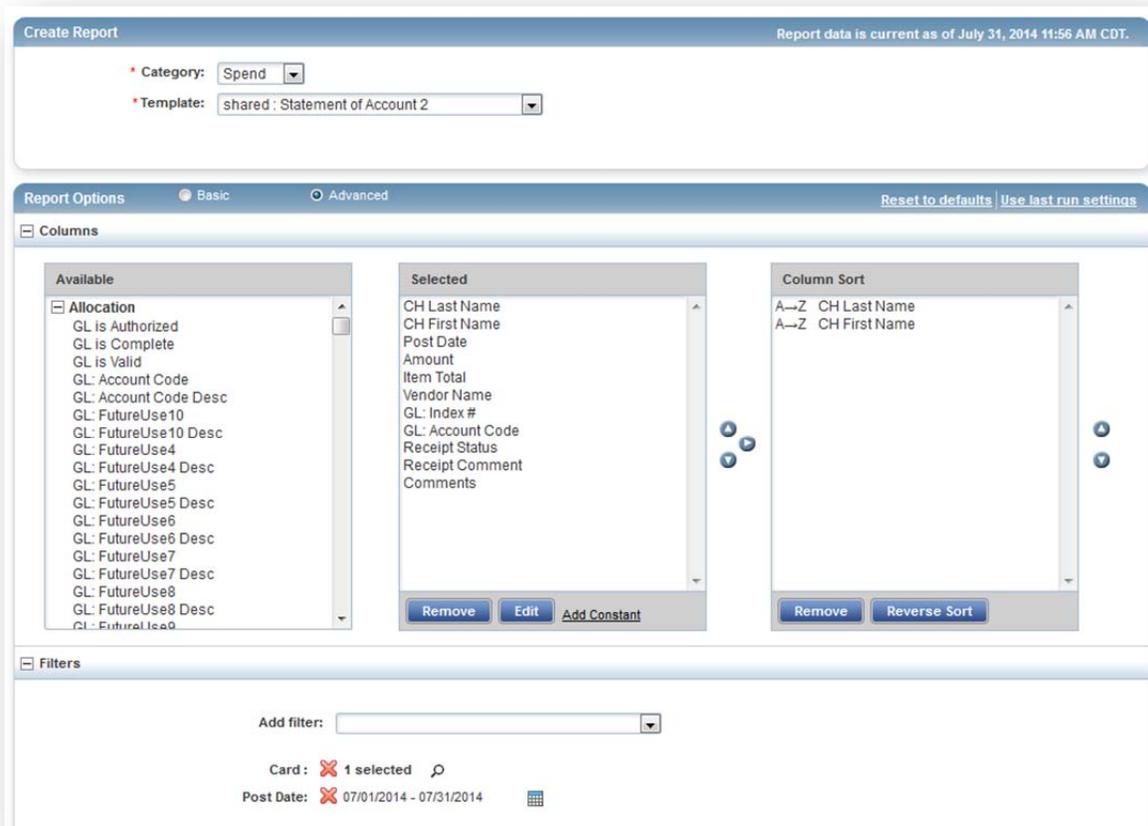
Creating a Report

How to...

1. Scroll over the **Reports** tab, and click the **Create** option. This will open a window where the cardholder will choose which report to create.
2. Select the **Spend** report, and then click on **Choose from all available templates**. This will open an additional window.
3. Select the **Statement of Account 2** report and click **OK**. This will open a window for creating the report.
4. Scroll down to the **Card** filter.
5. Click the magnifying glass to choose the correct card for the report. This will open a window for choosing the correct card.
6. If you only have 1 card, you will only see 1 card here. Select the correct card and click **OK**.
7. To change the date range, click the **Calendar** and choose the appropriate date range.
8. If you would like to set up the report as a recurring report, select **Previous Cycle** from the **Calendar** filter.
 - a. Scroll down to the bottom of the page and select **Recurring**.
 - b. Select the appropriate time for the report to run each month. Please remember that in order for the report to include the proper allocation, receipt status, and online comment, the report must be created on a date after those updates have been completed.
9. If no other changes to the report need to be made, select **Submit Report** at the bottom of the screen.

Additional Information

You must wait 15 minutes after signing off on transactions to print off a report. The system needs to update itself and may not include all updated information if the report is created immediately after signing off on transactions.



Looking up Scheduled or Completed Reports

How to...

1. Scroll over the **Reports** tab and select **Scheduled** or **Completed**.
2. A list of the scheduled or completed reports will appear.

Additional Information

Searching for Transactions

How to...

1. Scroll over the **Expenses** tab and select **Transactions**.
2. Click the **All** tab.
3. Click the >> tab to the left of **Pending Sign Off**.
4. Select the appropriate date range.
5. Select the appropriate account.
6. Click **Search**.

Additional Information