Works® Quick Reference Guide

Managing Transactions for Accountholders (Cardholders)



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About this Guide

This Works[®] quick reference guide provides the information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Upload and Attach Receipt Images to Transactions.
- Allocate or edit a transaction.
- Sign off on a transaction.
- Dispute a transaction.
- Remove a flag on a transaction.

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.

Note: You can print each topic individually for your convenience, if desired.

Step 1: Uploading and Attaching a Receipt Image to a Transaction

Introduction

This section provides the information needed to upload a new image from your desktop and attach to a transaction in Works[®].

Note:

- Receipt Image uploads must be performed one at a time.
- Each receipt image must be less than one MB to upload.

Procedures

To upload a receipt image from your desktop into Works and attach it to a transaction,:

1. Complete the following:

То	Then
Upload a receipt image and attach it to a transaction	 a. Click Expenses > Transactions > Accountholder. Transactions Pending Sign Off display.
Tansaction	 Note: To select transactions in another queue, click the desired transactions tab. b. Click Document of the transaction associated with the receipt image. The single-action menu displays. c. Go to step 2.

2. Select Manage Receipts. The Receipts window displays (Figure 1).

100	676869679 - Rec	eipts				×
	Upload Date	Receipt Date	File Name	File Size	Description	Document ID
	09/29/2013		Works Online Account Requests	68.4 KB		TXN00049288
	09/20/2013		acct pending so tab with SAM2	87.9 KB	CE Test	TXN00049288
0 Se	lected 2 items		Show 10 💌 pe	r page	[⊲⊲ Pag	e: 1 of 1 ▷ ▷0
A	dd 🔻 Re	emove	View PDF			
						Close

Figure 1: Receipts Window

- 3. Click Add. A drop-down menu displays.
- 4. Complete the following:

То	Then
Attach a New Receipt	a. Select New Receipt. The Add Receipt window displays (Figure 2).
	b. Click Browse to locate the receipt image you wish to upload.
	i. Select the desired receipt image.
	ii. Click Open . The file name displays in File to Add .
	c. Click the calendar to enter a Receipt Date .
	d. Enter a Description in the box.
	e. Click OK. A confirmation message displays.
	This completes the procedure.

Add Receipt	×
Works supports files in the .pdf, .png, .jpg, .gif and .jpeg format that are 1 MB or less.	
* File to Add: Browse	
Receipt Date:	
Description:	
UX Cance	

Figure 2: Add Receipt Window



Step 2: Allocating or Editing a Transaction

Introduction

This card provides the information needed to allocate and/or edit a transaction within Works®.

Procedure

To allocate and/or edit a transaction, complete the following:

1. Click Expenses > Transactions > Accountholder. The Pending Sign Off screen displays by default (Figure 1).

>>	Pending Sign Off	Signed O	ff Flagged	All					Clear Filters Column	<u>15</u> ¥
_	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp[Val Auth	Vendor	1
Ē	TXN0002	<u>1111</u>	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	<u>v x x</u>	KIT KAMAN-FTS 486	mı
□ ±	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	xixix	THE GREASE RACK	mı
(F
0 Selecte	d 3324 items				Show 10) 💌 per page			[]⊲] <] Page: 1 of 333	$\triangleright \triangleright 0$

Figure 1: Pending Sign Off Screen

Notes:

- The following steps can also be performed from the **Signed Off** or **Flagged** screens.
- From the Signed Off screen, only a single transaction can be allocated.

To Then Allocate Go to step 3. a single Image: Constant of transaction Allocate a. Select the check box for each desired Document. The action buttons become enabled. transactions b. Click Mass Allocate. The Mass Allocate window displays. c. Enter an allocation code in each GL# text box to identify how the segment will allocated	ıe
Allocate Go to step 3. a single transaction transaction a. Select the check box for each desired Document . The action buttons become enabled. transactions b. Click Mass Allocate . The Mass Allocate window displays. c. Enter an allocation code in each GL# text box to identify how the segment will allocated	ie
a single transaction Allocate multiple transactions b. Click Mass Allocate. The Mass Allocate window displays. c. Enter an allocation code in each GL# text box to identify how the segment will allocated	ie
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 b. Click Mass Allocate. The Mass Allocate window displays. c. Enter an allocation code in each GL# text box to identify how the segment will allocated 	e
c. Enter an allocation code in each GL# text box to identify how the segment will allocated	e
anotateu.	
Note: If you are restricted to using predefined codes, click the browse icon (select a code from the allocation pick list.) to
d. Select an option from Empty Segment Field(s):	
 Retain original codes(s) - maintains the current value if a GL segment is lead blank when allocating. 	ft
 Delete original codes(s) - replaces the current value with a blank field if a segment is left blank when allocating. 	θL
e. Click OK . The Pending Sign Off screen displays a confirmation message.	
Note: If the allocation and/or edit was performed on a screen other than Pendi	ng
Sign Off, that screen will display.	
This completes the procedure.	

2. Do you wish to allocate a single transaction or multiple transactions?

- 3. Click the desired **Document** number. A menu displays.
- 4. Select Allocate / Edit. The Allocation Details screen displays (Figure 2).

Allocat	tion Details				0,			
Alloc	ation	Purchase Amount: 130.03 Allocation Total: 5.00			5.00 3.85%	Variance: 125.	ance: 125.03	
	Comp[Val]Auth	Value Amount	Taxes/G	ervices GL01: Compa	ny Number	GL02: Responsibility Center	r GLO	
	x v x		4.00 Tax	-	Q	Q		
	x IVI x		1.00 Goods & Services	-	Q	Q		
0.001001	ieu 2 items							
Re -] Refe	rence & Tax Reference	Duplicate Personal	Tax Status	Goods & Services	Tax Total	Use Tax	Shipp	
Refe	rence & Tax Reference	Personal	Tax Status Sales Tax Included	Goods & Services	Tax Total 4	Use Tax .00 0.00	Shipp 11738	
Refe	rence & Tax Reference	Personal	Tax Status Sales Tax Included	Goods & Services	Tax Total 4	Use Tax .00 0.00	Shipp 11738	

Figure 2: Allocation Details Screen

5. Complete **one** of the following:

То	Then
Add an	a. Click Add. A drop-down menu displays.
allocation line	b. Select the number of allocation lines you wish to add. The new line(s) are added to Allocation.c. Go to step 6.
Remove an	a. Select the check box beside the allocation line you wish to remove.
allocation line	b. Click Remove . The line(s) are removed from Allocation.
	c. Go to step 6.
Duplicate an	a. Select the check box beside the allocation line you wish to duplicate.
allocation line	b. Click Duplicate . A drop-down menu displays.
	c. Select the number of allocation lines you wish to add. The new line(s) are added to
	Allocation and contain the allocation information from the original duplicated line.
	d. Go to step 6.
No action needed	Go to step 6.

lf.... Then... Yes a. Select an option to allocate by from the Value drop-down menu, if needed. b. 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. c. Enter an allocation code in each GL text box to identify how the segment will be allocated. d. 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, depending on your organiztion's configuration. e. Go to step 8. No Go to step 8.

6. Do you wish to edit an allocation line?

7. Do you wish to edit Reference & Tax?

If	Then
Yes	a. Click the expand icon (+) next to Reference & Tax , if needed. The Reference & Tax fields display.
	b. Enter comments in the Reference text field, if needed.
	c. Select the desired option from the Tax Status drop-down menu, if needed. Options are:
	Subject to Use Tax - Items purchased are subject to use tax, but it has not been applied.
	Non Taxable Purchase - Items in the transaction are not subject to either sales or use tax.
	 Sales Tax Included - Items are subject to sales tax, and it has been applied.

9

If	Then
(continued)	
No	Go to step 8.

- 8. Click **Save**. The Allocation Details screen displays a confirmation message.
- 9. Click **Close**. The Pending Sign Off screen displays.

Note: If the allocation and/or edit was performed on a screen other than Pending Sign Off, that screen will display.



Step 3: Signing Off on a Transaction

Introduction

This card provides the information needed to sign off on a transaction within Works®.

Procedure

To sign off on a transaction, complete the following:

1. Click Expenses > Transactions > Accountholder. The Pending Sign Off screen displays by default (Figure 1).

>>	Pending Sign Off	Signed Of	ff Flagged	All					Clear Filters Column	<u>is</u> ▼
-	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	CompjValjAuth	Vendor	
Ē	TXN0002	<u>1111</u>	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	<u>v x x</u>	KIT KAMAN-FTS 486	mı
ΠĐ	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	xIxIx	THE GREASE RACK	mı
4										F
0 Selecte	ed 3324 items				Show 10) 💌 per page			[]⊲] <] Page: 1 of 333	$\triangleright \triangleright 0$

Figure 1: Pending Sign Off Screen

- 2. Select the check box for each desired **Document**. The action buttons become enabled.
- 3. Click Sign Off. The Confirm Sign Off screen displays.
- 4. Enter **Comments**, if desired.
- 5. Click **OK**. The Pending Sign Off screen displays a confirmation message, and the transaction is removed from the Pending Sign Off queue.



Disputing a Transaction

Introduction

This card provides the information needed to dispute a transaction within Works®.

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

Procedure

To dispute a transaction, complete the following:

1. Click Expenses > Transactions > Accountholder. The Pending Sign Off screen displays by default (Figure 1).

>>	Pending Sign Off	Signed Off Flagged		All					Clear Filters	Columns V
-	Document	Account	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp[Val]Auth	Vende	or
Ē	TXN0002	<u>1111</u>	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	<u>vixix</u>	KIT KAMAN-FTS 4	186 mi
Π±	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	xixix	THE GREASE RAC	CK mi
4										Þ
0 Selected 3324 items Show 10 💌 per page									[]⊲] <] Page: 1	of 333 ▷ ▷()
F	ein/ Automatch	Mas	s Allocate	Add	to Expense Re	port	Attach Receipt	Side Off		

Figure 1: Pending Sign Off Screen

Note: The following steps can also be performed from the Signed Off and Flagged screens.

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

Account	tant									
	Open		Dispute Transaction			×			Clear Filte	ere Columne T
	Document	V	Your company should first make assistance from the bank is requ from the billing close date. Bank of America - Commercial Card PO Box 83101 Phoenix, AZ 85072-3101 Phoenix, AZ 85072-3101 Phoenix, 6888-678-8	good faith efforts to se irred, please complete th Services Operations 1048	ettle a claim or dispute for purch his form and provide any requin	ases directly with the merchant. If ed documentation within 60 days	Тах	Use Tax	Primary Accounth	Date older Posted
▼ +	Bocument1	Vendor 1	Card and a start of the second second				4.00	0.00	Primary 1	03/08/2010
	Document2	Vendor 2	Transaction Details				64.50	0.00	Primary 2	03/08/2010
1 Selecter	d 2876 items ass Allocate	Attach	Account Nickname: Account ID: Accountholder: * Phone:	Accountholder 1 account1 Accountholder 1	Billing Close Date: Purchase Date: Reference Number: Vendor Information:	09/04/2012 08/28/2012 Vendor 1 Anytown, USA			₿⊲ ⊲ Page	 1 of 288 ▷ ▷IJ
			Dispute Details							
			Posted Amount: *Dispute Amount:	111.00						
			* Reason for Dispute: Comments:	Select		• * *				
			T *I have examined the charge	e(s) made to my accoun	and wish to dispute the trans	action.	-			
						SA. Caliber				

Figure 2: Dispute Transaction Screen

- 4. Enter the Dispute Amount, if needed.
- 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 an **X**.

Note: If the dispute was performed on a screen other than Pending Sign Off, that screen will display.



Removing a Flag

Introduction

This card provides the information needed to remove a flag on a transaction within Works[®]. Flags indicate transactions needing attention. Once the transaction is reviewed and action taken, the flag is removed.

Note: Flagging a transaction does not change its location in the workflow.

Procedure

To remove a flag, complete the following:

- 1. Click Expenses > Transactions > Accountholder. The Pending Sign Off screen displays by default.
- 2. Click Flagged. The Flagged screen displays the transactions with a flagged status (Figure 1).

>>	Pending Sign Off	Signed Off	Flagged A	All <u>Clear Filters</u> <u>Col</u>							
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Purchase Amount	Internal Doc ID	Flagged	Flagged By	Flagged Date	
Ē	TXN0013018	<u>1111</u>	AH (ACT)	04/02/2012	04/01/2012	10.81	1007	x	User 1	10/18/2012	
Ē	TXN0013019	2222	AH (ACT)	04/02/2012	03/29/2012	16.43	1007	x	User 1	10/22/2012	
Ē	TXN0013019	<u>1111</u>	none	04/02/2012	04/01/2012	19.64	1007	x	User 1	10/31/2012	
0 Selecter	d 3 items				Show 10 💌	per page			[⊲] ⊲] Page:	1 of1 ▷ ▷	

Figure 1: Flagged Screen

- 3. Select the check box for each desired **Document**. The action buttons become enabled.
- 4. Click **Remove Flag**. The Confirm Remove Flag window displays.
- 5. Enter **Comments**, if desired.
- 6. Click **OK**. The Flagged screen displays a confirmation message, and the transaction no longer displays on the Flagged screen.