Works Training

Step-by-step instructions for Reconcilers (previously Coordinators)
Outline

- Introduction to Works
- Login and Profile
- Receipt Imaging
- Reconciling a Single Transaction
- Other Useful Features and Reporting
- Hands-on Demo and Questions
Introduction to Works

- Works is a web-based application offered by Bank of America.
  - Bookmarkable link: payment2.works.com/works
- Transitioning to this application for reconciling does not require the reissuance of any cards or pauses in spending.
- Funds in Banner will continue to be encumbered on a daily basis for budget maintenance ease.
- Your Works username may differ from your UNCG username. It is recommended to change your Works password when you are prompted to change your UNCG password.
- After this training, you will receive a welcome email with your username and an email prompting you to change your password. Your current password is your username.
Introduction to Works

- The key functions in Works A complete User Guide is accessible via a link at the bottom of your Works home page. Not all features in the user’s guide are applicable to UNCG.

- Training Videos are available for functions such as reconciling, attaching receipts, and generating spending reports. These videos are also linked at the bottom of your Works home page.
Login

- Web address: https://payment2.works.com/works
- Your username and password differ from your Banner username and password
- Recommend changing your password in Works when UNCG prompts you to change campus passwords - easier to keep track
Notification and Profile

- Automated emails sent when there are transactions requiring reconciliation
- You can set how often to receive emails - default is “Daily”

Select from Daily, Weekly, or Immediately for email Notifications. Make sure to “Save.”

Select the person symbol to modify your settings
Receipt Imaging

- Scan and save receipts as received from cardholder. Can also take photo on smart phone and email (this works great for travel)
- Receipt image/PDF file size must not exceed 1 MB
  - Can be .pdf, .png, .jpg, .gif and .jpeg

Once receipt(s) saved on your computer (Desktop recommended for quick access), upload receipt(s) to Works.
Select Expenses Tab then “Receipts.”
(1) Select “Add” to upload a new receipt.

(2) Select “Choose File” then Browse to locate the receipt image you wish to upload and store. Click Open. The file name then displays in File to Add.

(3) Click the calendar to add a Receipt Date. Enter Vendor Name and Total Amount in the Description field.

(4) Select OK to save.
A confirmation message displays when receipts are added or edited. Receipt image storage is unlimited. To view receipts for unreconciled transactions, select Show unattached receipts only. You can now delete the file on your computer. Click on the receipt hyperlink to view receipt details and image.
Reconciling

Select Expenses Tab then “Transactions.”

# transactions requiring reconciliation

List of cardholders and account information
If more than 10 transactions drop down to view all or scroll to next page(s).
Move cursor over the transaction number (TXN). Drop down arrow will appear. Select the arrow and a drop down box will appear. Choose “Allocate/Edit.”
Vendor name will default in the description field. Highlight field to enter a description for line items on the receipt.
Select from available Fund-Org(s). You may click in the drop down OR begin typing Fund number or description. **NOTE:** Only Fund-Org(s) for which you have “maintenance” access in Banner and have requested be added in Works will appear.
Select from available Accounts. You may click in the drop down or begin typing a number or description.
Select “Add Comment” to leave a note about NC tax (seeking refund), business purpose for items like food or travel, or other clarification for receipt.
To split transactions between two or more Funds or Accounts, select “Add” to insert a blank line or “Duplicate” to insert a copy of the selected line.
Split can be by amount or percentage.
Transaction will show 3 green check marks when ready for approval. Click “Save” when finished allocating and commenting. Click “Close” to return to transactions screen.
Attach Receipt

Move cursor over the transaction number (TXN). Drop down arrow will appear. Select the arrow and a drop down box will appear. Choose “Manage Receipts.”
Select “Add” to choose from saved receipt files or upload a new file. Can attach multiple files to one transaction (ex: email explanation, 2 part receipt, packing slip).
Select File(s) then click “Attach.”

Description with Vendor Name and Total Amount will help you know which file to choose.
When finished adding receipt file(s), click “Close.”
When ready to sign off, check the boxes of transactions ready and click “Receipt.”
Add comments if necessary. If no receipt, indicate reason and when you expect to receive the receipt. Note: a response of “No receipt” is an automatic trigger for a review request. Click “OK” when done.
Send Transactions for Approver Review

When ready to send transaction(s) to the approver for review, check the boxes of transactions ready and click “Sign Off.”

Note: transactions are not fully reconciled until signed off by Approver.
Reconciliation Tips

- Reconcile early and often → reconciliation is not complete until signed off by you AND Approver. Deadline for Approver to sign off is the 5th of the month (or following business day if the 5th falls on a weekend or holiday).
- Transactions will encumber your funds in Banner around 2:30pm the day after signed off by the Approver.
- Approver may choose to flag a transaction if a receipt is missing or a fund/account allocation is not approved. You will receive a notification when a transaction is flagged.
- More documentation is better - make sure to thoroughly document what was purchased and why.
Fixing Flagged Transactions

Works will send an email (depending on preference settings) that you have a flagged transaction. To modify, click on the hyperlinked “Flagged.”
To view the reason (comment) the Approver flagged the transaction and make corrections, move cursor over the transaction number (TXN). Drop down arrow will appear. Select the arrow and a drop down box will appear. Click on “Allocate/Edit.”
When flagging a transaction, the Approver will be asked to comment with reasoning for the flag. You can then modify the information above to fix the transaction.
Once finished modifying, click “Save” then “Close.”
To remove the flag, move cursor over the transaction number (TXN). Drop down arrow will appear. Select the arrow and a drop down box will appear. Click on “Remove Flag.” Removing the flag will send the transaction back to the Approver’s queue for sign off.
If a card is being declined, you can now view the cardholder’s profile to see the reason. A decline by Score 1 means fraud, MCC exclusion means the vendor is outside of the normally allowed scope. Click on the card ID and “View Auth Log” to see pending and declined transactions. You will still need to call the PCard Administrator to allow charge declined by MCC exclusion to go through.
**Useful Features: Transaction View Customization**

<table>
<thead>
<tr>
<th>Document</th>
<th>Account ID</th>
<th>Sign Off</th>
<th>Date Posted</th>
<th>Date Purchased</th>
<th>Primary Accountholder</th>
<th>Purchase Amount</th>
<th>Vendor</th>
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<tbody>
<tr>
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<td>03/04/2015</td>
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<td>03/04/2015</td>
<td>Holder, Card 1</td>
<td>74.93</td>
<td>TOURIST ATTRACTIONS</td>
</tr>
</tbody>
</table>

**TXN #** is issued by the bank & now replaces the old PC #

**Account ID** is the last 4 #s on the card

To customize your view, you can drag and drop columns to the left or right and add/delete columns of information by clicking on the Columns dropdown.
Useful Features: Search for a Transaction

To search for a specific transaction, you can filter by Vendor, cardholder (Primary Accountholder), or TXN number.
The Reports tab provides a number of reporting options. You can create custom reports, access report templates, or view a dashboard of transactions based on parameters you enter. Custom reports are flexible for your data needs. If you use a custom reports frequently, you may want to consider making it a template.
Use the Audit tab to know when the PCard office may request more information about transactions that appear to be “split” so you can provide more information in the comments or on the receipt image.
Use the spend tab to view information about your Group’s expenses. Adjust the dates to capture only the information you want. Use the “Actions” drop down above each category to export the report as an .xls, .pdf, or .txt file.