Works Training

Step-by-step instructions for Reconciler
Outline

- About the PCard
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About the PCard
The PCard

- **Maximum Spending Limits**
  - $2,500 limit per purchase
  - $5,000 limit per day
  - $25,000 limit per month

- No Personal **Credit** Liability for you, unless unauthorized or unallowable purchases are made

- **You** are the only one authorized to use your card.
The PCard

- A listing of allowable/unallowable purchases may be found on the Materials Management website > Purchasing Services > PCard: purchasing.uncg.edu

- No personal charges allowed

- Does Not replace the American Express Travel Card

- Splitting transactions to circumvent limits is strictly prohibited
Always receive permission from your budgetary authority BEFORE you make any purchase with your PCard.

You can be held financially liable for any unauthorized purchase.
All UNCG Purchasing Practices Apply!

Walmart, Best Buy, and Amazon require you to register your department to be tax exempt and issue an individual exempt account #

Office Depot Account # 24951479
Lowe’s Home Improvement # 038700007
Reconciler Responsibilities
Reconciler Responsibilities

- Gather and maintain receipts of purchases from all cardholders
  - Scan/save and upload receipts to Works
  - Must keep paper copies for 7 years
- Reconcile PCard charges for all cardholders by the deadline (typically the 5th of each month)
  - Reconcile travel charges with regular orders
  - Copies of receipts are given to the cardholder for TRV-1 submission
Reconciler Responsibilities

• Assist cardholder with lost/stolen cards and handling fraudulent charges
• Assist cardholder with disputed transactions
• Request cancellation of unused cards and cards for individuals leaving employment in your department
Reconciler Responsibilities

- Serve as the point of communication between cardholders and the Purchasing Office
  - Update cardholders on changes to PCard policies and procedures as needed
  - Notify the PCard Specialist of lost/stolen cards, fraudulent and disputed transactions, and misuse of the card
Who’s Who?!?

Richard R. Fleming, C.P.M., Assist. Director of Purchasing & PCard Administrator

Brittany Atkinson, PCard Specialist (your key point of contact)

You
Card Coordinator

Backup
Card Coordinator

Card Holder
Card Holder
Card Holder
Reconciliation Timeline
1. Purchases

- Purchases are made with PCard by Cardholder
- Cardholder maintains itemized receipts for EVERY purchase
  - Includes: Banner fund/account, who, what, when, where, & why
  - Recommended to collect receipt from cardholder within 48 hours of purchase
2. Upload Receipts & Reconcile Posted Transactions

- Reconciler uploads receipts to Works
- Allocate/Edit transactions, attach receipt, and indicate receipt status in Works weekly/daily
- Sign Off to send transaction(s) to Approver for review and sign off
3. Reconcile

- Approver reviews and signs off on transaction(s) to Reconcile
- PCard Specialist uploads reconciled transactions from Works to Banner daily
Billing Cycle

- The monthly statement includes transactions completed from $26^{th}$-$25^{th}$
Reconciliation Cycle

- Purchasing strongly recommends once a week (sign off by approver), but the deadline to have all transactions listed on the monthly bank statement reconciled by is the 5th.
Encumbrances to Your UNCG Account

- Your Banner funds will be encumbered within 24 hours of reconciling
- Can be viewed in Banner
- Total monthly charges can be viewed on Eprint
Failure to Reconcile
Unreconciled Transactions

- Departments that fail to have their transactions reconciled by the 5th will have their purchases charged to the listed default Banner fund/account for those PCards
- Departments will be responsible for doing journal entries to make any Corrections for these purchases
Unreconciled Transactions

- Unreconciled cards will be suspended until written notification is received explaining the situation.
- Repeat offenders will face more serious consequences.
Reconciliation Tips / FAQs
Service vs. Product...

- If you are paying for a service, you must verify that your vendor is incorporated.
- If the vendor is not incorporated, you will need to do a requisition order and the vendor will have to complete a W-9 if not already on file.
Receipt Requirements

- Each transaction requires an *itemized* receipt with a total
  - **Walk-In**: Retain the itemized register receipt.
  - **Telephone**: Request to receive a receipt in your shipment.
  - **Fax**: Request to receive a receipt, and retain your original fax.
  - **Online**: Print your shopping cart, receipt page, or confirmation page.

- Packing slips must show price information to be acceptable.
Declined Transactions

- If your card is declined, call the Purchasing Department.
- Anyone in purchasing can help.
- Most declines are because of MCC codes.
Lost/Stolen Cards

Immediately call
• Bank of America at 888-449-2273
• PCard Office at 334-4461

The new card will be available in Purchasing within 3-4 business days
Disputed Transactions

Cardholder

- Contacts vendor to see if the situation can be handled on that level
- If not, Cardholder prints, signs, and faxes the dispute form to Bank of America at 888-678-6046
- Notifies department coordinator and PCard Specialist of the situation

A Dispute Form is on the PCard Web Site: http://purchasing.uncg.edu/pcard/
Tips & Reminders

- 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.
- Stay within your available budget
- State Term Contracts apply
- Willful misuse will not be tolerated
Reconciling in Works
Step-by-step
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.
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) OPTIONAL: 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.

You can now delete the file on your computer.

Receipt image storage is unlimited. To view receipts for unreconciled transactions, select Show unattached receipts only.

Click on the receipt hyperlink to view receipt details and image.
Reconciling

Select Expenses Tab then “Transactions.”

List of cardholders and account information

# transactions requiring reconciliation
If more than 10 transactions drop down to view all or scroll to next page(s).
Allocate Fund/Account for Single Transaction

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.”
The vendor name will default in the description field. Leave the vendor name and type in the actual description of what was purchased following the hyphen. (EX: STAPLES 00104190 - pens, paper, paper clips)

When the transaction encumbers your funds, the description field up to 35 characters will be included in the journal entry in Banner.
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.
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.
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.
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).
You can uncheck the “show unattached receipts only” box to attach one receipt to multiple transactions. EX: Staples issues one confirmation receipt in eMarketplace, but ships items separately and charges separately. You can upload the receipt once and attach it to all of the corresponding charges.

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.
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

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.