Works Training for the Reconciler

RECONCILER AKA-COORDINATOR, PROXY RECONCILER, OR BACKUP RECONCILER
Who’s Who

Michael F. Logan
Director of Purchasing

Valerie Nall, PCard Administrator
(your key point of contact)

You
Card Reconciler

Backup
Card Reconciler

Card Holder
Card Holder
Card Holder
Outline

- About the PCard
- Reconciler Responsibilities
- Reconciliation Timeline
- Failure to Reconcile
- Reconciliation Tips
- Works Step-by-step
  - Login and Profile
  - Receipt Upload/Attachment
  - Fund/Accounts
  - Other Useful Features and Reporting
About the PCard
The PCard

- Maximum Spending Limits
  - $4,999.99 limit per purchase
  - $10,000 limit per day
  - $25,000 limit per month

- The PCard is not a **Personal Credit Liability**, unless unauthorized or unallowable purchases are made.

- **The Cardholder** is the only one authorized to use your card.
The PCard

- **A listing of allowable/unallowable** purchases may be found on the Purchasing website > PCard > PCard Welcome: [purchasing.uncg.edu](http://purchasing.uncg.edu)

- No personal charges allowed

- 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 responsible for any unauthorized purchase.
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 cardholders
  - Scan/save and upload/attach the receipts to the transactions in Works
    (Must keep originals for 5 closed fiscal years)
- Reconcile PCard charges for cardholders by the deadline (typically the 5th of each month) Note: If the 5th falls on a weekend or holiday, reconciliation will be the next business day

WEEKENDS AND HOLIDAYS WILL EFFECT THE CYCLE DATES!
Reconciler Responsibilities

- Assist cardholder with lost/stolen cards and fraudulent charges
- Assist cardholder with disputed transactions
- Request cancellation of unused cards - This includes cards that belong to employees leaving your department or leaving UNCG

Note: **All supervisors of newly separated employees must complete the PCard-Works Maintenance Form “Close Account” section. Submit this form to the PCard Administrator. You may shred the PCard in the office.**
Reconciler Responsibilities

- Serve as the point of communication between cardholders and the PCard Office.
  - Update cardholders on changes to PCard policies and procedures as needed.
  - Notify the PCard Administrator of lost/stolen cards, fraudulent and disputed transactions, and misuse of the card, separation of cardholders from department or university.
Reconciliation Timeline
1. Purchases

- Cardholder makes the purchases
- Cardholder submits the original receipts to the Reconciler

  Include: Who, What, When, Where, & Why

- Reconciler should collect receipts from cardholder within 48 hours of purchase
2. Upload/Attach Receipts & Reconcile Posted Transactions

- Reconciler uploads/attaches the receipts to Works
- Allocate/Edit (Fund/Acct) transactions, in Works weekly/daily
- Sign Off to send transaction(s) to the Approver to review and sign off
3. Reconcile

- Approver reviews and signs off on the transaction(s).

- PCard Administrator uploads reconciled transactions from Works to Banner.
The monthly cycle includes transactions completed with the **POST DATES (not the Transaction Dates)** from the **26th-25th**

**WEEKENDS and HOLIDAYS WILL EFFECT THESE DATES!**
Reconciliation Cycle

- All transactions in the cycle showing a **POST DATE** of the 26\textsuperscript{th} through the 25\textsuperscript{th} should be reviewed and signed off by the Approver by the 5\textsuperscript{th} of the month for reconciliation. **Reconcile throughout the cycle.**

*The reconciliation date is the 5\textsuperscript{th} of the month unless it falls on a weekend or holiday.*
Encumbrances to Your UNCG Account

- Your Banner funds may be encumbered within 24 hours of reconciling
- The funds can be seen in Banner
- Total monthly charges can be viewed on your Eprint reports
Failure to Reconcile
Unreconciled Transactions

- Departments that fail to reconcile their transactions by the 5th, may have their transactions charged to the Default Banner fund/account AND the approval signature could be forced. (If the department has not assigned a default fund/acct, I will search for a departmental fund that has been used before and will apply that fund.) I may also have to force the Approver’s sign off.
Unreconciled Transactions

- Unreconciled cards may be suspended until written notification is received explaining the situation.

First Offense — WARNING
Second Offense — Card is FROZEN
Third Offense — Card is REVOKED
Reconciliation Tips
Service vs. Product...

- If you are paying for a service with the PCard, please remember that the vendor must be incorporated.
- If the vendor is not incorporated, you will need to process a requisition order and the vendor will have to complete a W-9 if a W-9 is not already on file.
Receipt Requirements:

- Each transaction requires an itemized receipt that includes a total, whether you are purchasing via phone, internet, eMarketplace or in person.
- Credits should also have a receipt. If they do not, attach the receipt that shows the original charge and include an explanation.
- The receipt should be from the actual vendor.
Declined Transactions

- If your card is declined, call the Purchasing Administrator 336-334-4461.
- Most declines are because of MCC codes. (Merchant Category Code) MCC codes are assigned to the merchant by the card company when the business starts accepting credit cards as a form of payment.
Lost/Stolen Cards

Call Immediately
- Bank of America at 888-449-2273
- PCard Office at 336-334-4461

Your new card will be available in Purchasing within approximately 4-5 business days
Disputed Transactions

Cardholder should
- Contact the 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
  (The Reconciler can file the dispute within the Works system.)
- Notify department Reconciler and PCard Administrator about 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 the Reconciler 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 the transaction has been 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 Merrill Lynch

payment2.works.com/works
Login

- Web address: https://payment2.works.com/works
- Your username and password may differ from your Banner username and password
Notification and Profile

- Automated emails are sent when there are transactions requiring reconciliation. Note: Notifications go to all Reconcilers at the same time, depending on how your notification profile is set.
- You can set how often to receive emails – default is “Daily.”

Select the person symbol to modify your settings.

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

Select Expenses > Transactions > Accountholder

This shows the number of Pending Transactions requiring action from the Reconciler.

Accounts Dashboard lists your Cardholders and account information.
Reconcilers will upload/attach receipts and allocate the funds/accounts to the transactions.
Scanning a Receipt

- Scan and save the receipts from the cardholder. Ideally scan the receipts and save them on your desktop or in a folder on your desktop for easy retrieval.
- Receipt image/PDF file size must not exceed 1 MB
  - Can be .pdf, .png, .jpg, .gif and .jpeg

When I scan the receipt from my copier, I send it to my email and give it an identifiable name. Once receipt(s) are saved, you can now upload the receipt(s) to your transaction in Works. This specific receipt I scanned and emailed to my UNCG email address. I then save it to my desktop.
Uploading Scanned Receipts

- From the Bank of America Merrill Lynch Works Home page, choose the Upload Receipts option within the Action Items section. You will choose one of the scanned receipts that you saved on your desktop.
Uploading Scanned Receipts Cont.

► Select the Add tab. (The Add Receipt box will appear.)
► Click Choose File and search for the receipt file that you just saved to your desktop.
Once you have found the scanned receipt you wish to upload, double click on the scanned receipt file.
The scanned receipt file has been uploaded. Click OK.
Uploading Scanned Receipts Cont.

- You will now be able to Remove or View the uploaded receipt.

All of your receipt(s) are stored in BoAML Works. You may upload all of your receipts at any given time and attach them to your transactions later. After you have attached the receipts to the transactions, you may remove them from the system.
Receipt attachment

- Select the transaction number where you wish to attach the receipt.
Receipt attachment cont.

► Hover over the transaction number, choose the black drop down arrow on the right side of the transaction number. Right click View Full Details to Open Link in New Tab.
Receipt attachment cont.

- Choose Receipt tab.
- Choose Add.
- Choose Stored Receipt.
Receipt attachment cont.

- The receipt(s) in which you previously uploaded and stored will appear. Check the box on the left side of the specific receipt you wish to attach to the transaction. Click the Attach tab. (You may also view the receipt.)
Receipt attachment cont.

▶ Your receipt is now attached to your transaction in Works.
Your receipt has been added.
Move cursor over the transaction number (TXN). A 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 as shown - include the description of the actual purchase. This is a perfect field to add the 5 Ws (Who, What, When, Where & Why). This field allows up to 35 characters.

(EX: STAPLES 00104190 – pens, paper, paper clips)

When the transaction encumbers your funds, the description information 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 the Fund-Org(s) you have "maintenance" access to in Banner and have requested that they be added in Works will appear. You must select from the drop down for the Org to populate in the field.
To select from available accounts, click in the drop down or begin typing a number or description. The accounts and descriptions will appear.
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.
You may Split by Amount or Percentage.
Select Add Comment to include information about Sales tax, Travel, 5 W's or for any clarification that would be helpful to know about the purchase.
The transaction will show 3 green check marks when ready for approval. Click “Save” when you are finished allocating and commenting. Click “Close” System will return you to the transactions screen.
Reconciler signs off on transactions to send to Approver for review and the Approver’s sign off.

When ready to send transaction(s) to the approver for review, choose the box to the left of the transaction and click “Sign Off.” (Reconciler is finished, UNLESS the Approver or PCard Administrator flags a transaction.) Note: transactions are not fully reconciled until signed off by Approver.
Fixing Flagged Transactions

Works will send an email (depending on your notification settings) that you have a flagged transaction. To modify, click on the hyperlinked “Flagged.”
To view the reason the Approver or Pcard Administrator flagged the transaction, move the cursor over the transaction number then click on the drop down arrow. Choose “View Full Details”. This will allow you to open a link in a New Tab.
Fixing flagged transactions cont.

► To view the reason for the flag, click on the Transaction tab and view the Comments made by either the Approver or PCard Administrator. Make the modification as requested and remove the flag.
After you make the modification/correction, click “Save” then “Close.”
To remove the flag, move the cursor over the transaction number (TXN). A drop-down arrow will appear. Select the arrow, and a drop-down box will appear. Choose “Remove Flag.” Removing the flag will send the transaction back to the Approver or PCard Administrator depending on who flagged the transaction.
Useful Features: Declined Cards

If a card is being declined, you may view the reason in the Accounts Dashboard on the Home page by choosing the cardholder’s profile. Click on the card ID and “View Auth Log” to see pending and declined transactions. A decline by Score 1 means fraud, MCC exclusion means the vendor is outside of the normal allowed scope. If the card is declined due to MCC exclusion, email the PCard Administrator with the 5 W's and Fund information.
**Useful Features: Transaction View Customization**

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.

**TXN # is issued by the bank**

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

<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>
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<td>03/04/2015</td>
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Useful Features: Search Transactions

To search for a specific transaction, you can filter by Vendor, cardholder (Primary Accountholder), or TXN number.
Reports

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 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 to see. Use the “Actions” drop down above each category to export the report as an .xls, .pdf, or .txt file.