LA DHH Travel Card Program
Bank of America - WORKS Workflow
Training Guide For
Accountholders and Approvers

(Revised 07/26/2014)

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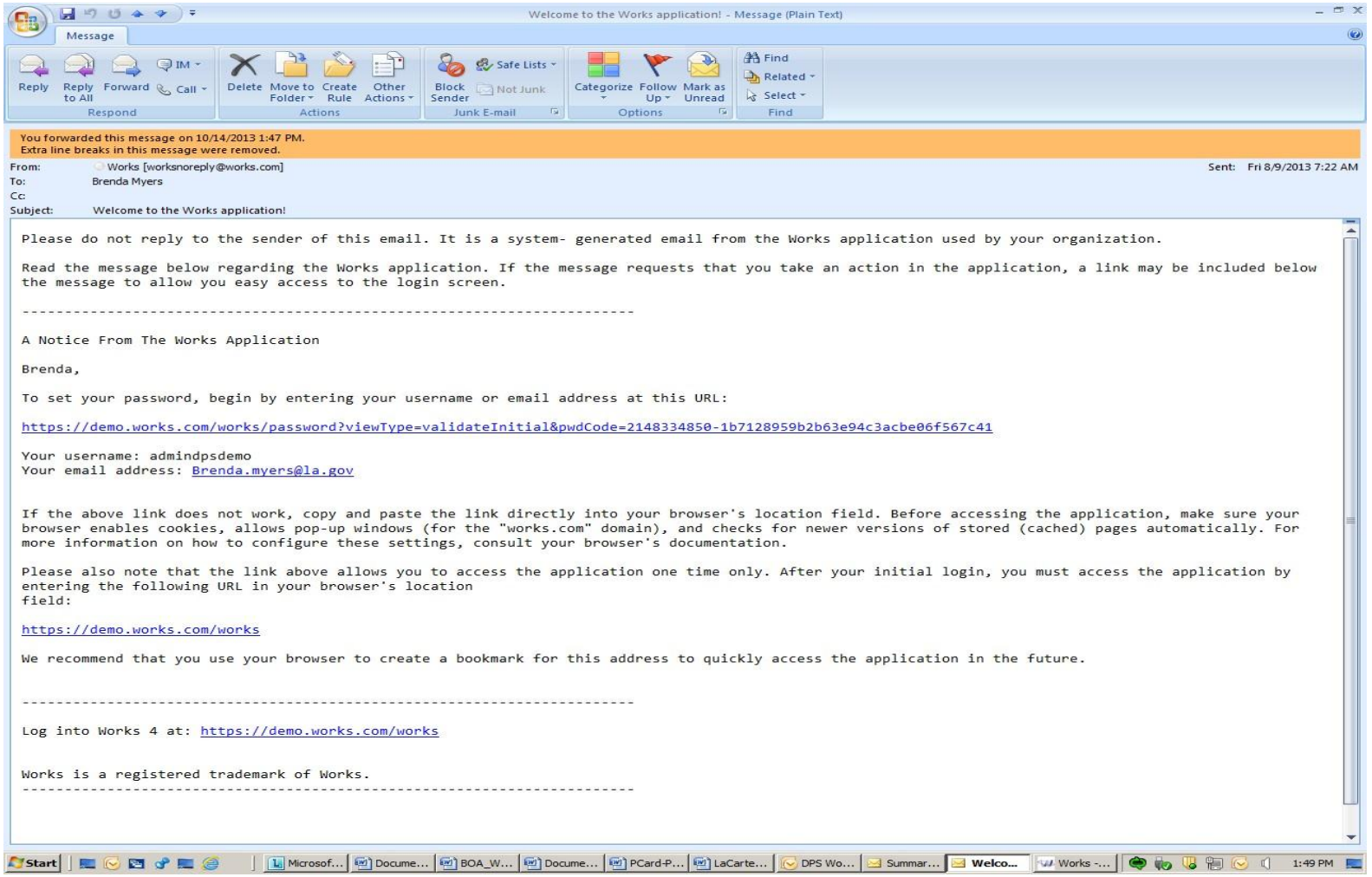
Travel Card Program

Creating a Password

To access the Works Workflow application, a Program Administrator must add you as a user and assign you a username. Once you have been added to the system, a welcome email will automatically be sent to your email address that includes your username and information on how to set up your password.

Follow the instructions in the email.



- Click the first link in the email message.
- Enter your username and click OK as shown in the email.
- Create a password (must be eight characters, can be any combination of letters or numbers, and is case sensitive).
- Click the arrow in the **Question** field and select the desired security validation question(s).
- In the **Answer** field, answer the question(s) you specified in the previous step, then enter the same answer in the **Confirm** field.
- Click Ok. The Home Page will display.

Note: If your username is not working, your Program Administrator can send you an automated email reminding you of your username. If you forget your password, click the appropriate link in the Login page. "Forgot Your Password" displays and prompts you to enter your user name. After entering username and clicking Submit, the system will send you an email with instructions on how to create a new password. If you do not know your security validation answer(s), your Program Administrator can reset your password, which enables you to select new security validation question(s) and answer(s).

IMPORTANT: After clicking the link included in the email and setting a password, **DO NOT** attempt to access the Works application by using that link again. After initial use the link is rendered inactive.

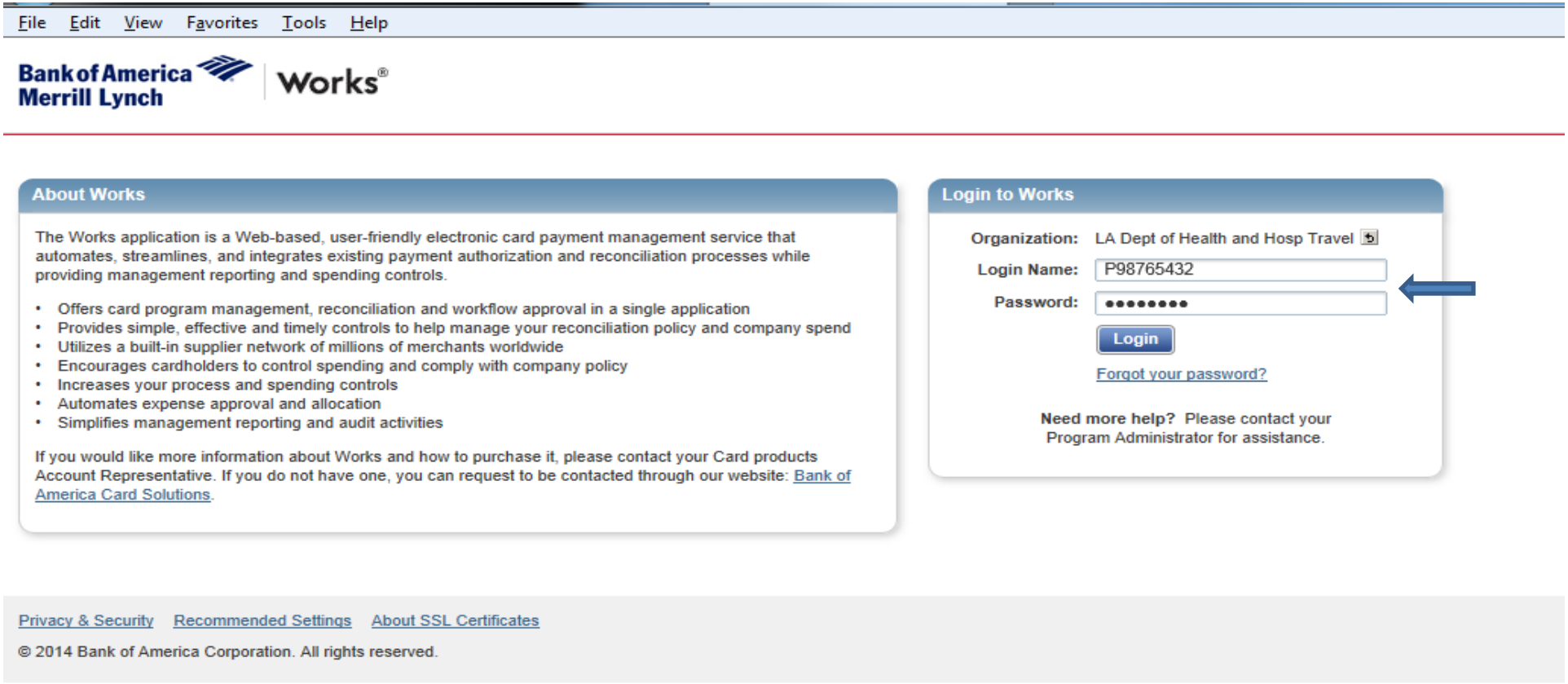
Follow the steps below under **USER LOGIN** to now access the Works application.

Note: Logon Name and Password are case sensitive. You must enter your Logon Name with a capital P.

User Login

PRODUCTION SITE: https://payment2.works.com/works/

Once the user enters the WORKS system, the log-in screen will appear as shown below. User will log in using information provided in Works Welcome email.



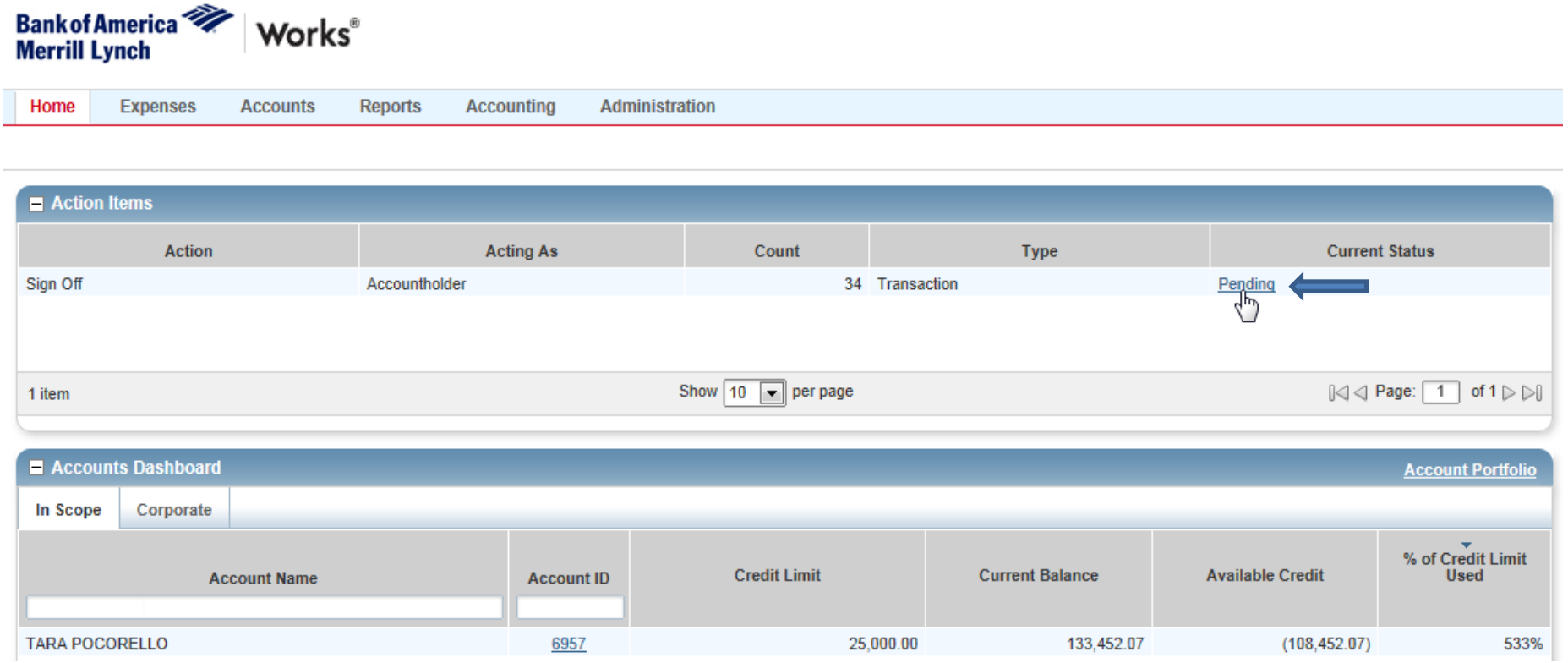
Allocating Transactions

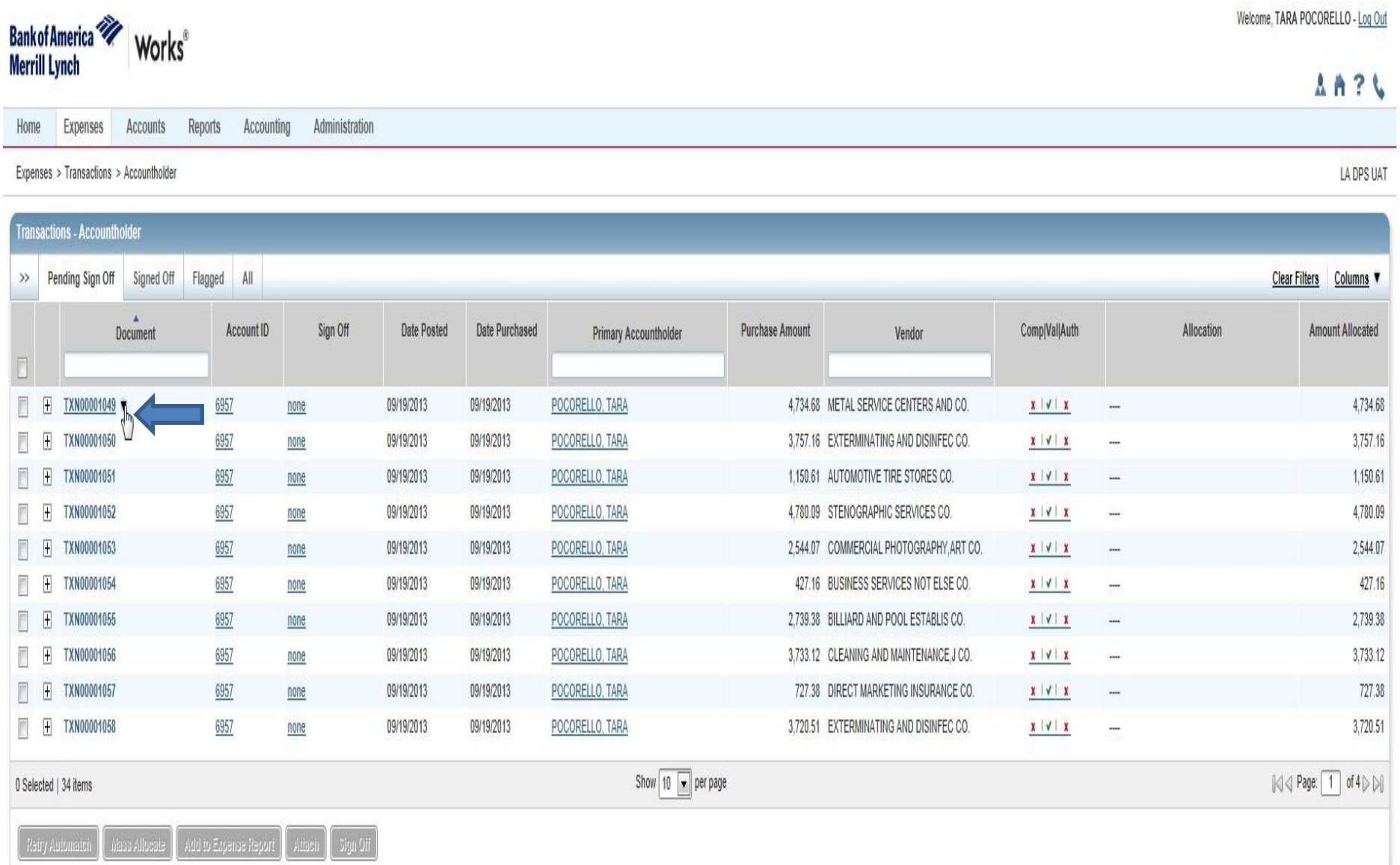
- Accountholders will only be able to view and allocate their transactions.
- Approvers will only be able to view and/or allocate the Accountholder's transactions for which they have been set up to approve.
- Accountants will be able to view and allocate all Accountholders' transactions after the transactions have been swept.
- Program Administrators will not be able allocate any transactions.

Allocating a Single Transaction

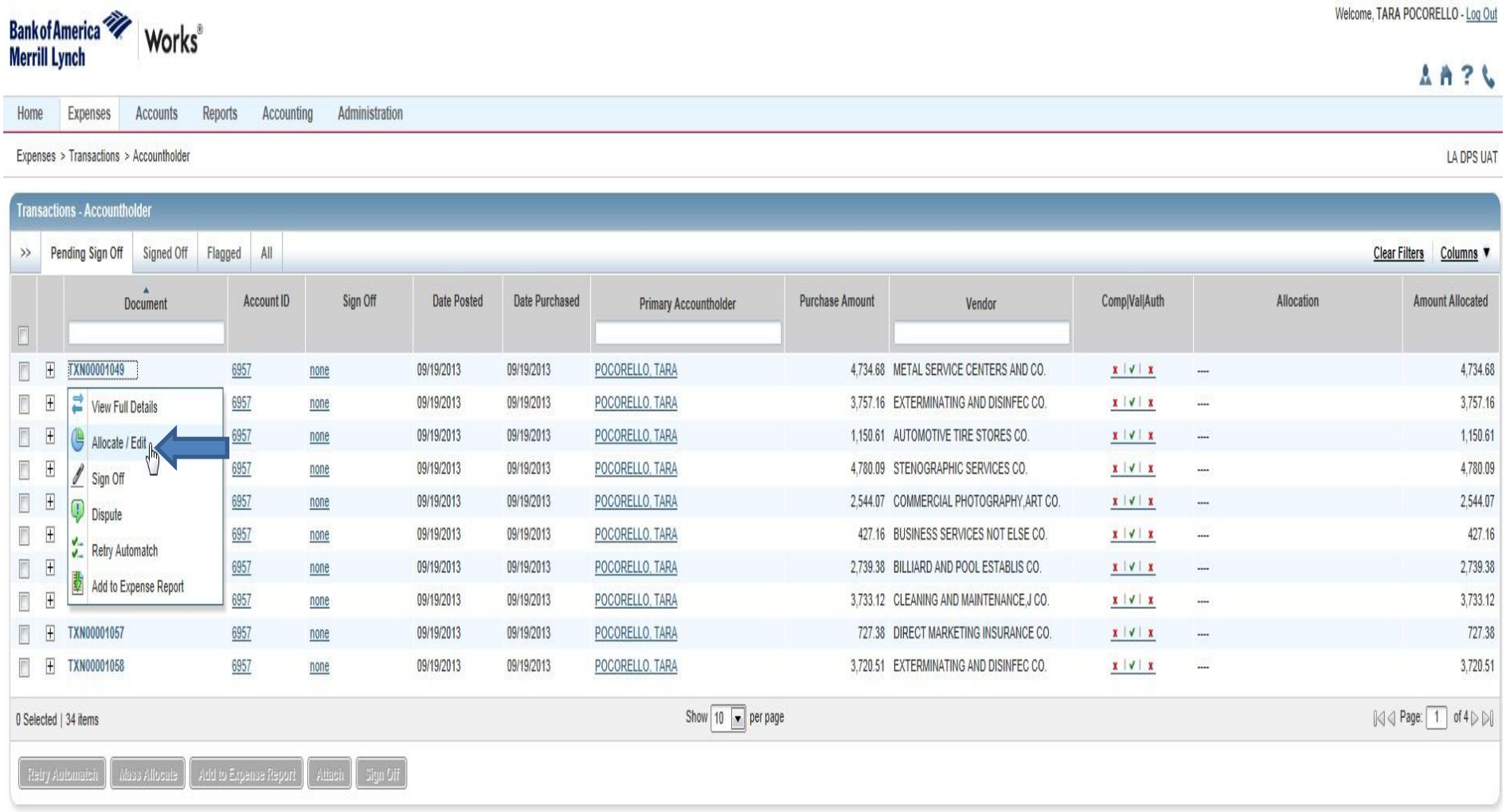
Below is a snapshot of the "Home" screen. This is the first screen the user will see once logged in. This will identify any pending transactions which need to be allocated.

Select **Pending** as shown below. **NOTE:** If **Pending Transactions** do not display on the **Home** page, click **Expenses >Transactions >Accountholder or Approver**. The Pending Transaction screen will display. Click the desired **Document** number.

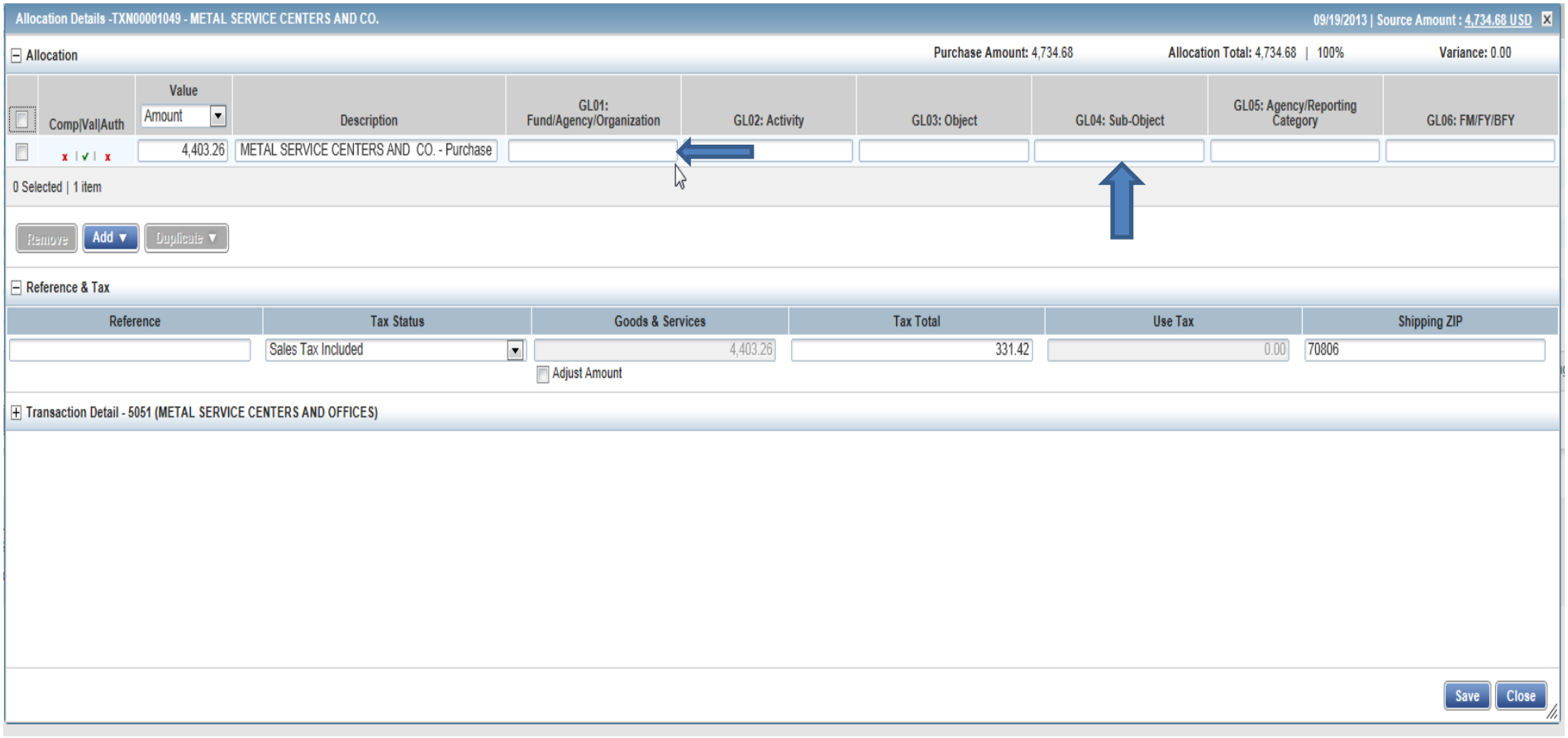



Bank of America Merrill Lynch Works®
Welcome, TARA POCORELLO - Log Out
Home
Expenses
Accounts
Reports
Accounting
Administration
Expenses > Transactions > Accountholder
LA DPS UAT
Transactions - Accountholder
>>
Pending Sign Off
Signed Off
Flagged
All
Clear Filters
Columns
Document
Account ID
Sign Off
Date Posted
Date Purchased
Primary Accountholder
Purchase Amount
Vendor
Comp|Val|Auth
Allocation
Amount Allocated
TXN00001049 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 4,734.68 METAL SERVICE CENTERS AND CO. x | ✓ | x --- 4,734.68
TXN00001050 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,757.16 EXTERMINATING AND DISINFEC CO. x | ✓ | x --- 3,757.16
TXN00001051 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 1,150.61 AUTOMOTIVE TIRE STORES CO. x | ✓ | x --- 1,150.61
TXN00001052 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 4,780.09 STENOGRAPHIC SERVICES CO. x | ✓ | x --- 4,780.09
TXN00001053 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 2,544.07 COMMERCIAL PHOTOGRAPHY,ART CO. x | ✓ | x --- 2,544.07
TXN00001054 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 427.16 BUSINESS SERVICES NOT ELSE CO. x | ✓ | x --- 427.16
TXN00001055 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 2,739.38 BILLIARD AND POOL ESTABLIS CO. x | ✓ | x --- 2,739.38
TXN00001056 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,733.12 CLEANING AND MAINTENANCE,J CO. x | ✓ | x --- 3,733.12
TXN00001057 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 727.38 DIRECT MARKETING INSURANCE CO. x | ✓ | x --- 727.38
TXN00001058 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,720.51 EXTERMINATING AND DISINFEC CO. x | ✓ | x --- 3,720.51
0 Selected | 34 items
Show 10 per page
Page: 1 of 4
Retry Automation
Mass Allocate
Add to Expense Report
Attach
Sign Off

Select **Allocate/Edit** from drop-down menu.



The screen below appears.

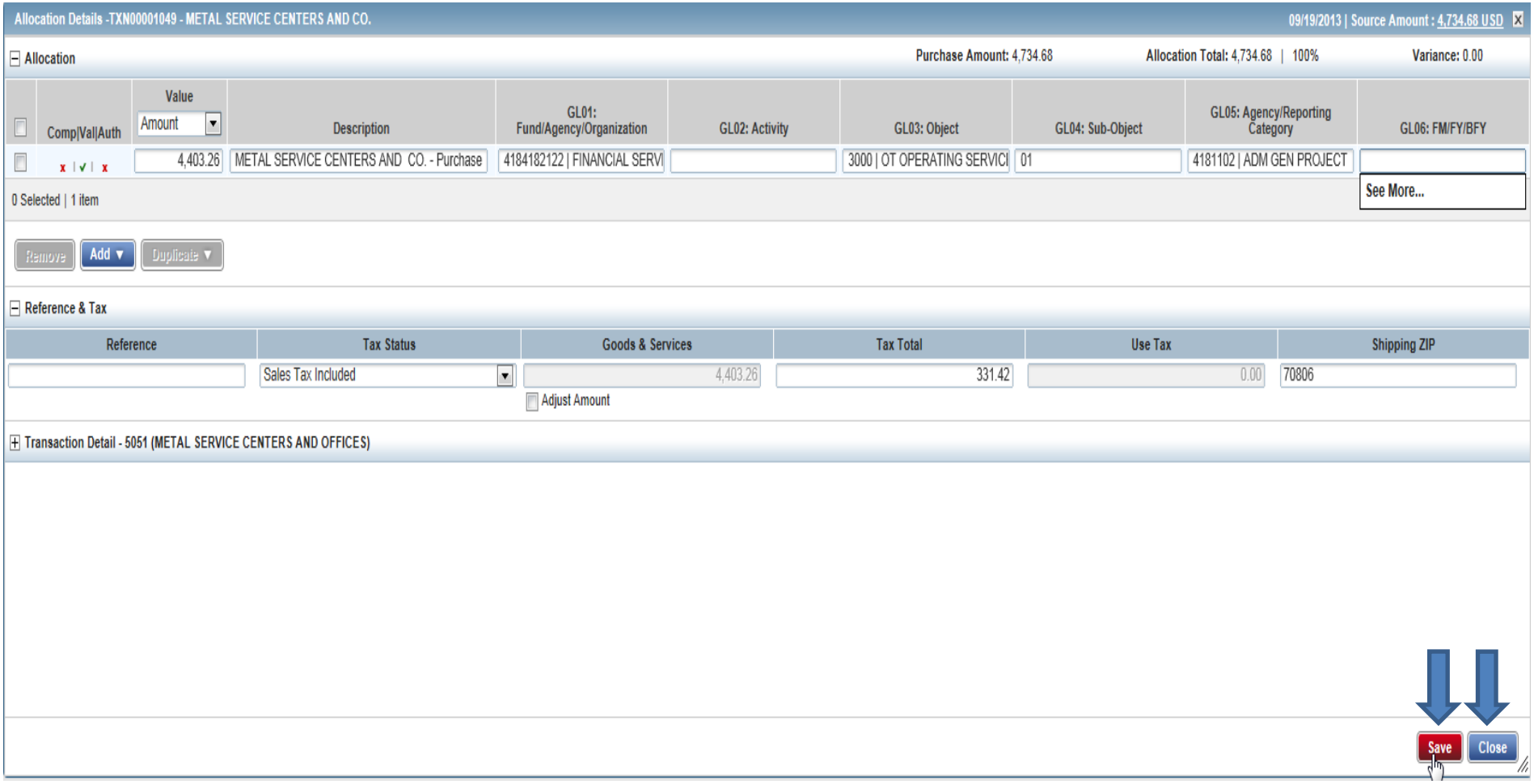


Enter codes in the following fields to identify how the segment will be allocated.

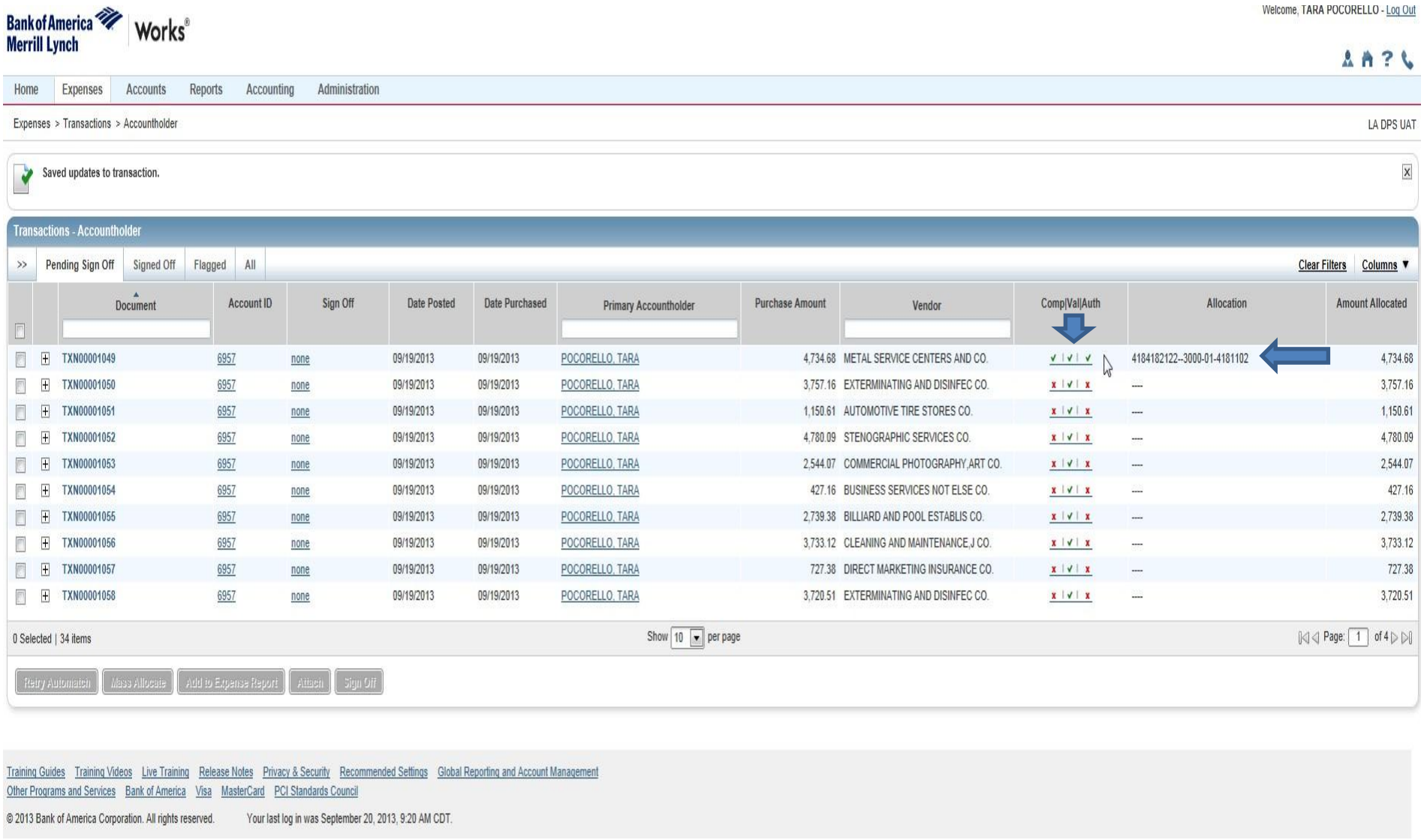
- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object (Unrestricted)
- GL05: Agency/Reporting Category

Note: Click on the field box to select a code from the allocation pick list. All fields will have a pick list except GL04: Sub-Object.

Click **Save** and then **Close.**

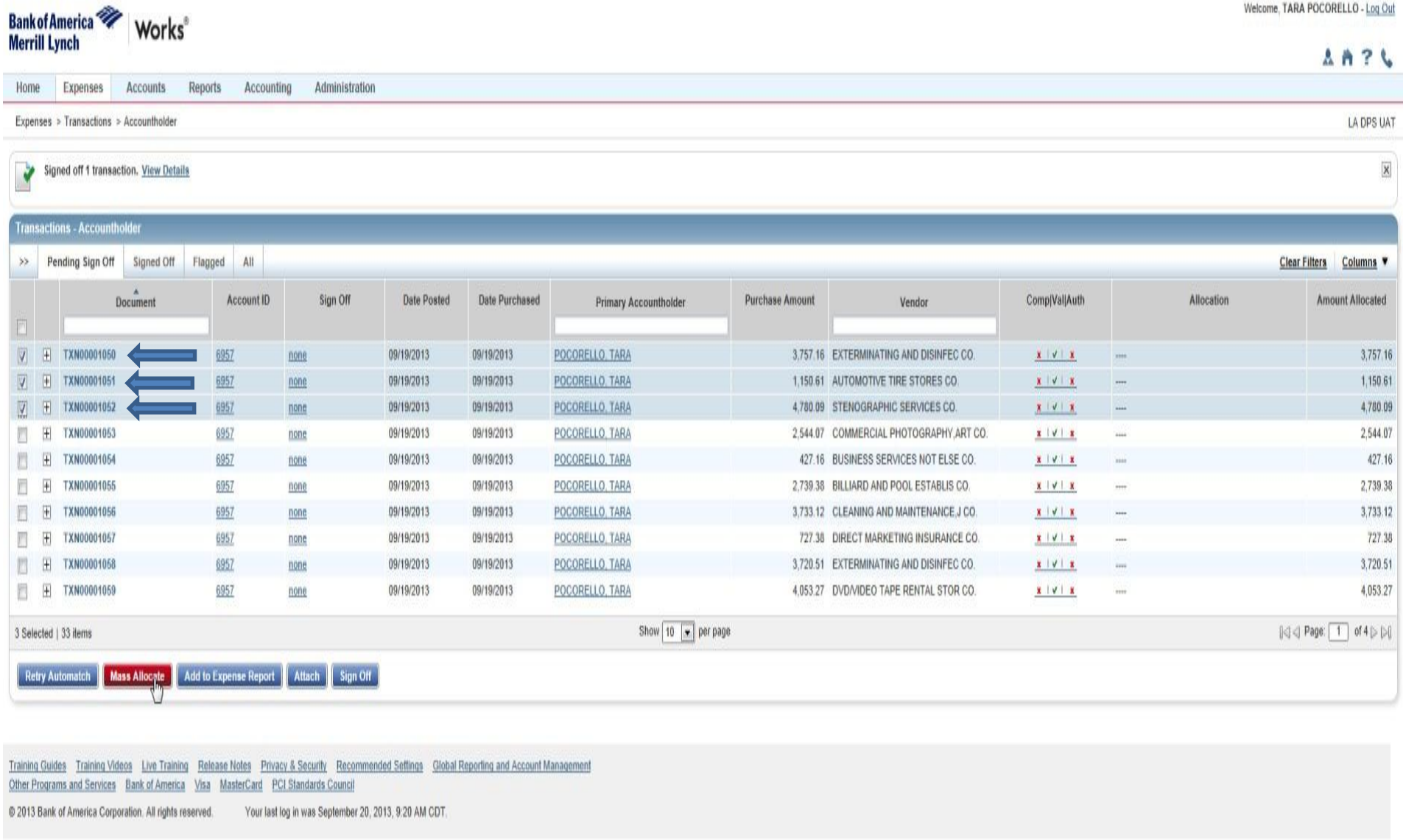


The screen below appears after you have saved and closed the transaction. The first transaction has been completely allocated. Three green checkmarks are in the Comp/Val/Auth field. This same process must be completed on each transaction or you can allocate mass transactions.

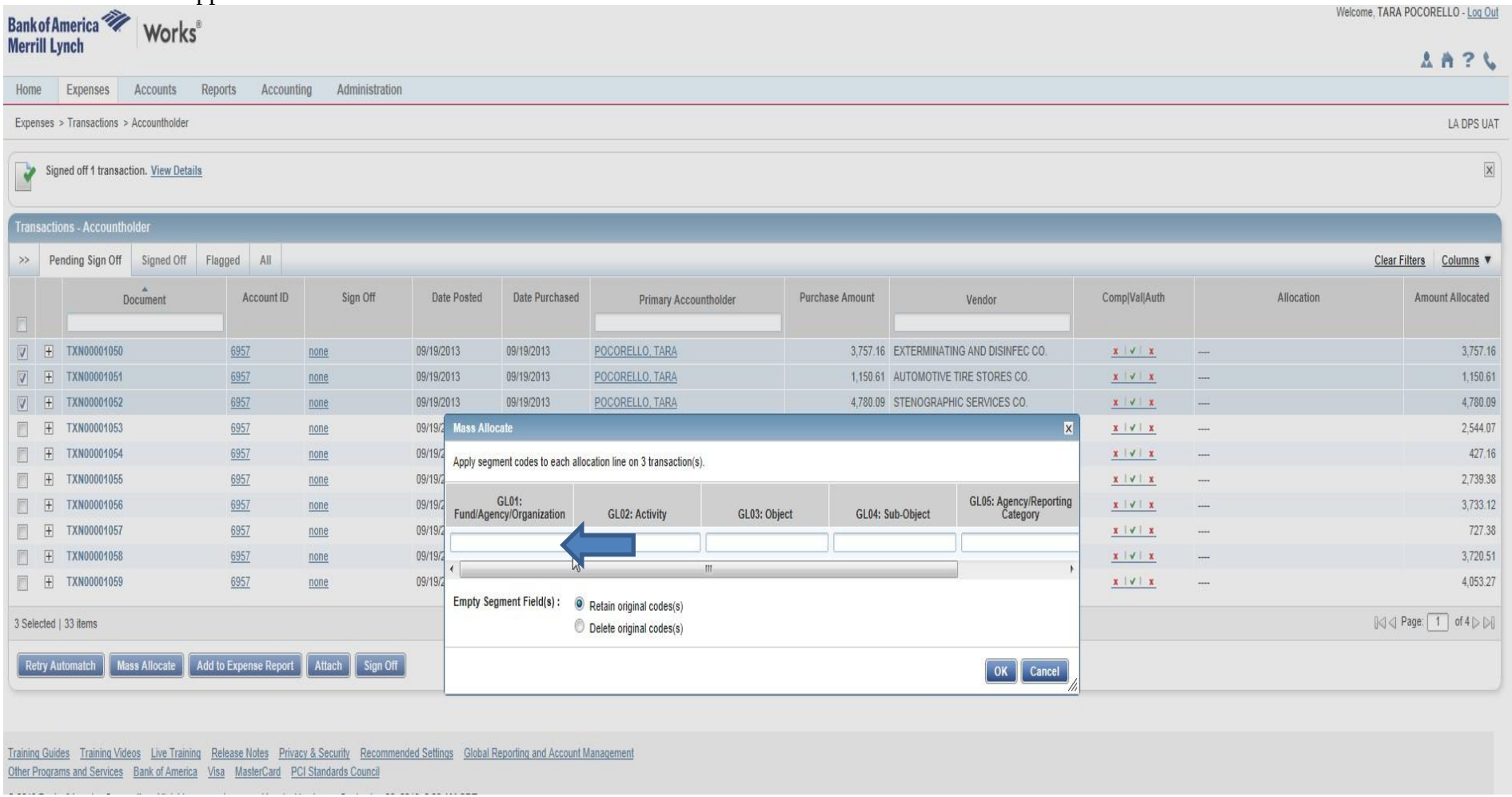


Allocating Mass Transactions

On the **Home** page, click **Pending** in the action field. Select the check box for desired **Documents,** then click **Mass Allocate** from action buttons.



The screen below appears.

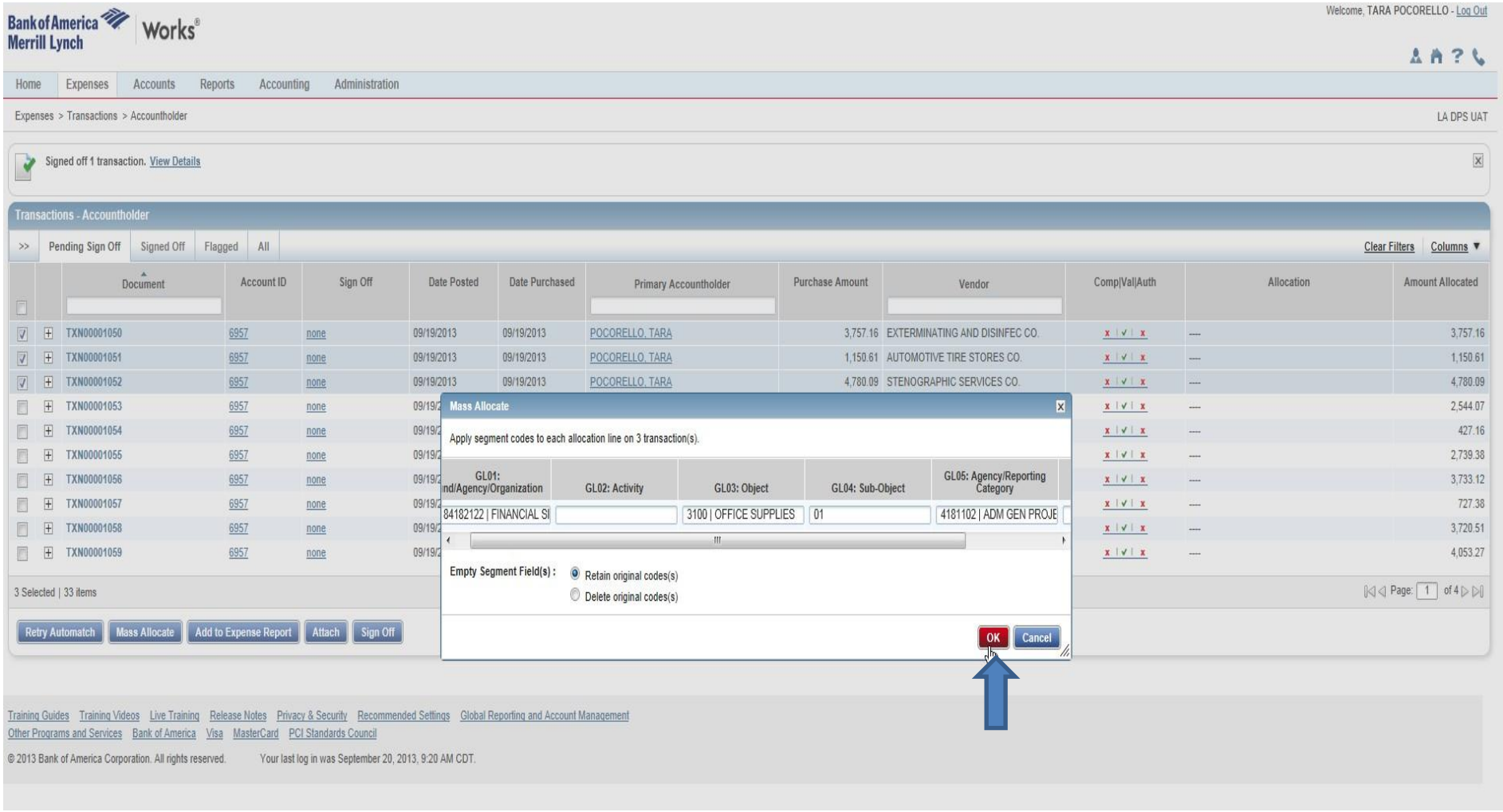


Enter codes in the following fields to identify how the segment will be allocated.

- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object
- GL05: Agency/Reporting Category

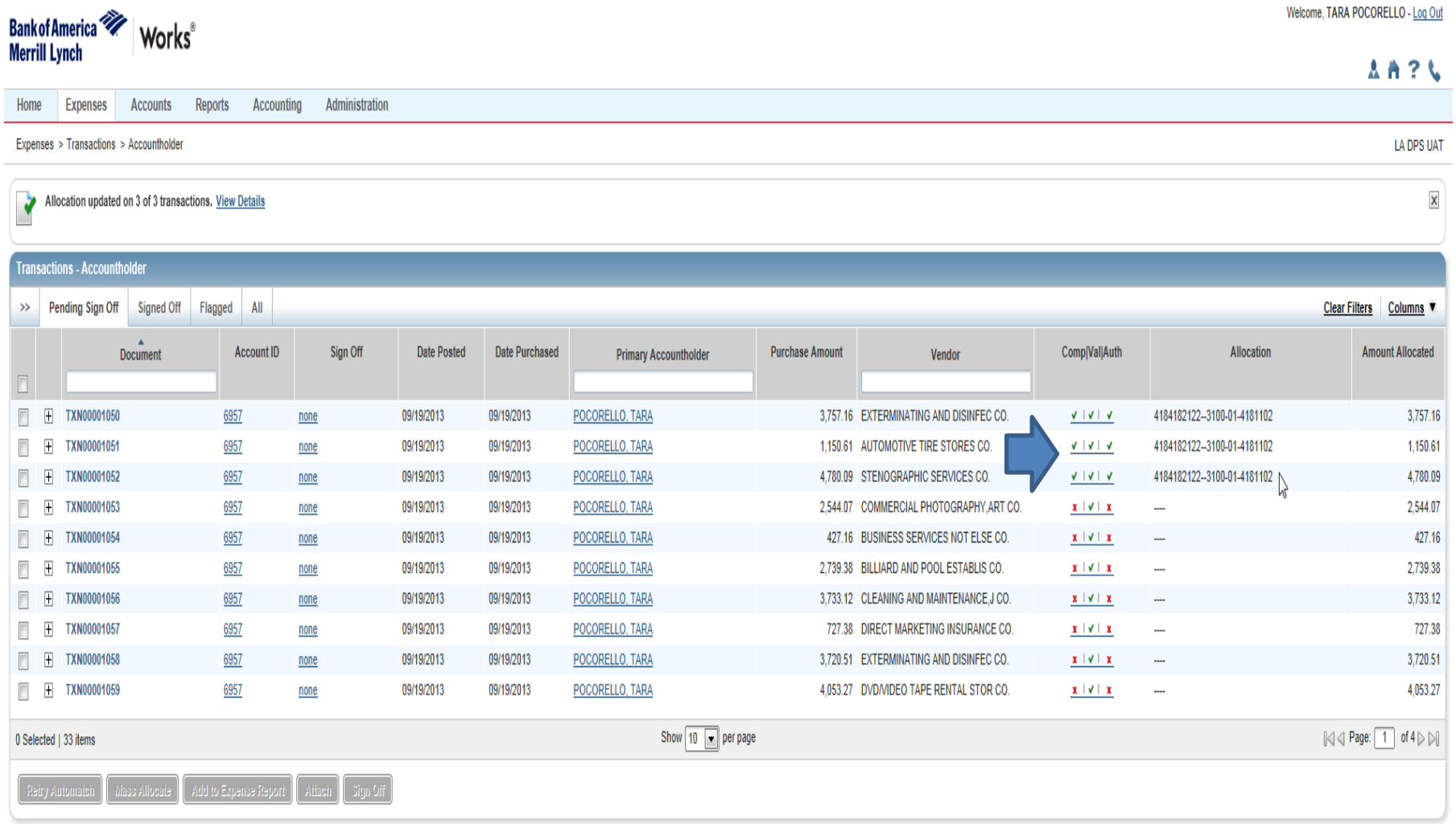
Note: Click on the field box to select a code from the allocation pick list. All fields will have a pick list except GL04: Sub-Object.

After Accountholder finishes allocating in all the fields, the screen should look like this.



Click **OK**.

The screen below appears that shows the transactions have been completely allocated. There are three green checkmarks in the Comp/Val/Auth field.

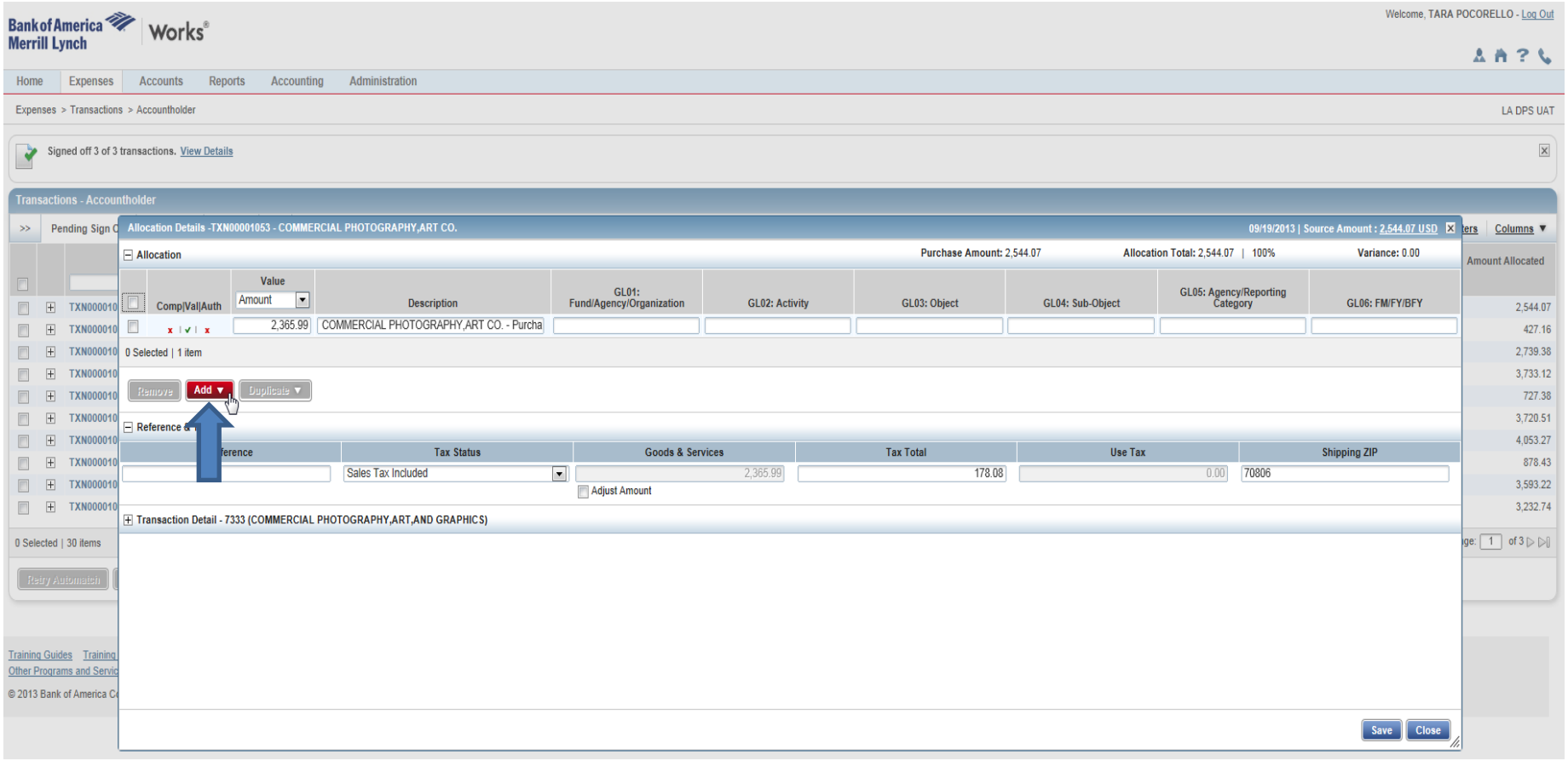


Add an Allocation Line(s)

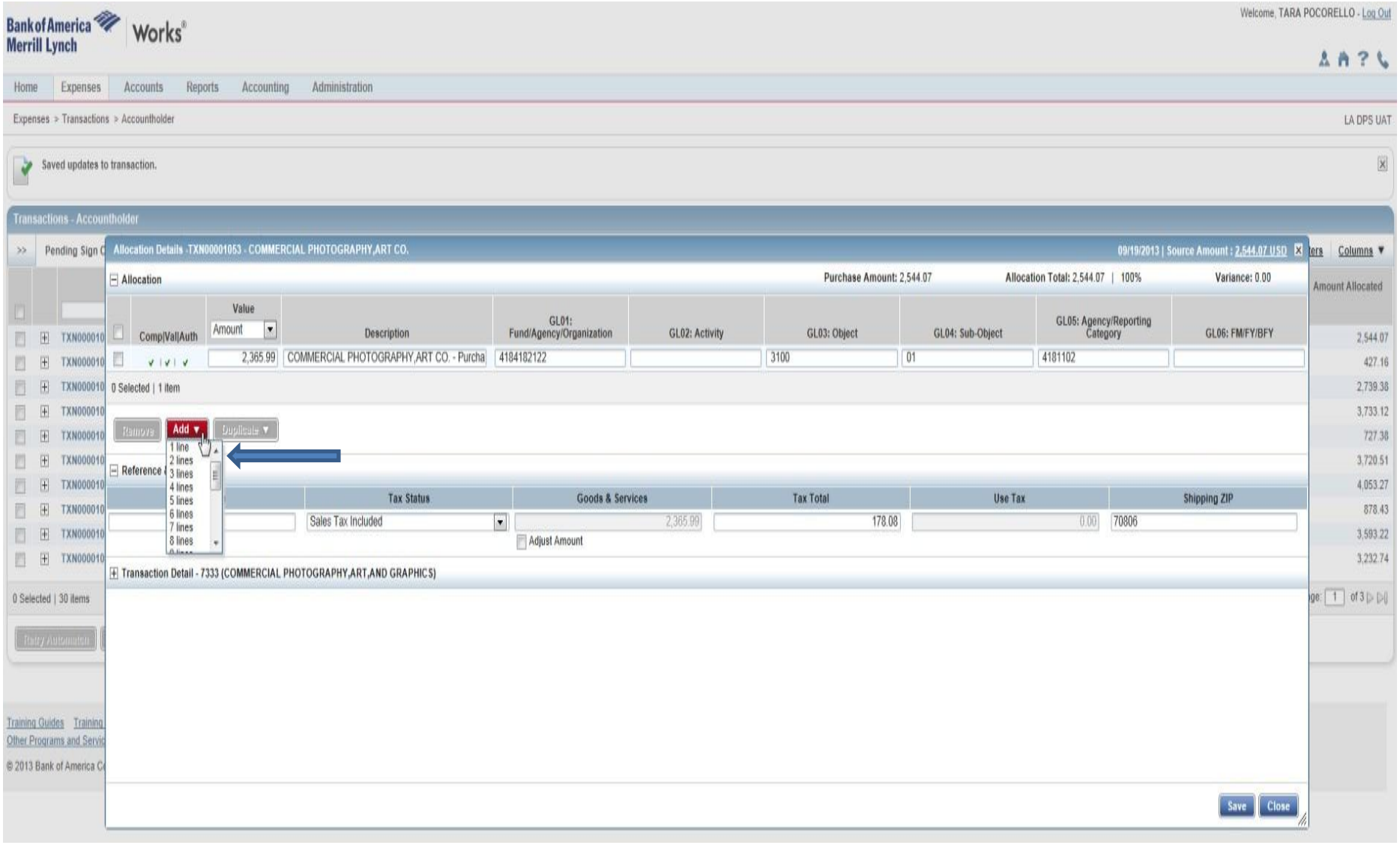
When using the Add Allocation Lines function the system adds a blank row of coding to the transaction selected. This allows for breaking the transaction down into multiple lines of coding.

If Accountholder is using this function, you must edit the dollar amounts so that the **allocated amount equals the purchase amount**. Sign off will not be allowed until the transaction balances.

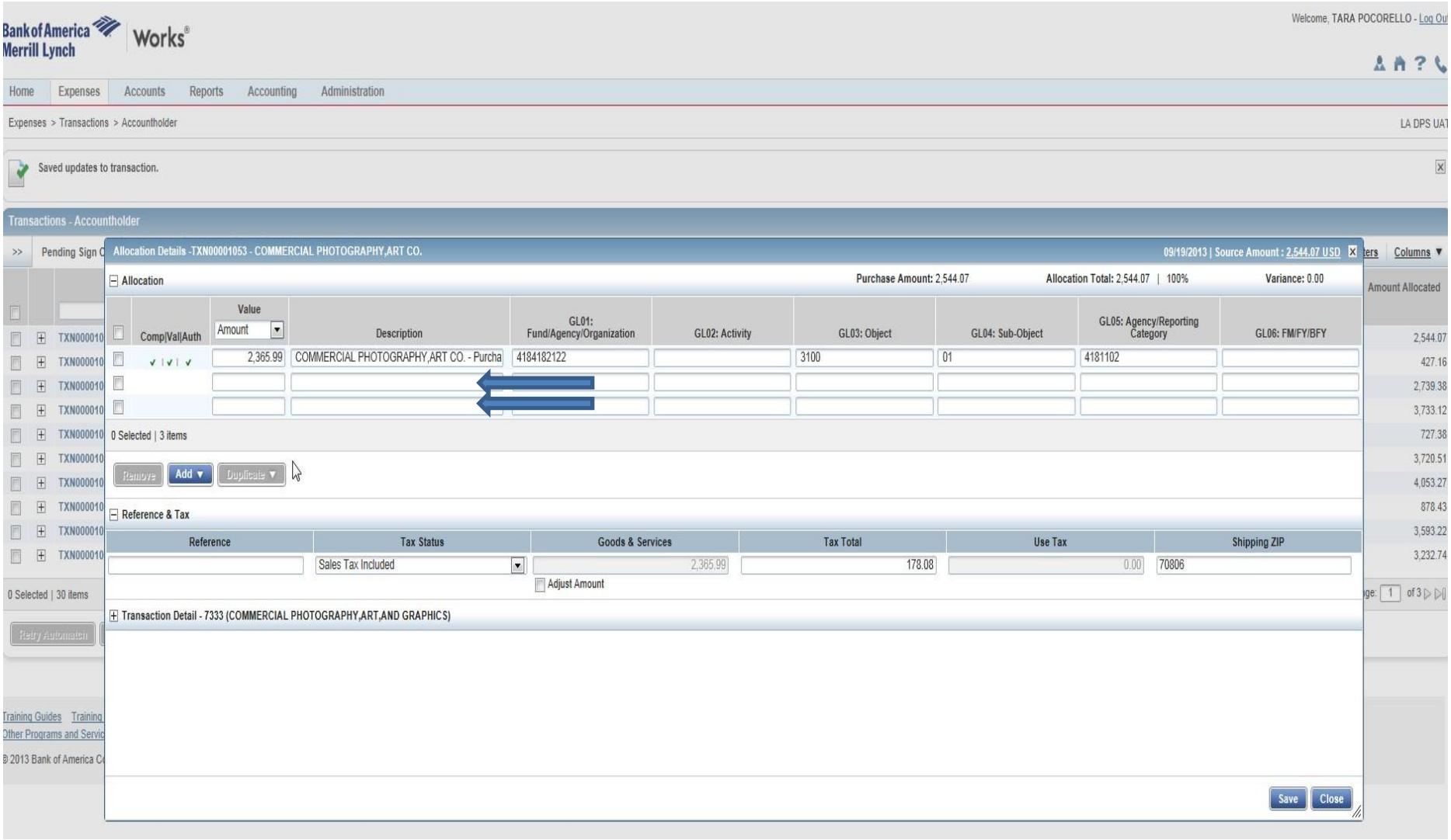
On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable, then click **Add**.



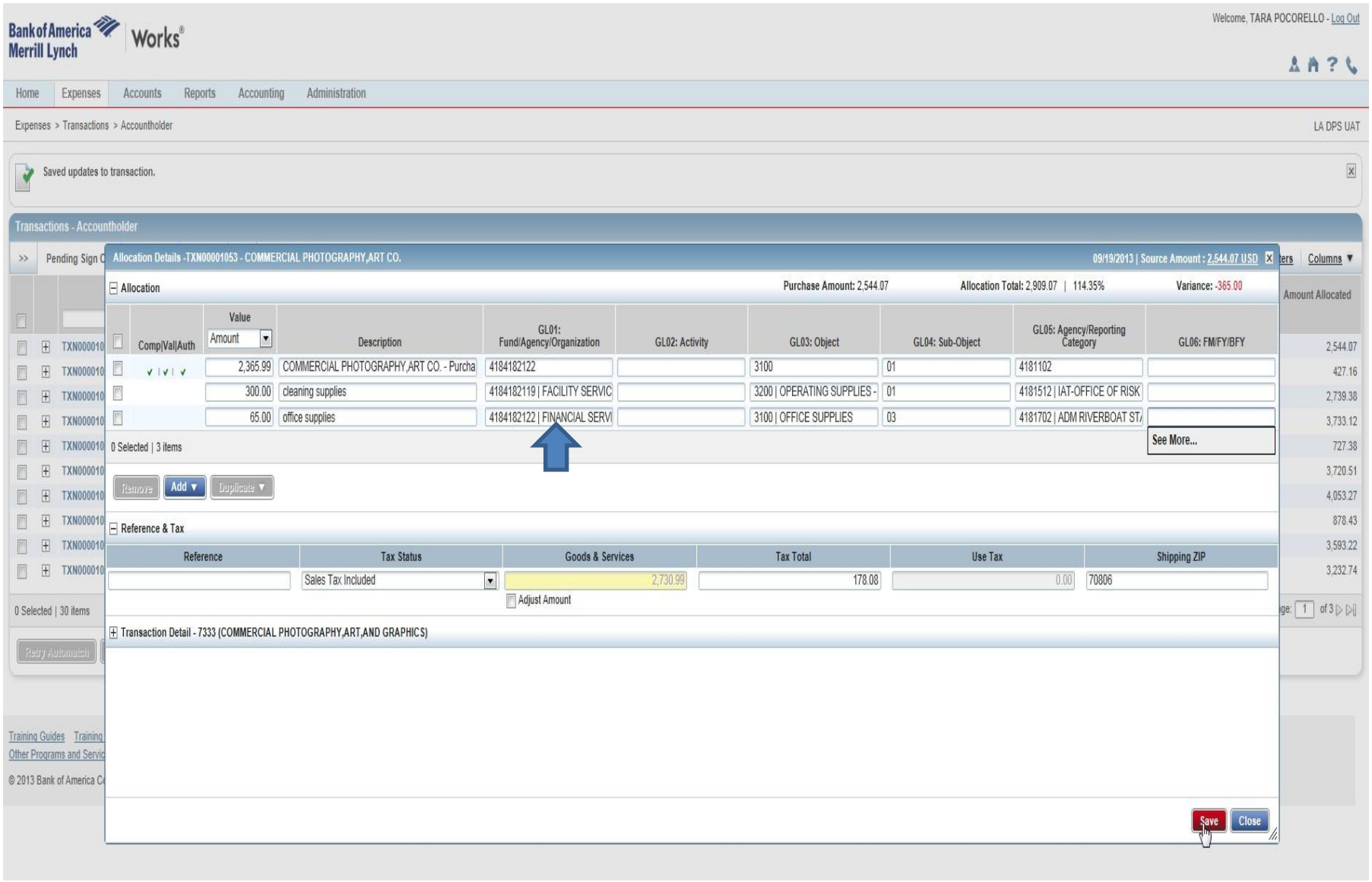
Select number of lines to add from drop-down menu. Select an option to allocate by from the **Value** drop-down menu, if needed. Enter the **amount or percentage** of the total purchase to be allocated in the **Value** text box, if needed.



The screen below will appear showing two allocation lines were added.

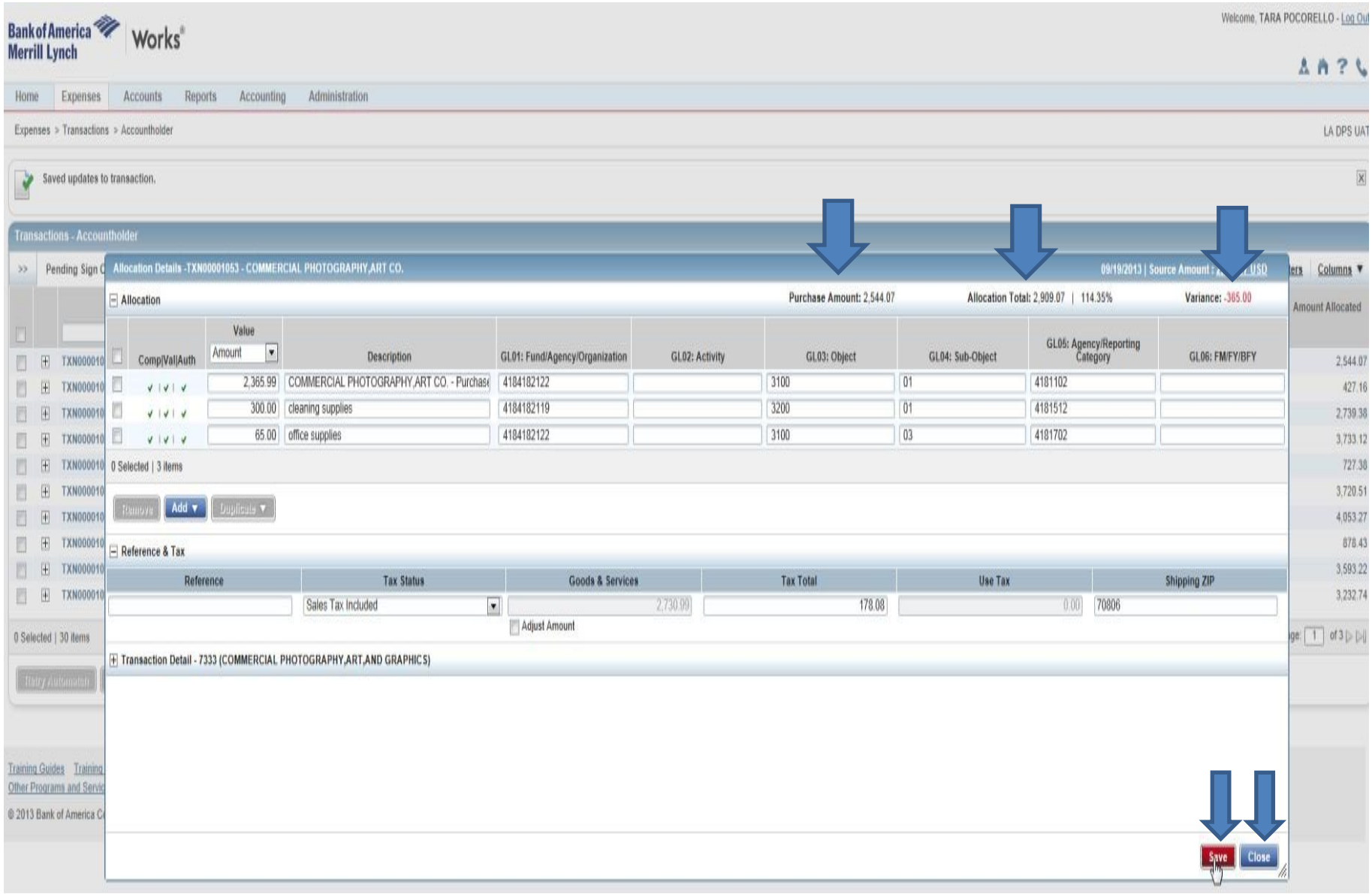

Bank of America Merrill Lynch
Works
Welcome, TARA POCORELLO - Log Out
Home
Expenses
Accounts
Reports
Accounting
Administration
Expenses > Transactions > Accountholder
LA DPS UAT
Saved updates to transaction.
Transactions - Accountholder
Allocation Details -TXN00001053 - COMMERCIAL PHOTOGRAPHY,ART CO.
09/19/2013 | Source Amount : 2,544.07 USD
Allocation
Purchase Amount: 2,544.07
Allocation Total: 2,544.07 | 100%
Variance: 0.00
Comp|Val|Auth
Value
Amount
Description
GL01: Fund/Agency/Organization
GL02: Activity
GL03: Object
GL04: Sub-Object
GL05: Agency/Reporting Category
GL06: FM/FY/BFY
2,365.99
COMMERCIAL PHOTOGRAPHY,ART CO. - Purcha
4184182122
3100
01
4181102
0 Selected | 3 items
Remove
Add
Duplicate
Reference & Tax
Reference
Tax Status
Goods & Services
Tax Total
Use Tax
Shipping ZIP
Sales Tax Included
2,365.99
178.08
0.00
70806
Adjust Amount
Transaction Detail - 7333 (COMMERCIAL PHOTOGRAPHY,ART,AND GRAPHICS)
Save
Close
Amount Allocated
2,544.07
427.16
2,739.38
3,733.12
727.38
3,720.51
4,053.27
878.43
3,593.22
3,232.74
0 Selected | 30 items
Retry Automatch
Training Guides
Other Programs and Servic
© 2013 Bank of America Co

Complete the allocation lines.

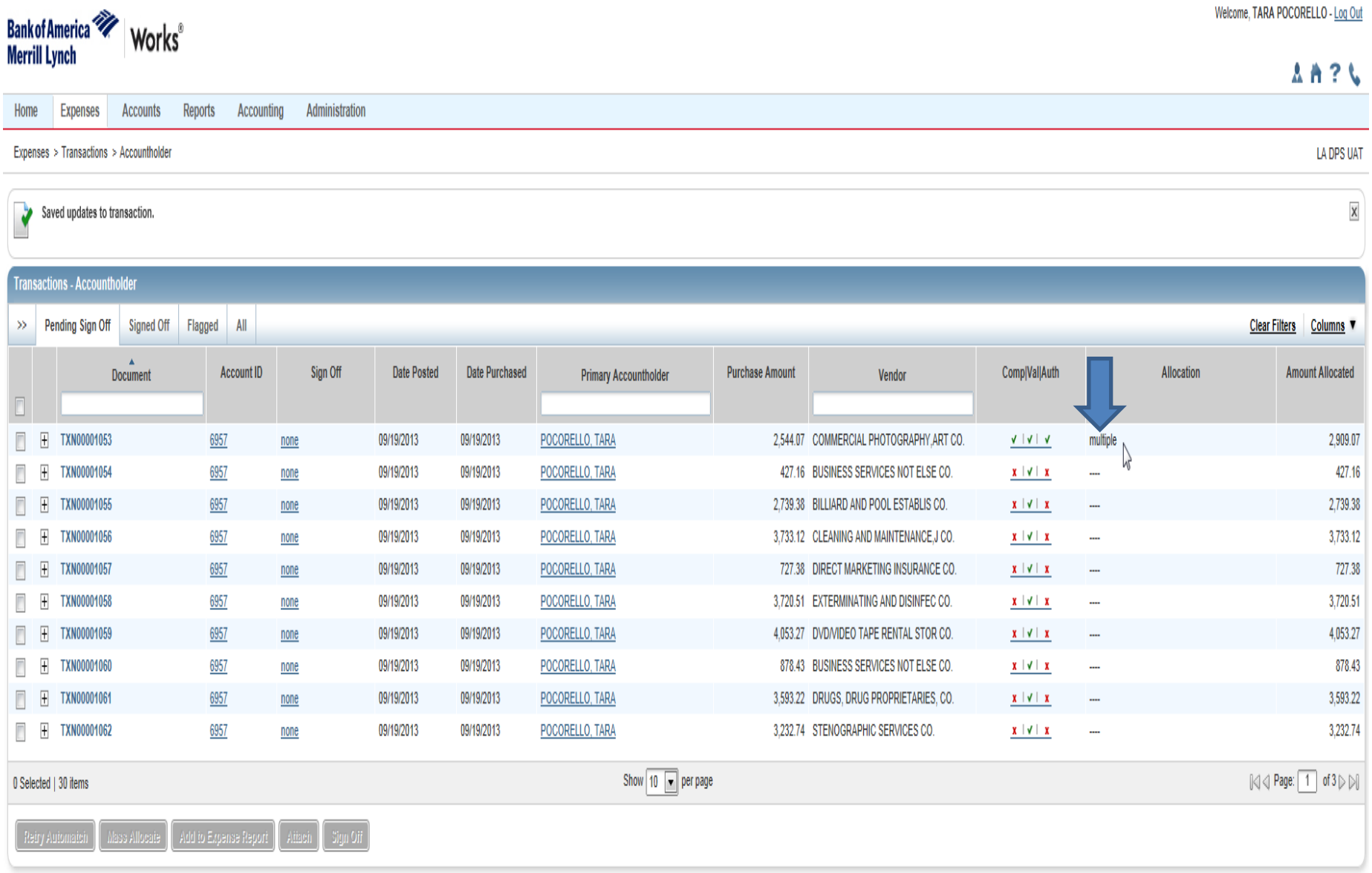


Click **Save** and **Close.**

However, if the total allocated does not balance to the purchase amount you will not be able to sign off on the transaction.



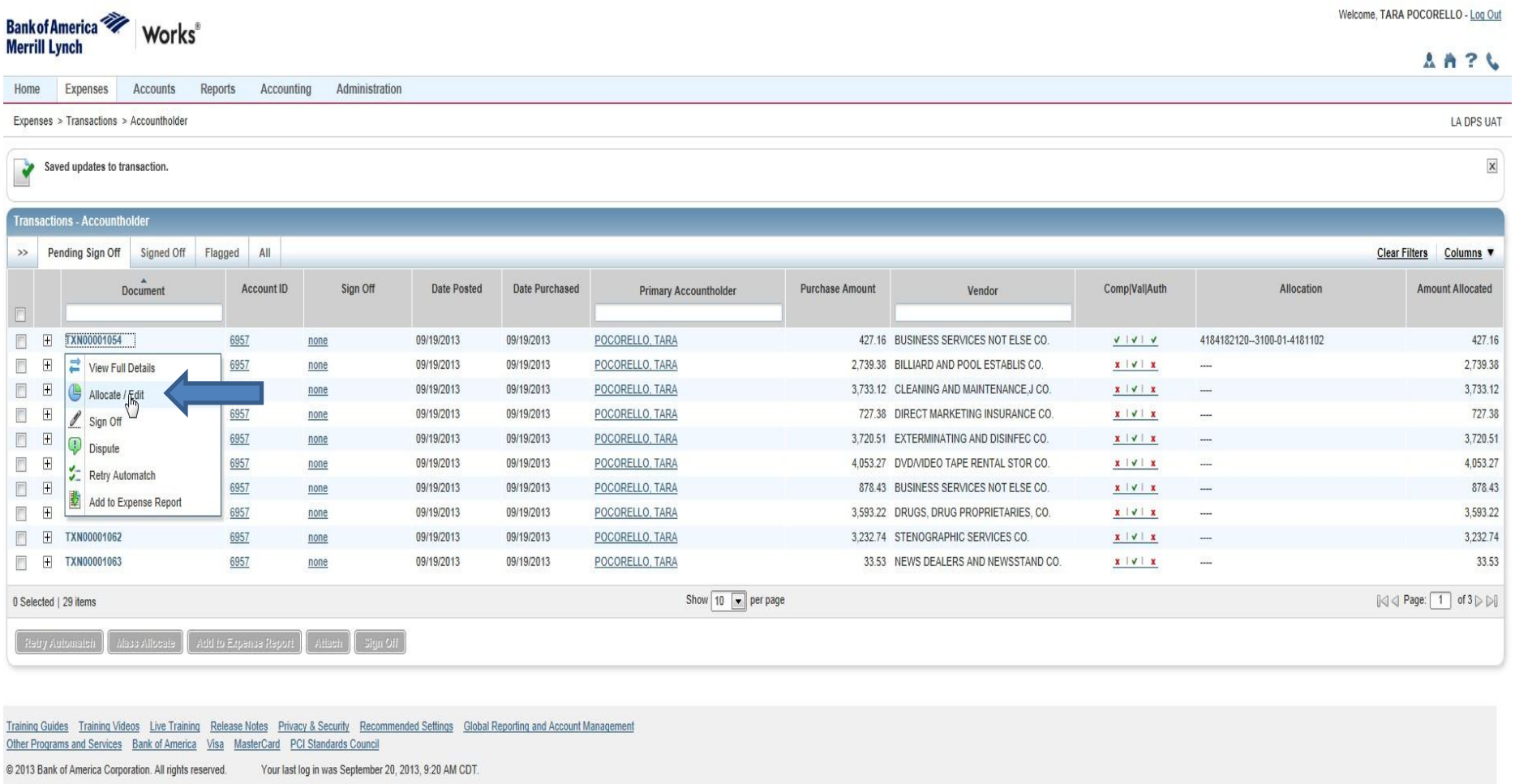
The screen print below shows the multiple lines of allocation have been completely applied.



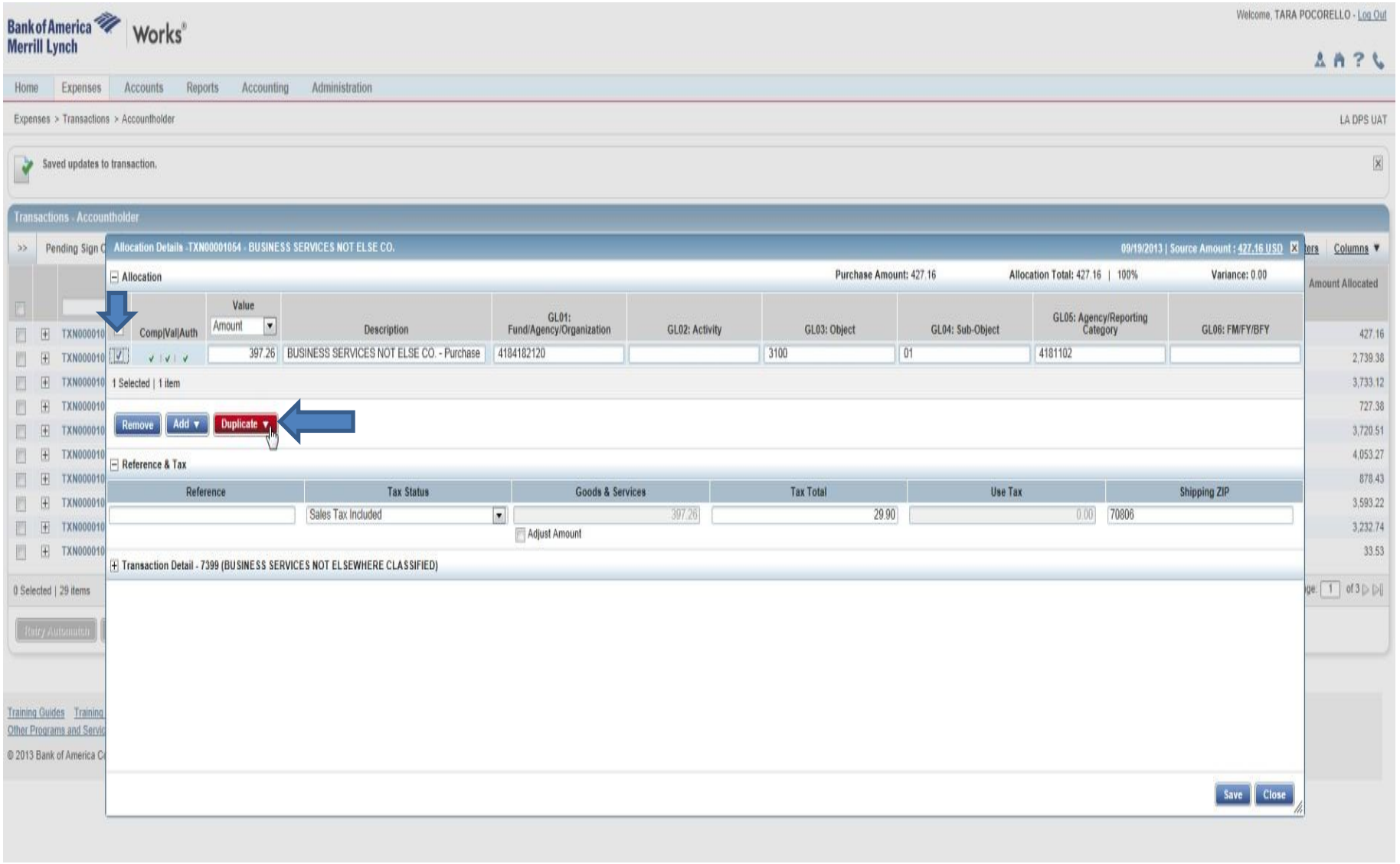
Duplicate an Allocation Line

When duplicating a line, the system copies the allocation code on one line to another line for the same transaction. If using this function, you must edit the dollar amounts to match so that the allocated amount equals the purchase amount. Otherwise, sign off will not be allowed.

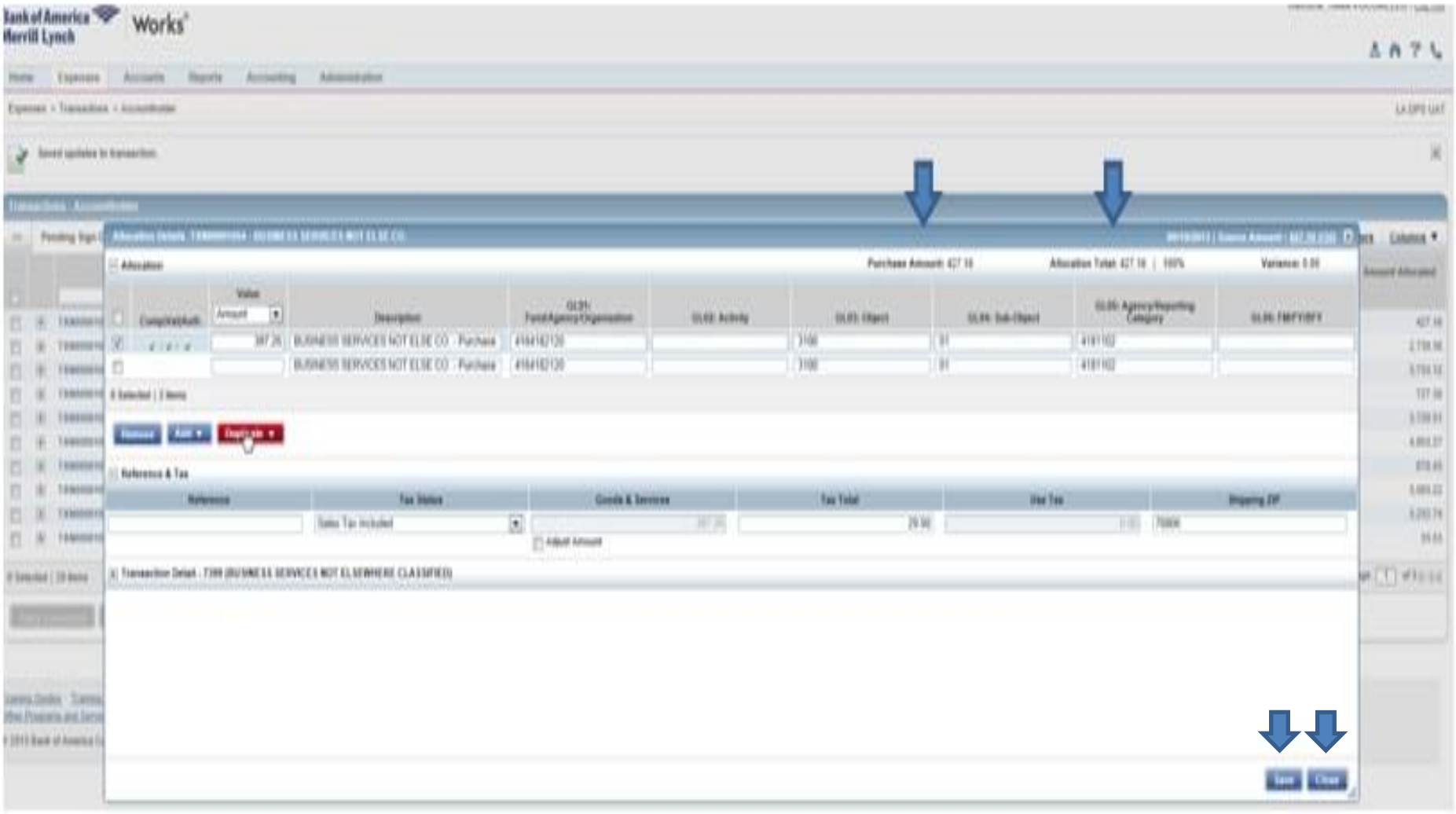
On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable.


Bank of America Merrill Lynch Works
Welcome, TARA POCORELLO - Log Out
Home
Expenses
Accounts
Reports
Accounting
Administration
Expenses > Transactions > Accountholder
LA DPS UAT
Saved updates to transaction.
Transactions - Accountholder
>>
Pending Sign Off
Signed Off
Flagged
All
Clear Filters
Columns
Document
Account ID
Sign Off
Date Posted
Date Purchased
Primary Accountholder
Purchase Amount
Vendor
Comp|Val|Auth
Allocation
Amount Allocated
TXN00001054 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 427.16 BUSINESS SERVICES NOT ELSE CO. 4184182120--3100-01-4181102 427.16
TXN00001055 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 2,739.38 BILLIARD AND POOL ESTABLIS CO. 2,739.38
TXN00001056 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,733.12 CLEANING AND MAINTENANCE,J CO. 3,733.12
TXN00001057 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 727.38 DIRECT MARKETING INSURANCE CO. 727.38
TXN00001058 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,720.51 EXTERMINATING AND DISINFEC CO. 3,720.51
TXN00001059 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 4,053.27 DVD/VIDEO TAPE RENTAL STOR CO. 4,053.27
TXN00001060 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 878.43 BUSINESS SERVICES NOT ELSE CO. 878.43
TXN00001061 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,593.22 DRUGS, DRUG PROPRIETARIES, CO. 3,593.22
TXN00001062 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 3,232.74 STENOGRAPHIC SERVICES CO. 3,232.74
TXN00001063 6957 none 09/19/2013 09/19/2013 POCORELLO, TARA 33.53 NEWS DEALERS AND NEWSSTAND CO. 33.53
View Full Details
Allocate / Edit
Sign Off
Dispute
Retry Automatch
Add to Expense Report
0 Selected | 29 items
Show 10 per page
Page: 1 of 3
Retry Automatch
Mass Allocate
Add to Expense Report
Attach
Sign Off
Training Guides Training Videos Live Training Release Notes Privacy & Security Recommended Settings Global Reporting and Account Management
Other Programs and Services Bank of America Visa MasterCard PCI Standards Council
© 2013 Bank of America Corporation. All rights reserved.
Your last log in was September 20, 2013, 9:20 AM CDT.

Select the check box beside the allocation line you want to duplicate. Click **Duplicate.**



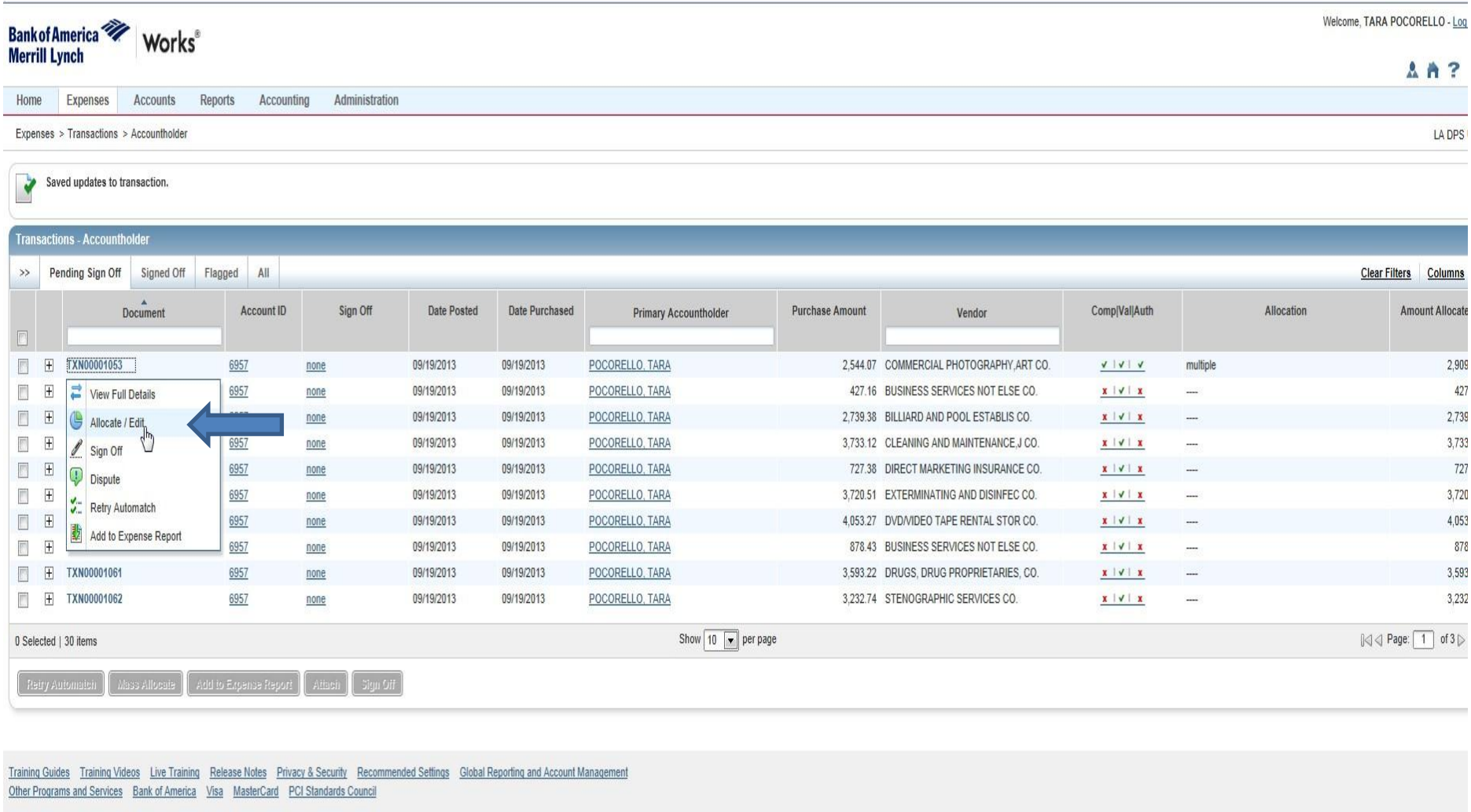
Make modifications as needed to Description, GL Segments and/or Amounts, then click **Save**, then **Close**. Once again if the total allocated does not equal the purchase amount you will not be able to sign off on the transaction.


Bank of America
Merrill Lynch
Works
Purchase Amount: 427.16
Allocation Total: 427.16 | 100%
Variance: 0.00
Allocation
Reference & Tax
Transaction Detail : 7399 (BUSINESS SERVICES NOT ELSEWHERE CLASSIFIED)
Save
Close

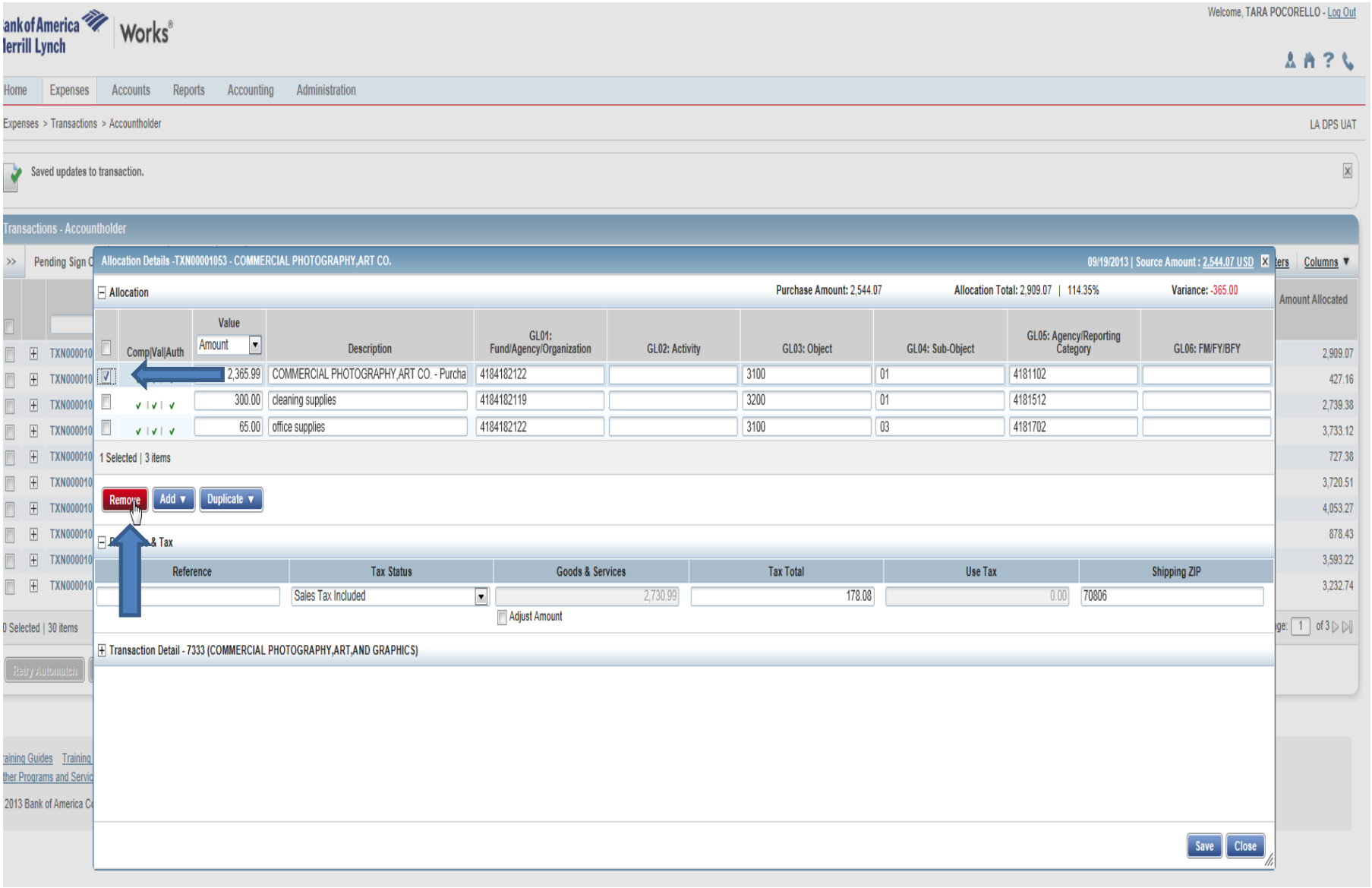
Remove an Allocation Line

When using the Remove function, the allocation that was previously applied will be completely removed. A new allocation will have to be applied.

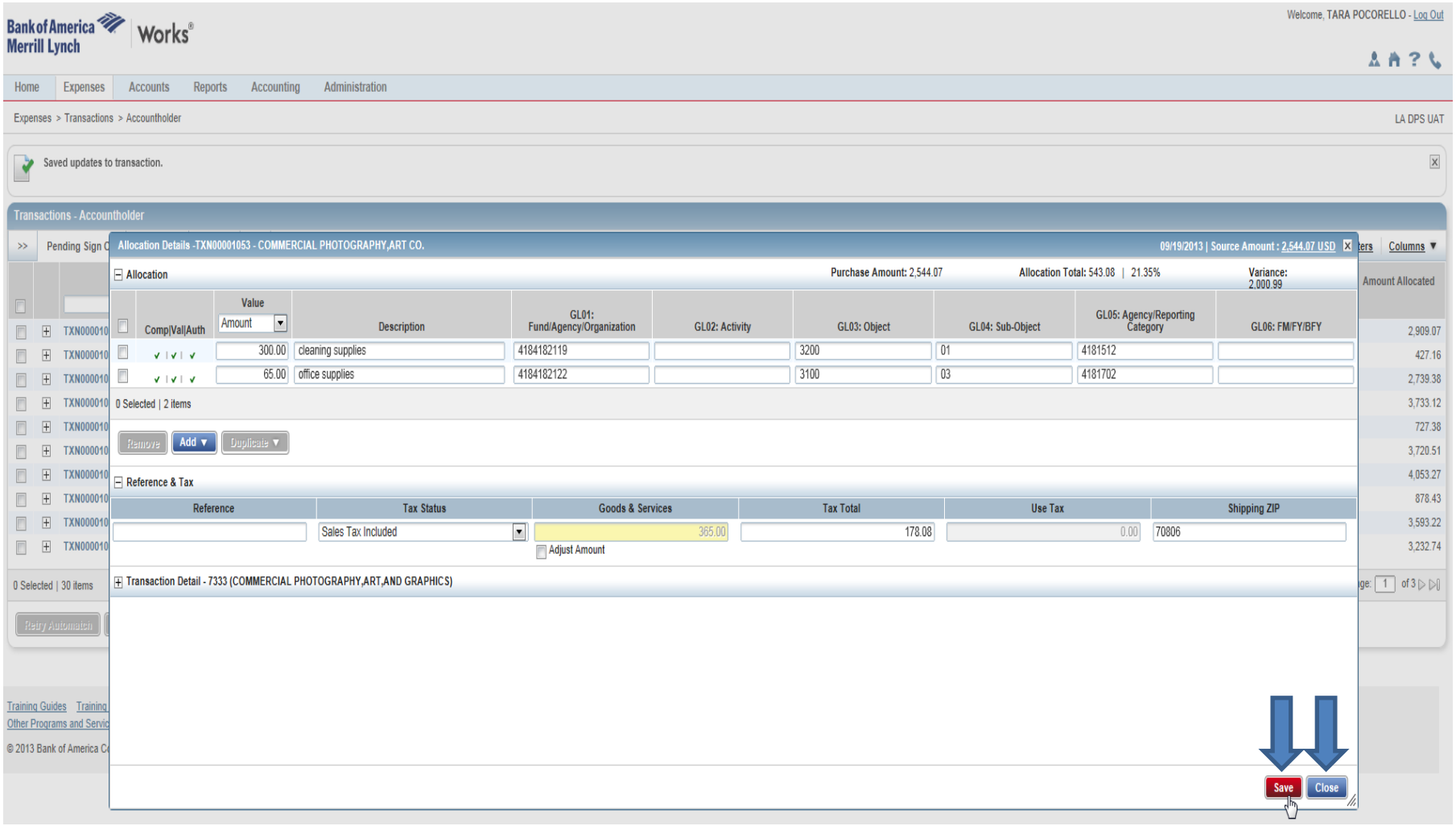
On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable.



Select the check box beside the allocation line you want to remove. Click **Remove**.



Removing the allocation line will require user to change the amounts to ensure the Allocation Total equals the Purchase Amount.
Click **Save** and **Close**.



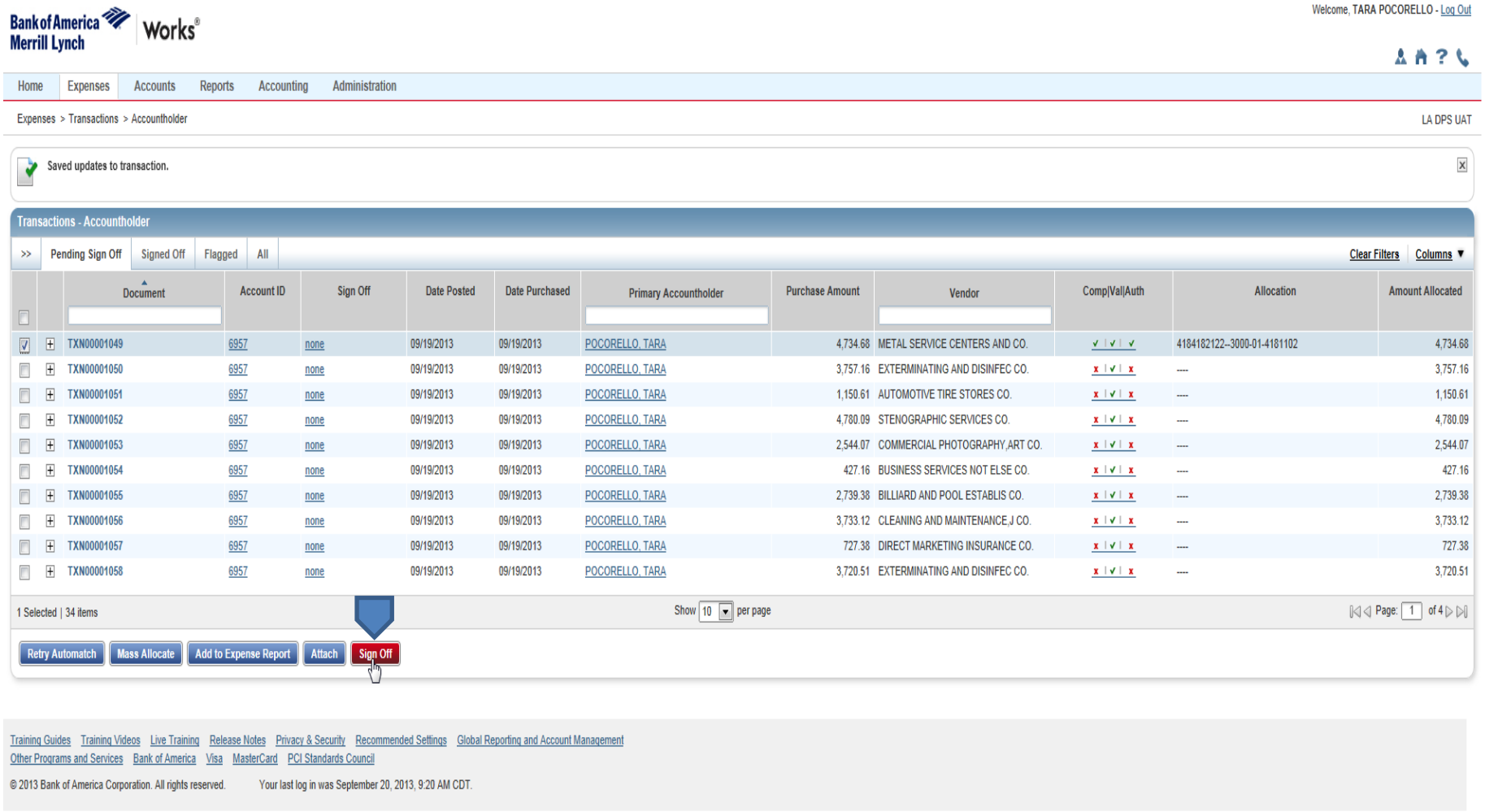
IMPORTANT: Once all transactions have been properly allocated, cardholder must "sign-off". This can be done individually or as a whole as shown in the **SIGNING OFF ON TRANSACTIONS** section.

Signing off on Transactions

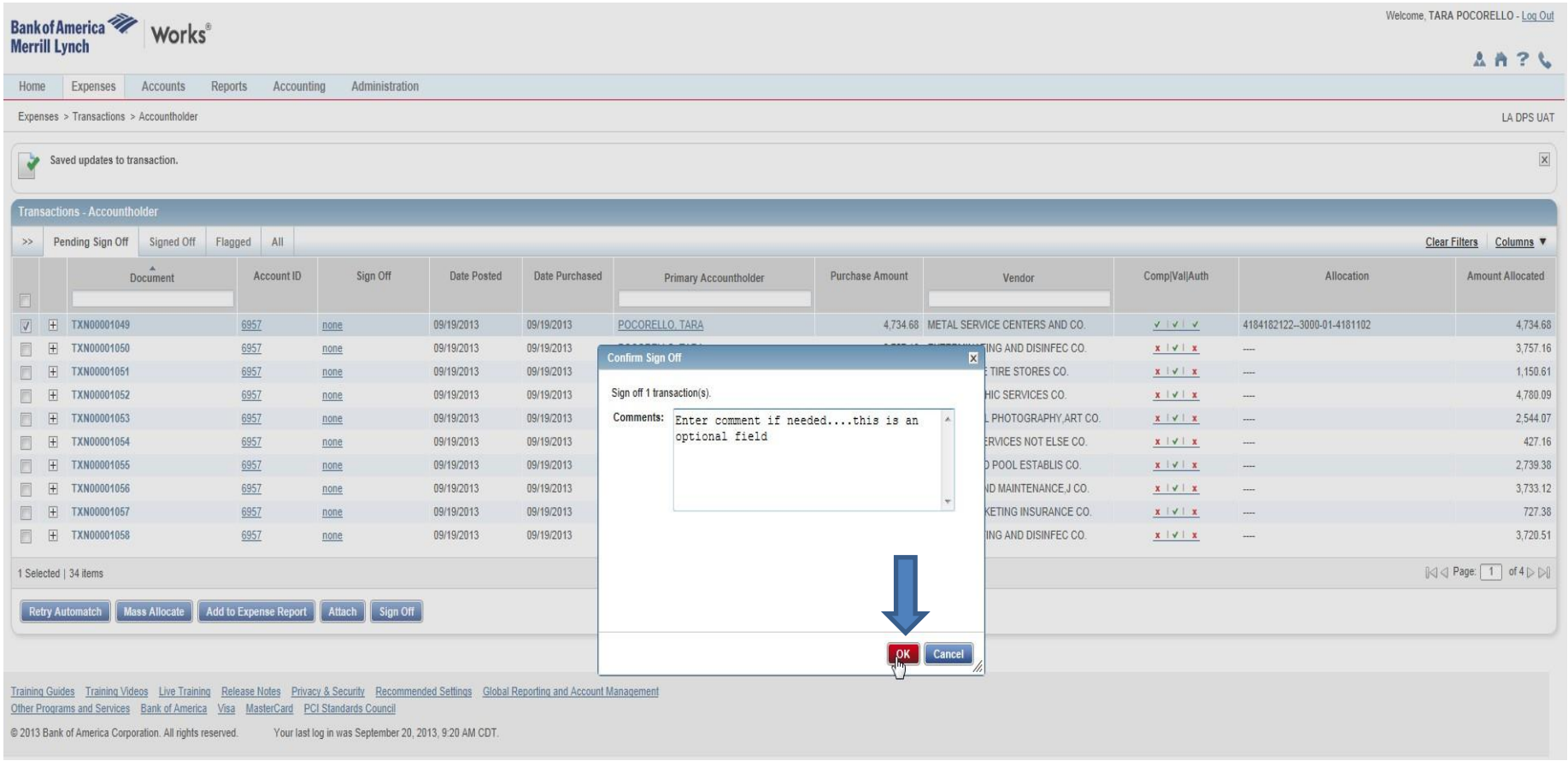
- Accountholders will only be able to view and sign off on their transactions.
- Approvers will only be able to view and/or sign off the Accountholder's transactions for which they have been set up to approve.

On the **Home** page, click **Pending** in the action field. Click the desired **Document** number(s), and click **Sign Off.**

NOTE: You may sign off on one or more documents at the same time as long as allocation has been completed correctly.



Enter **Comments** if desired, then click OK. Confirmation message appears and the transaction is removed from the Pending Sign Offs View.
NOTE: The Comments field is optional in the system so it may be left blank or used at the agency's discretion.



- As an Accountholder the deadline to sign off on all transactions is the 11th of the month following the charges. If the 11th falls on a weekend, the deadline to sign off is the Friday before the 11th. **Accountholders should be allocating as charges are incurred.**
- As an Approver the deadline to sign off on all transactions is the 12th of the month following the charges. If the 12th falls on a weekend, the deadline to sign off is the Friday before the 12th. **Approvers should be approving as Accountholders have signed off on transactions.**
- It is not necessary to wait until you receive your paper statement from Bank of America. You can access the transactions at any time during the billing cycle.
- Reports should be printed the next day to make sure the system refreshes have included the changes made in the system. There is a lag time between when information is entered into Works versus when the same data is available via Works Reporting.

Receipts

Note: You must scan and save your receipts on your computer/server prior to attaching the receipt image to the transaction.

- Attaching an Uploaded Receipt Image to a Transaction
- Removing an Uploaded Receipt Image from a Transaction
- Uploading and Storing a Receipt Image
- Viewing Stored Receipt Images
- Editing Receipt Image Details
- Removing one or more Uploaded, Stored Receipt Image

Attaching an Uploaded Receipt Image to a Transaction

Users can upload a new receipt image from their desktops (or stored receipt) and attach to a transaction from the Transaction Details screen. Receipt image uploads must be performed one at a time. Each receipt image must be less than one MB to upload.

To upload a receipt image from your desktop into Works, or attach a stored receipt to an expense report, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. Transactions Pending Sign Off display.

   Note: To select transactions in another queue, click the desired transactions tab.
2. Click **Document** of the transaction associated with the receipt image. The single-action menu displays.
3. Select **View Full Details**. The Transaction Details screen displays.
4. Click the **Receipts** tab. The receipt images attached to the transaction display.
5. Click **Add.** A drop-down menu displays.
6. Complete **one** of the following:

To...	Then...
Attach a New Receipt to a Transaction	a. Select **New Receipt**. The Add Receipt window displays. 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.
Attach a Stored Receipt to a Transaction	a. Click **Stored Receipt**. b. Select a receipt from the list that displays. c. Click **OK**. A confirmation message displays. This completes the procedure.

Removing an Uploaded Receipt Image from a Transaction

Users can remove uploaded receipt images attached to a transaction.

To remove one or more receipt images attached to at transaction, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. Transactions Pending Sign Off display.

   Note: To select transactions in another queue, click the desired transactions tab.
2. Click **Document** of the transaction associated with the receipt image. The single-action menu displays.
3. Select **View Full Details**. The Transaction Details screen displays.
4. Click the **Receipts** tab. The receipt images attached to the transaction display.
5. Select the check box for each receipt image to be removed.
6. Click **Remove**.
7. Click **OK**. A confirmation message displays.

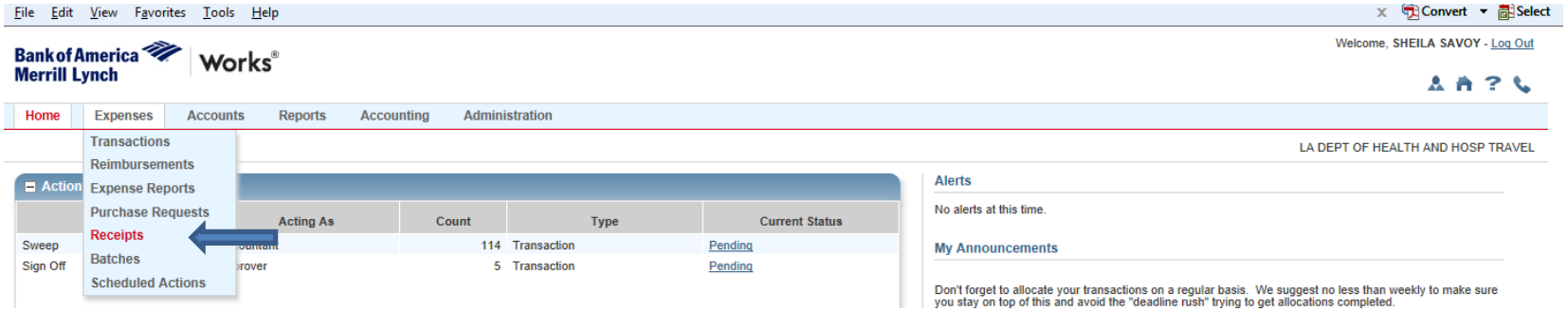
Uploading and Storing a Receipt Image

Users may upload and store receipt images in their Receipts storage queue for processing later.

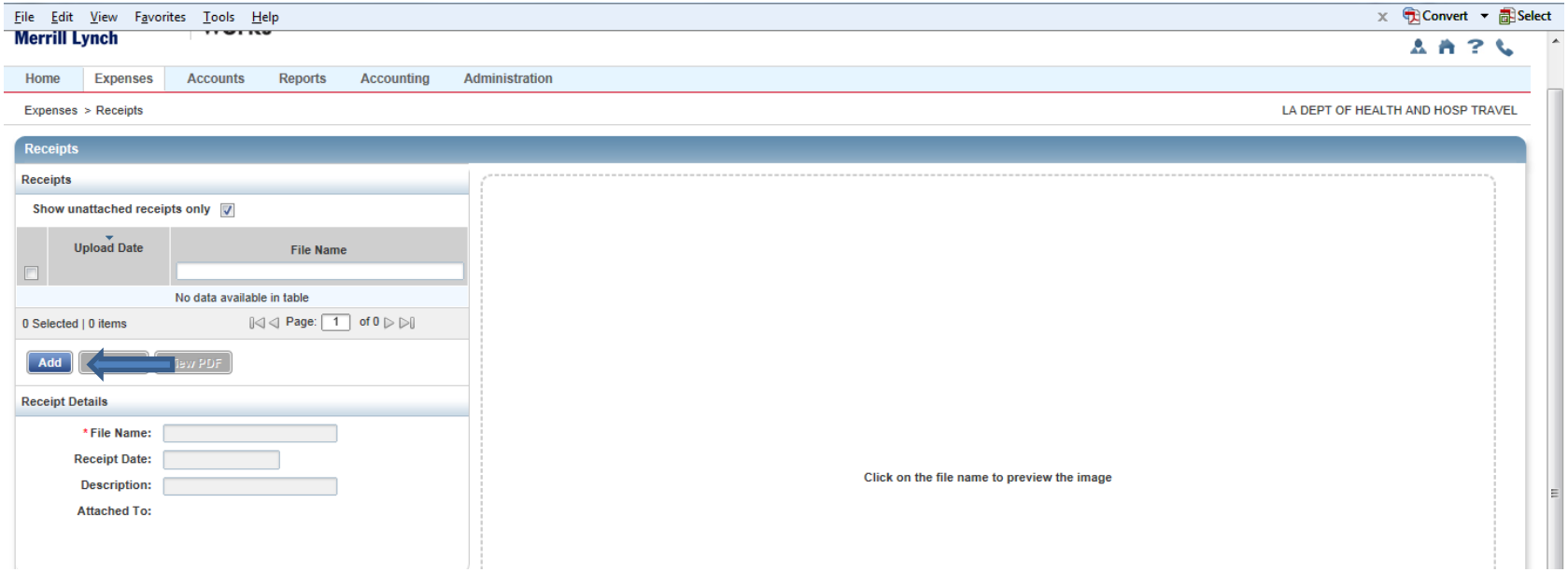
- Receipt images can be uploaded and faxed.
- Uploaded receipt images are stored initially in Works for 90 days for easy access and viewing.
- Upon upload, receipt images are also archived for seven years.

To upload and store a receipt image in Receipts, complete the following:

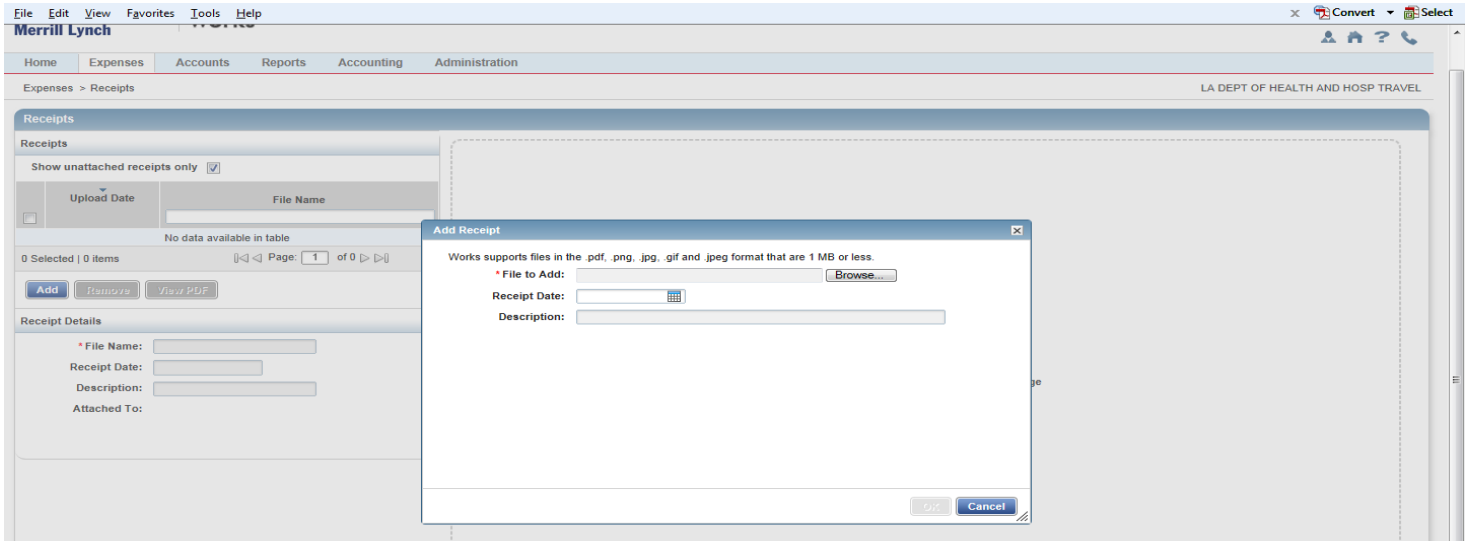
1. Click **Expenses** > **Receipts**. The Receipts screen displays.



2. Click **Add**.



3. Click **Browse** to locate the receipt image you wish to upload and store.
   a. Select the desired receipt image.
   b. Click **Open**. The file name displays in **File to Add**.



4. Click the calendar to enter a **Receipt Date**.
5. Enter a **Description** in the box.
6. Click **OK**. A confirmation message displays.

Viewing Stored Receipt Images

Users may view stored receipt images in their Receipts storage queue and can select to view stored receipt images in a quick view, or may view an image in a PDF version to utilize PDF formatting features.

To view a stored receipt image, complete the following:

1. Click **Expenses** > **Receipts**. The Receipts screen displays a list of unattached receipt images.

   Note: To view all receipt images, clear the check from **Show unattached receipts only**.

   b. **Click the desired** File Name**. The receipt image displays.**

   Note: To view the receipt image in the PDF version, select the check box of the desired image, then click **View PDF**. The receipt image displays.

Editing Receipt Image Details

To edit the File Name, Receipt Date, and Description of a stored receipt image, complete the following:

1. Click **Expenses** > **Receipts**. The Receipts screen displays with a list of unattached receipt images.

   Note: To view all receipt images, clear the check from **Show unattached receipts only**.
2. Select the check box next to the receipt image to be edited.
3. Edit the information in **File Name**, if desired.
4. Edit the information in **Receipt Date**, if desired.
5. Edit the information in **Description**, if desired.
6. Click **Save**. A confirmation message displays.

Removing one or more Uploaded, Stored Receipt Images

Removing a receipt image from the Receipts view removes the image from storage but does not remove it from any document to which it is attached. Instructions to remove an attached receipt image from a document are located under the Transactions and Expense Reports topics.

To remove a receipt image in Receipts, complete the following:

1. Click **Expenses** > **Receipts**. The Receipts screen displays with a list of unattached receipt images.

   Note: To view all receipt images, clear the check from **Show unattached receipts only**.
2. Select the check box next to each receipt image to be removed.
3. Click **Remove**.

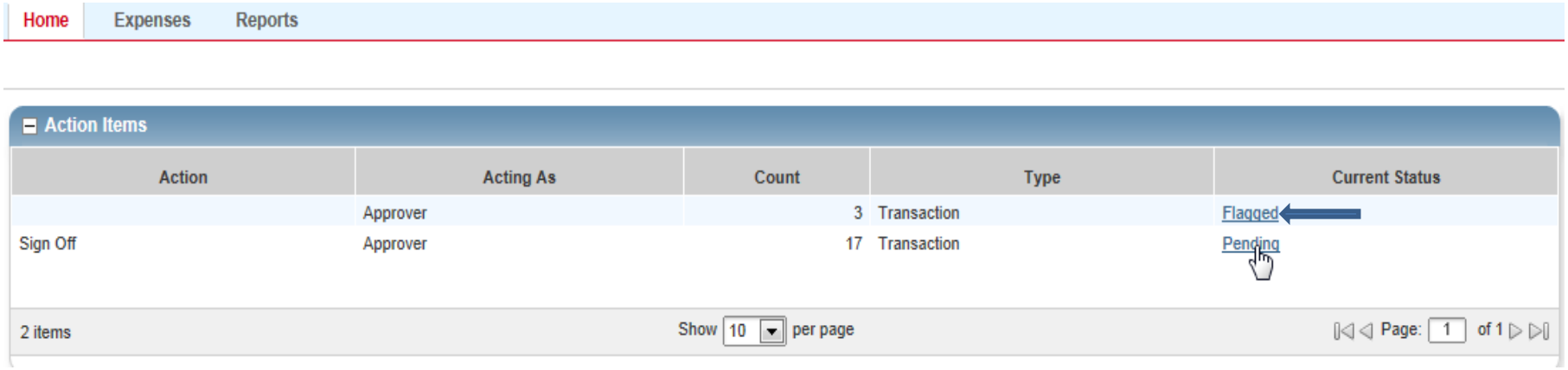
   Note: Removing a receipt image from the Receipts view does not remove it from any document to which it is attached.
4. Click **OK**. A confirmation message displays.

Flagging a Transaction

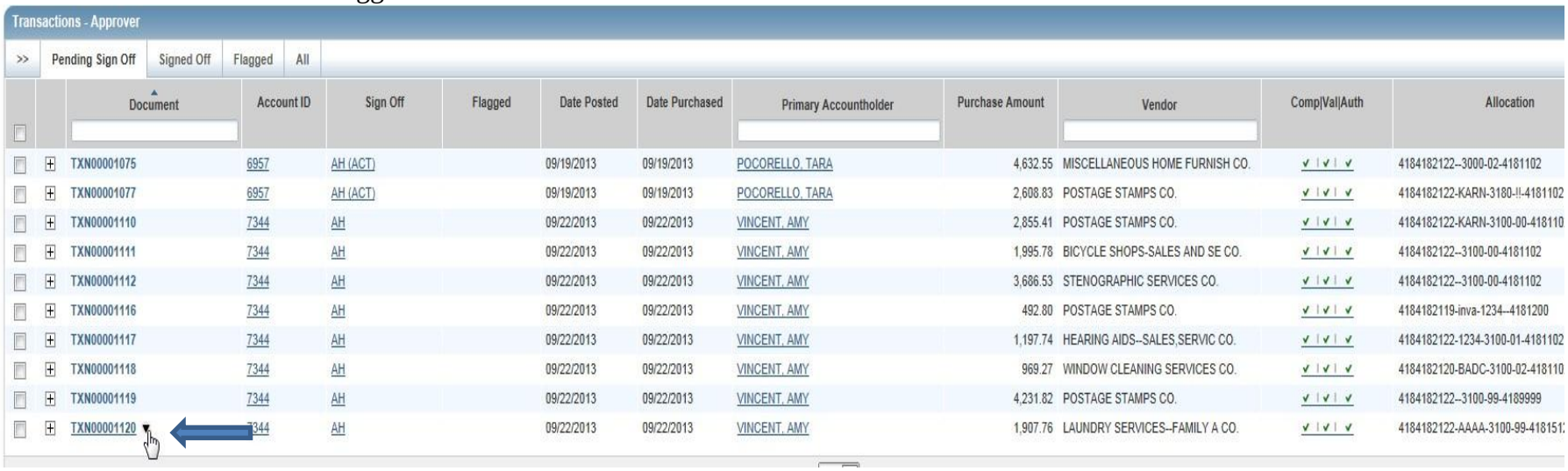
- Accountholders cannot raise a flag on transactions, but can remove flags.
- Approvers can raise a flag on transactions and remove flags.

Raising Flags

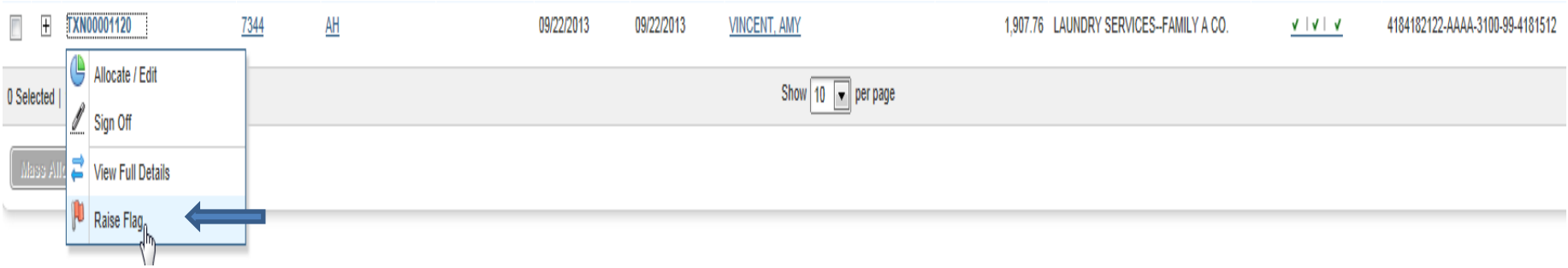
Click **Home**, then **Pending.**



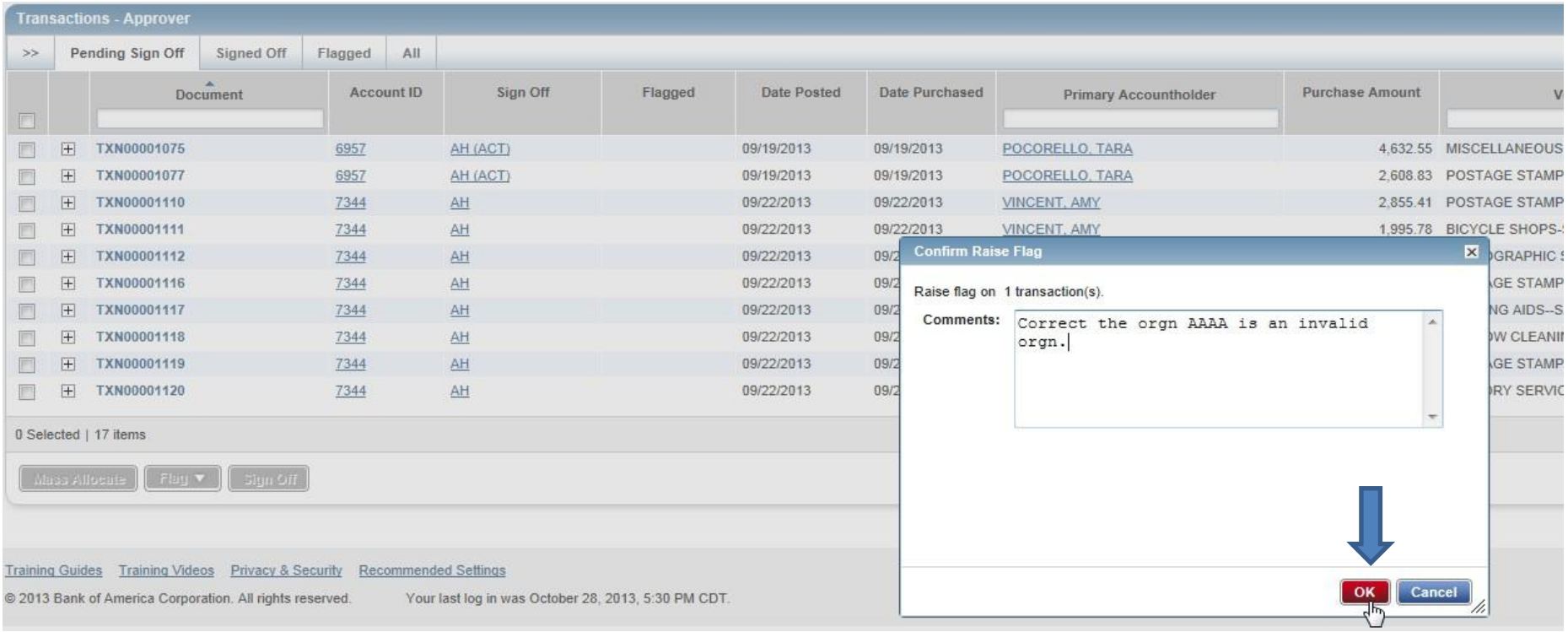
Click on the transaction to be flagged.



Click **Raise Flag.**



Enter Comments when confirming raising the flag and click **OK.**

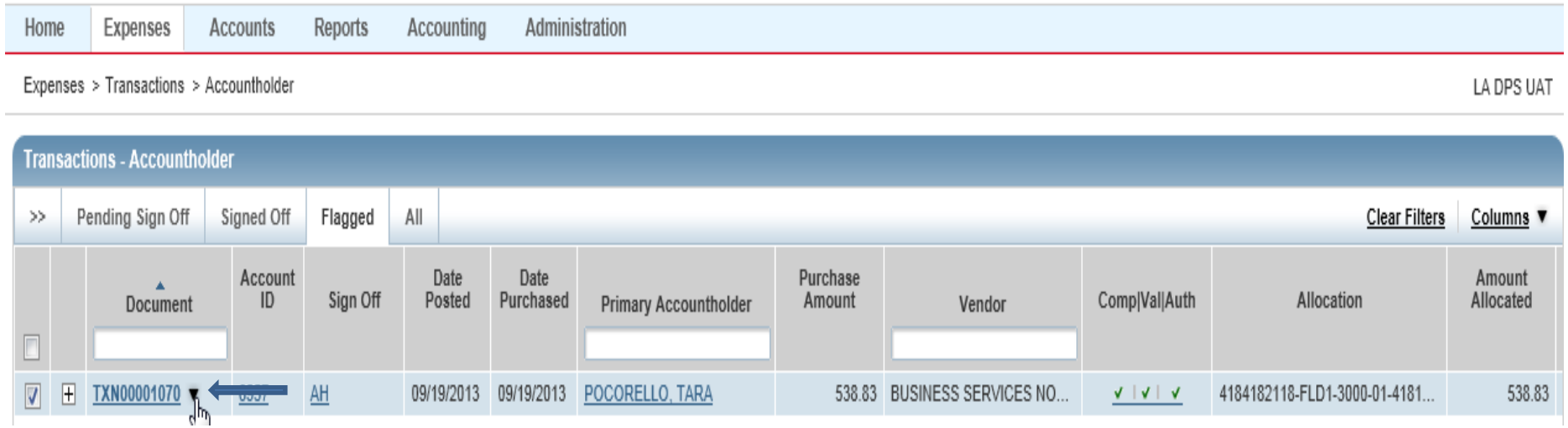


Note: Comments are required when raising and removing flags. The flagged transaction now appears in the Accountholder or Approver view, depending on who flagged the transaction.

Removing Flags

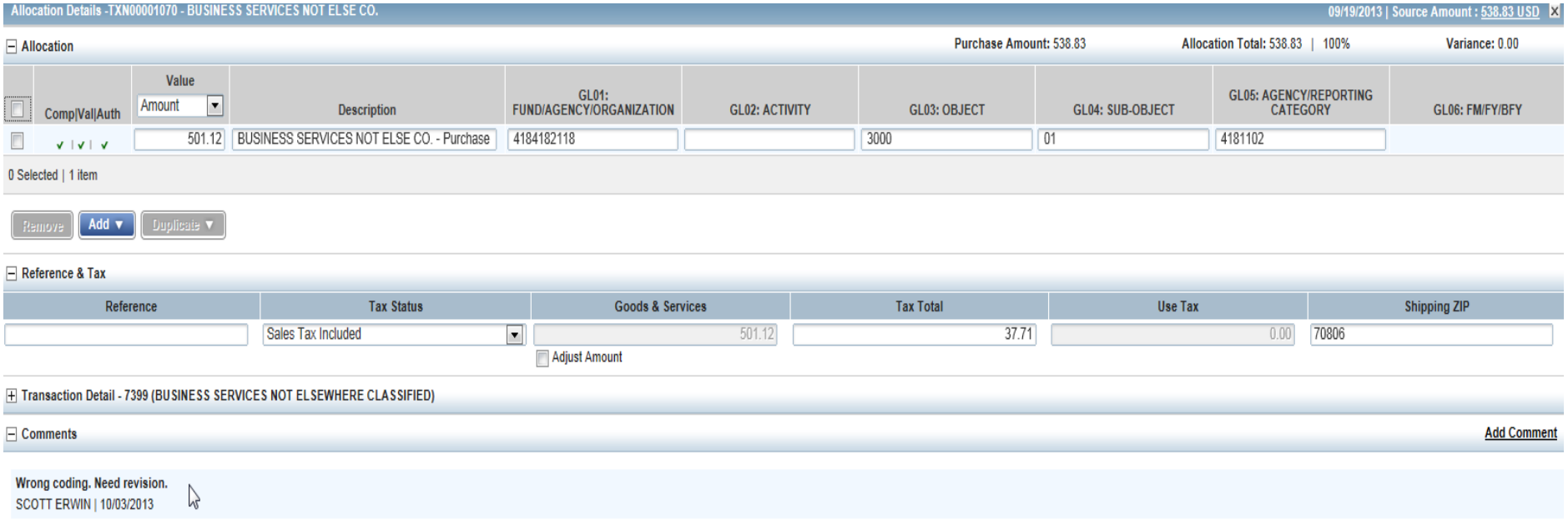
Click **Home,** then **Flagged.**

Click on desired Document.

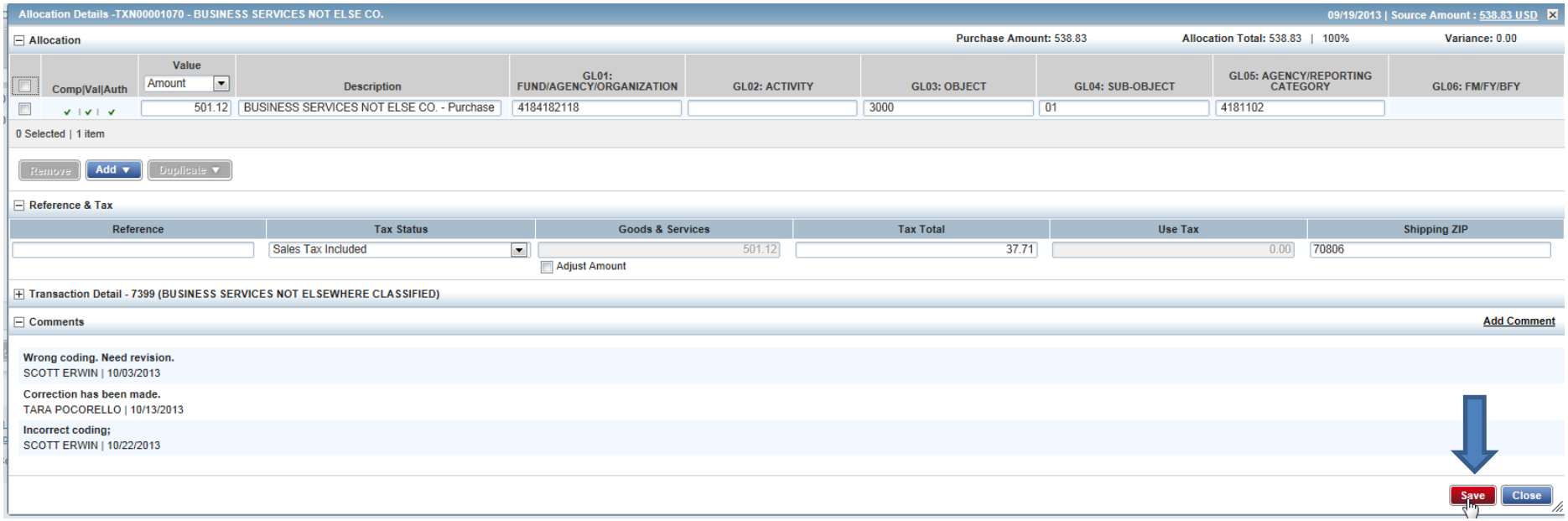


Click **Allocate/Edit** to read the comment entered by the Approver. Make necessary changes/corrections to the transaction.

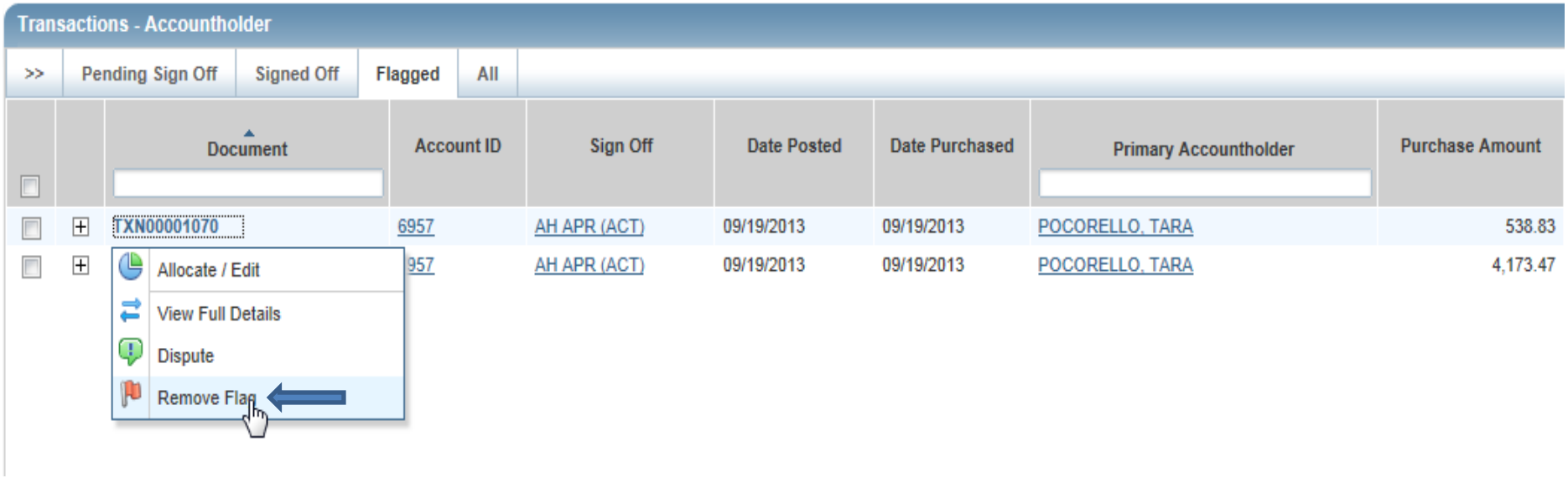
The screen below appears.



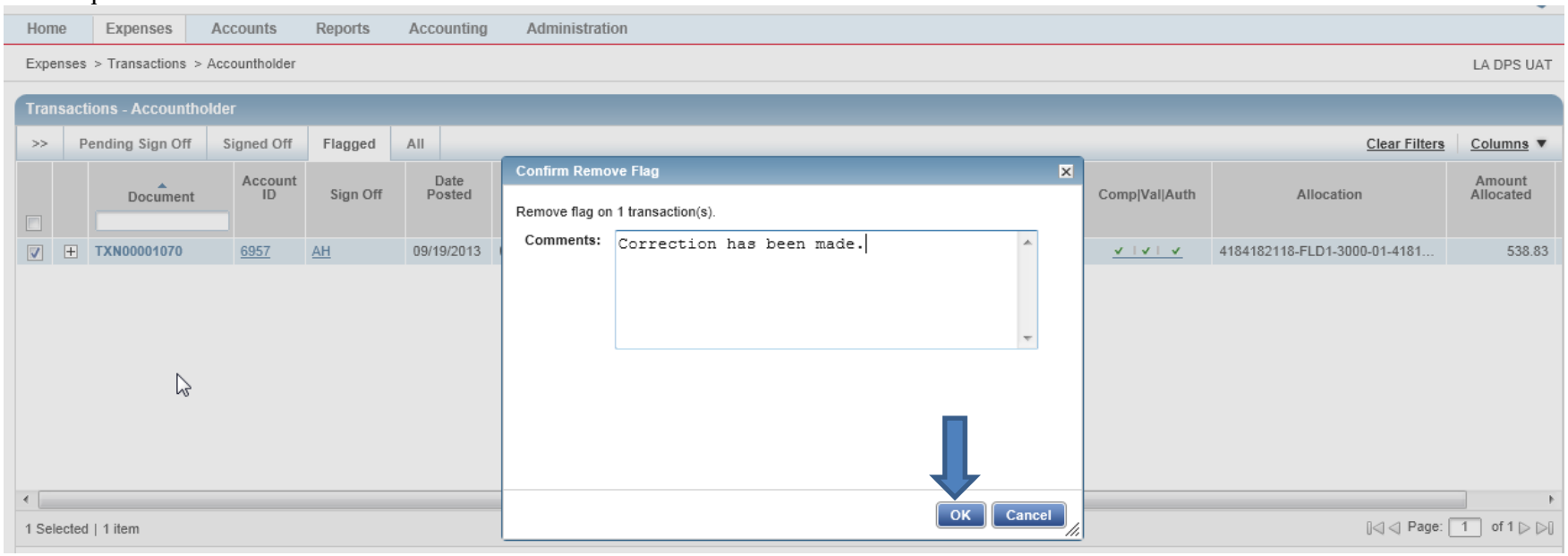
Make the necessary changes requested by the Approver. Click **Save**.



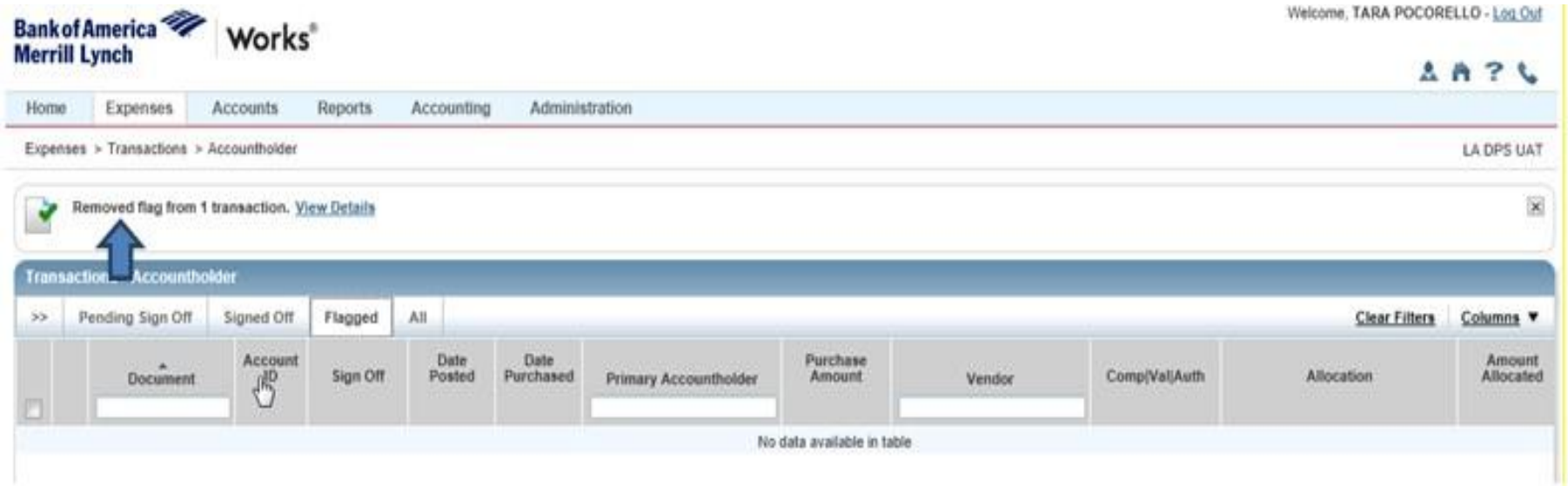
Click on the desired flagged document again. Click **Remove Flag.**



Enter the required comments and click **OK**.



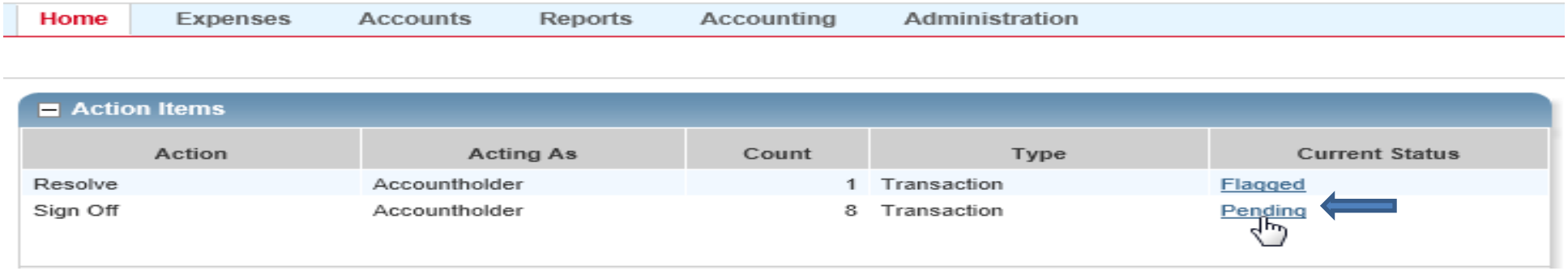
The screen below appears…Flag has been removed.



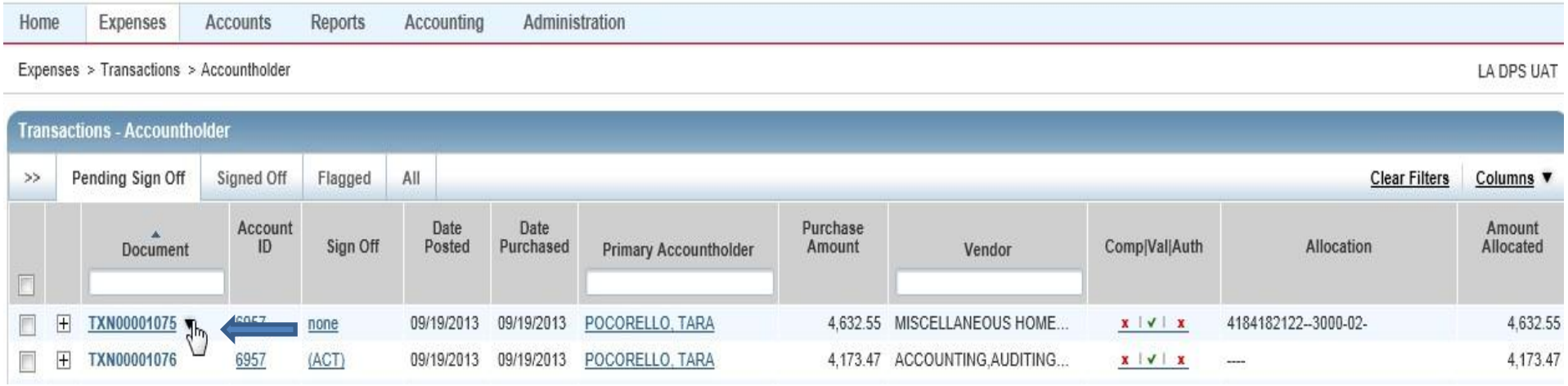
Disputing a Transaction

- Accountholders will only be able to dispute their own transactions.
- Approvers will only be able to dispute the Accountholder's transactions for which they have been set up to approve.

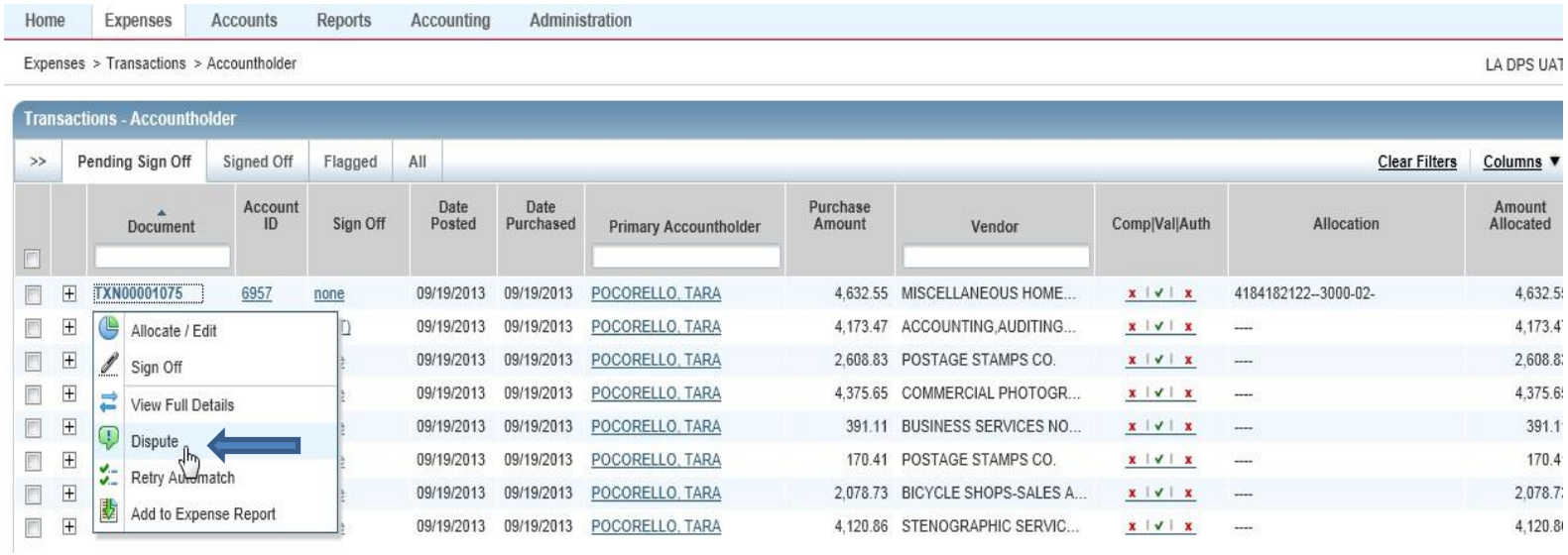
On the **Home** page, click **Pending** in the action field.



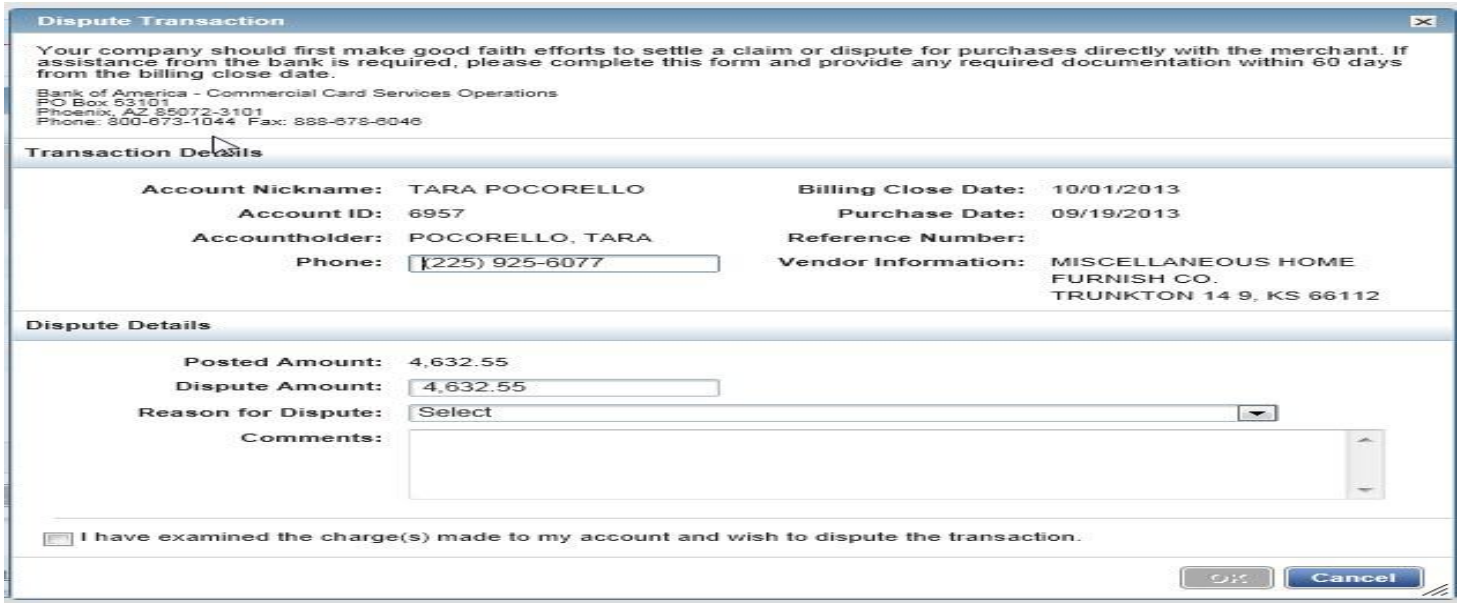
Click the desired **Document** number.



Select **Dispute** from drop-down menu.

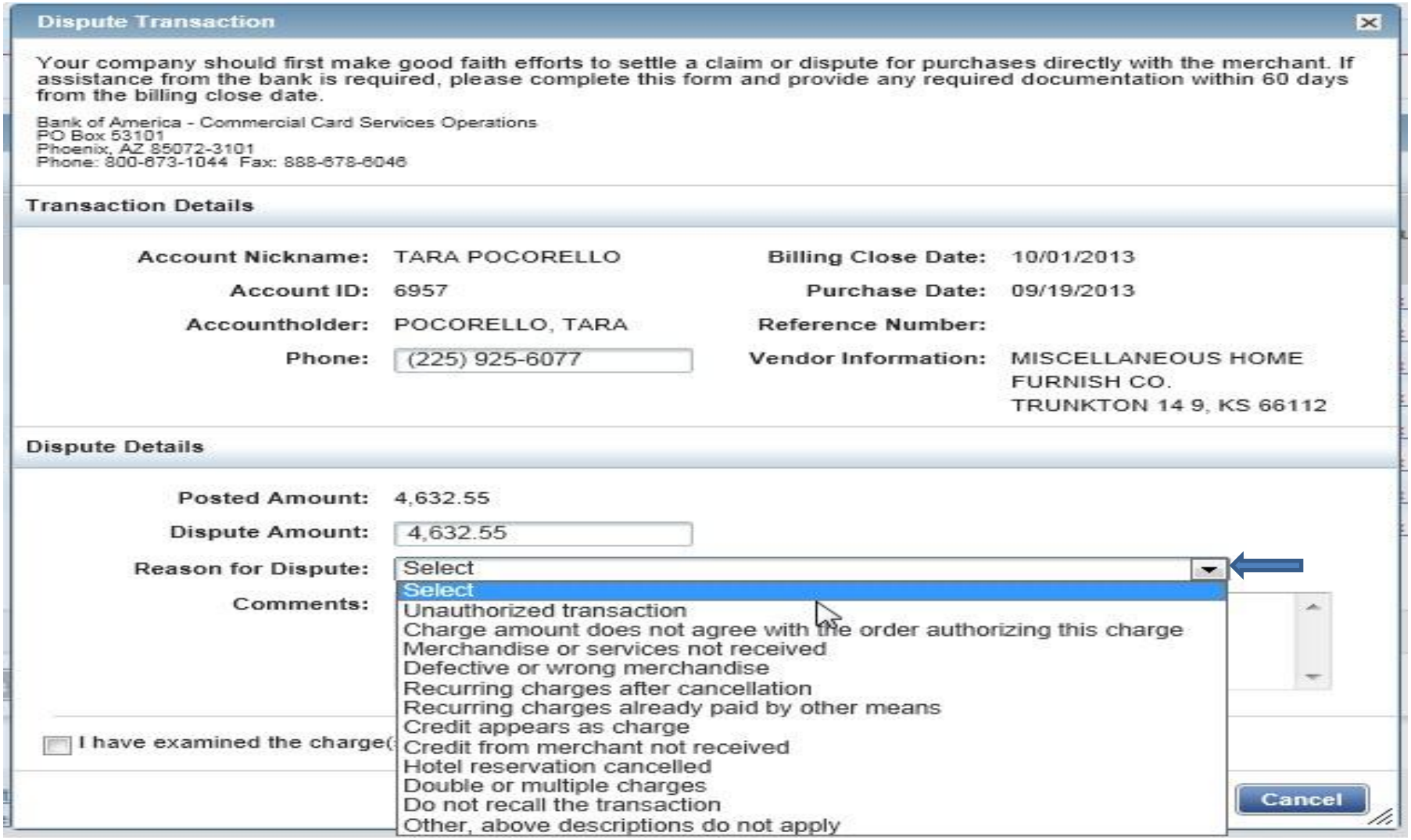


The screen below appears. Dispute **amount defaults to the total amount of the transaction**. If not disputing the total transaction amount enter Dispute amount.

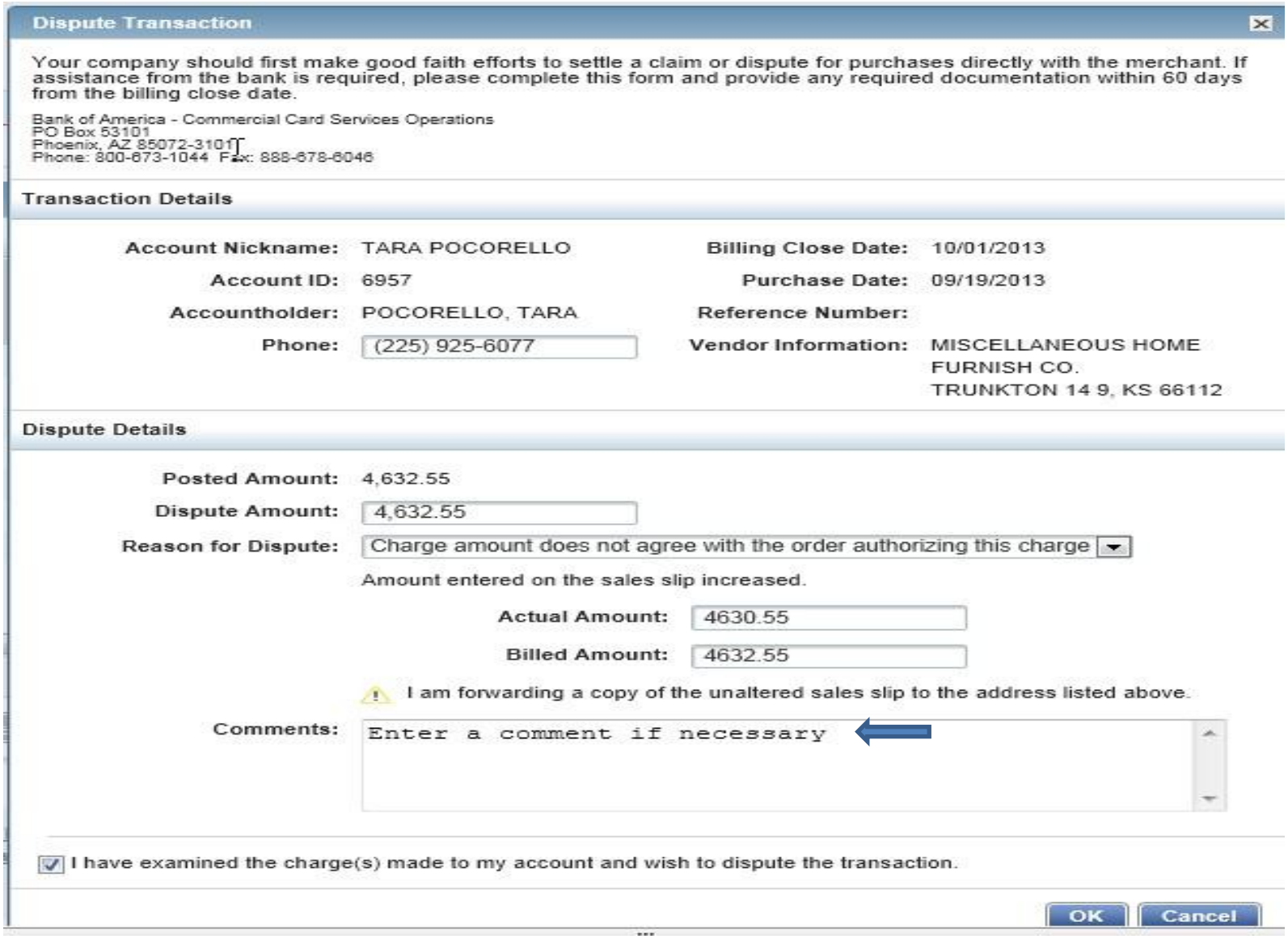


Select the Reason for Dispute from the drop-down menu.

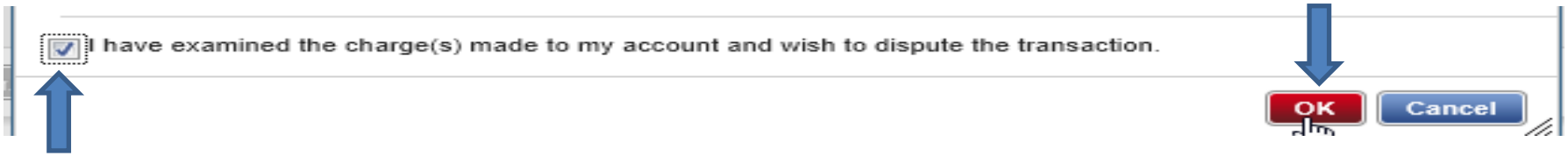
Note: Depending on the Reason for Dispute, additional information may be required.



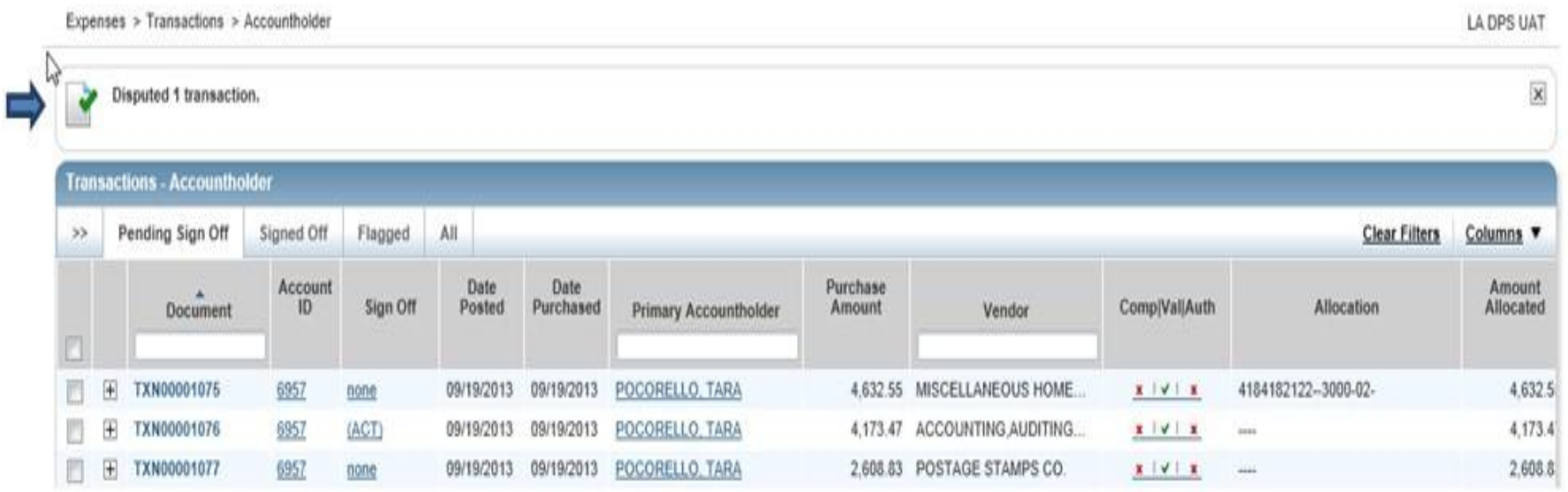
Enter **Comments,** if desired.



Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box, then click **OK**. **Note:** If the check box is not selected, OK is not activated.

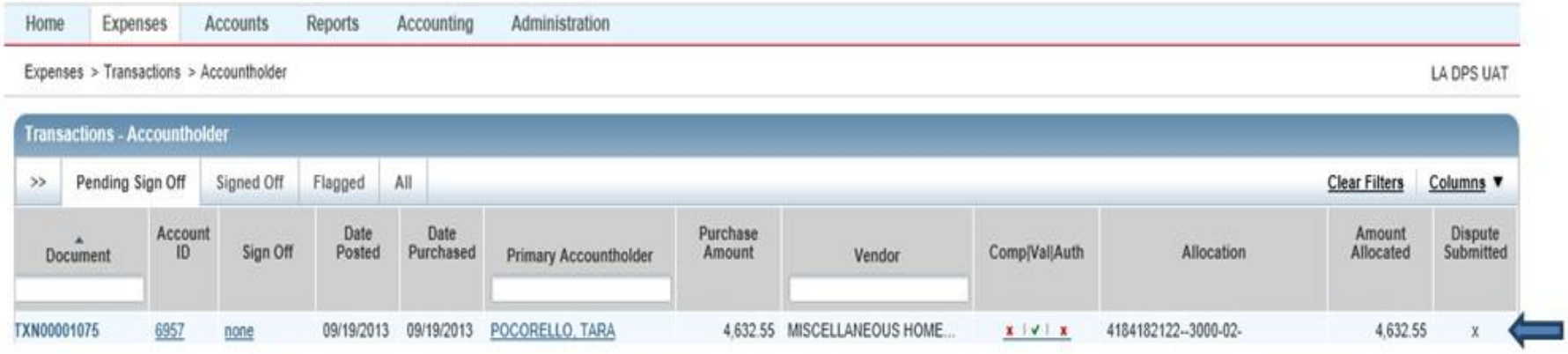


The following confirmation message will display.



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.



Reports

Types of Reports

- **Billing Cycle Purchase Log** – This report serves as a Billing Statement and Travel Card Log all in one. It can be run anytime by any user. The only changes that can be made by the user are selection of billing cycle dates. **Approver must verify the billing cycle dates are correct to make sure all transactions within the billing cycle are accounted for in the report**. This report is in PDF format which is sufficient for audit purposes. This report is required to be complete and should have receipts attached for each billing cycle.

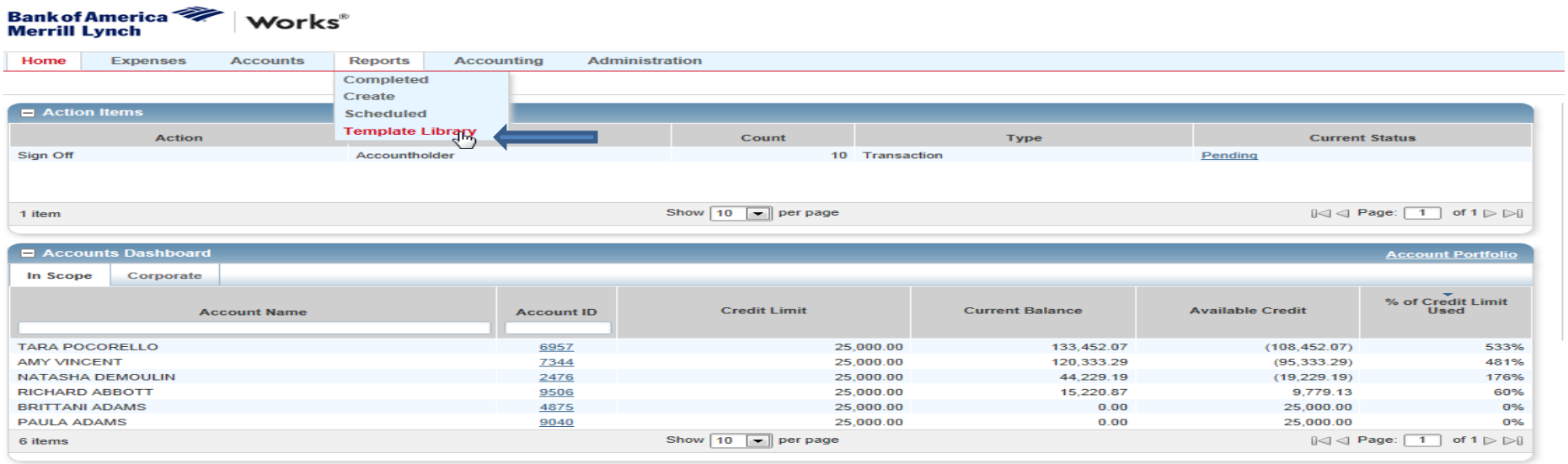
- **Billing Cycle Incomplete Transactions** - Approvers should run this report at least weekly to monitor the status of Accountholders' pending transactions. It will show all transactions in which an allocation and/or sign off have not yet been performed. This report should be used as a management tool.

Running Reports

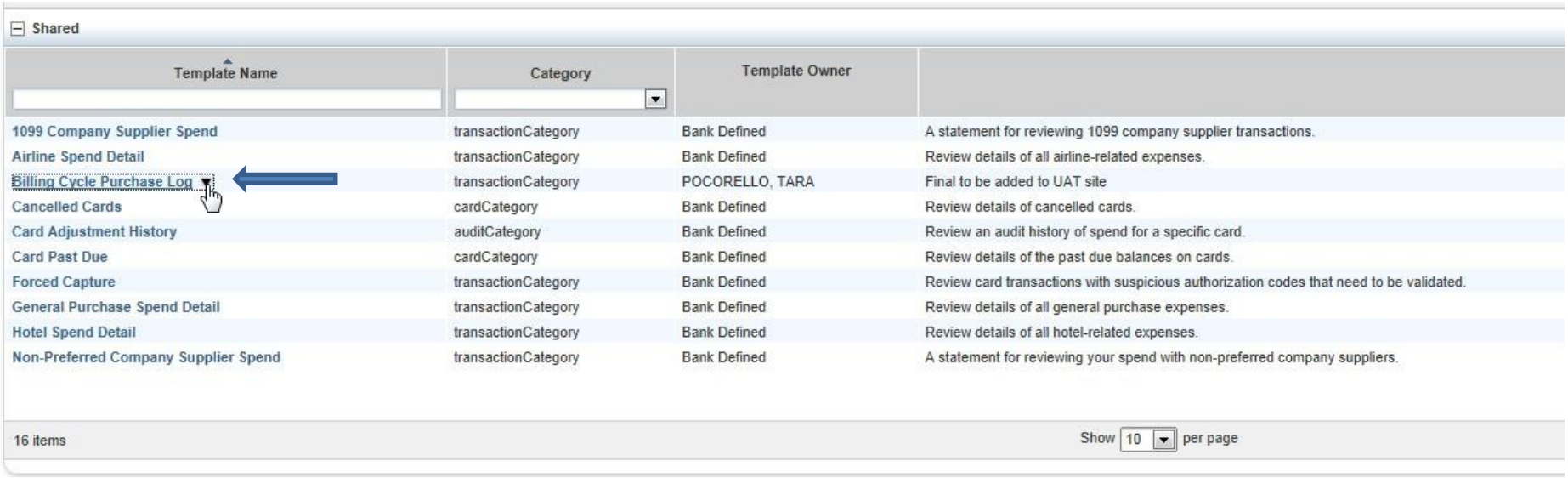
- Accountholders' reports will only include their own transactions.
- Approvers' reports will include all the Accountholders' transactions for which they have been set up to approve.

Billing Cycle Purchase Log

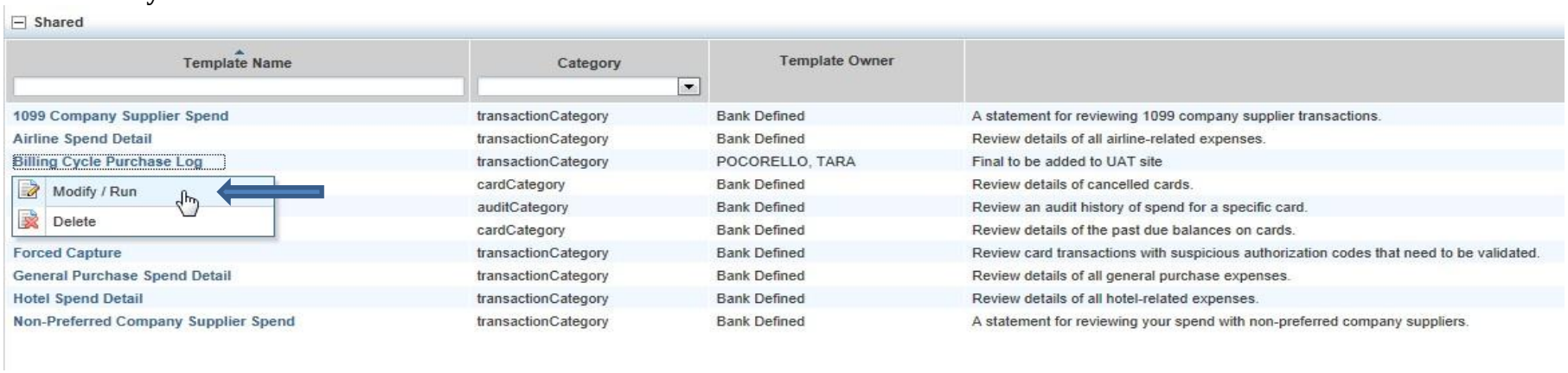
On the **Home** page, click **Reports,** then select **Template Library** from the drop-down menu.



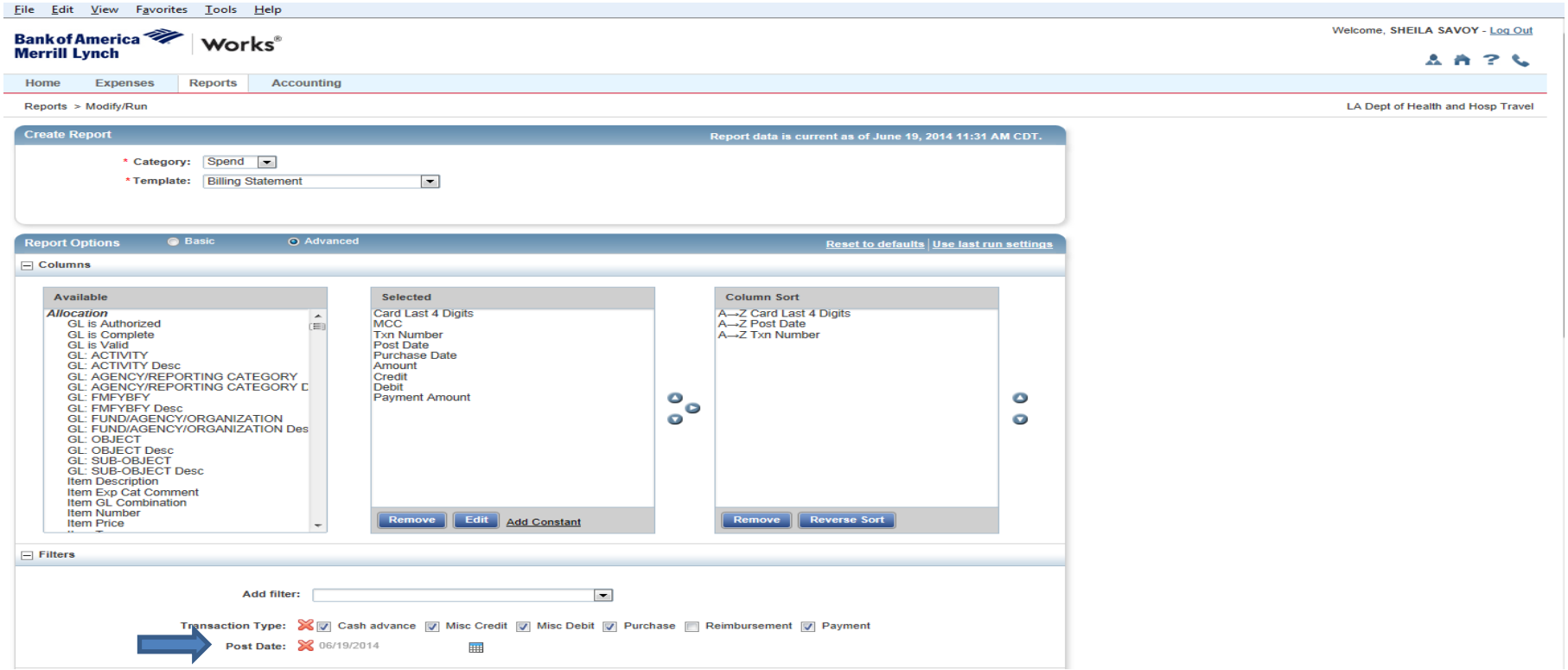
In the **Template Name** column, select the **Billing Cycle Purchase Log** drop-down arrow.



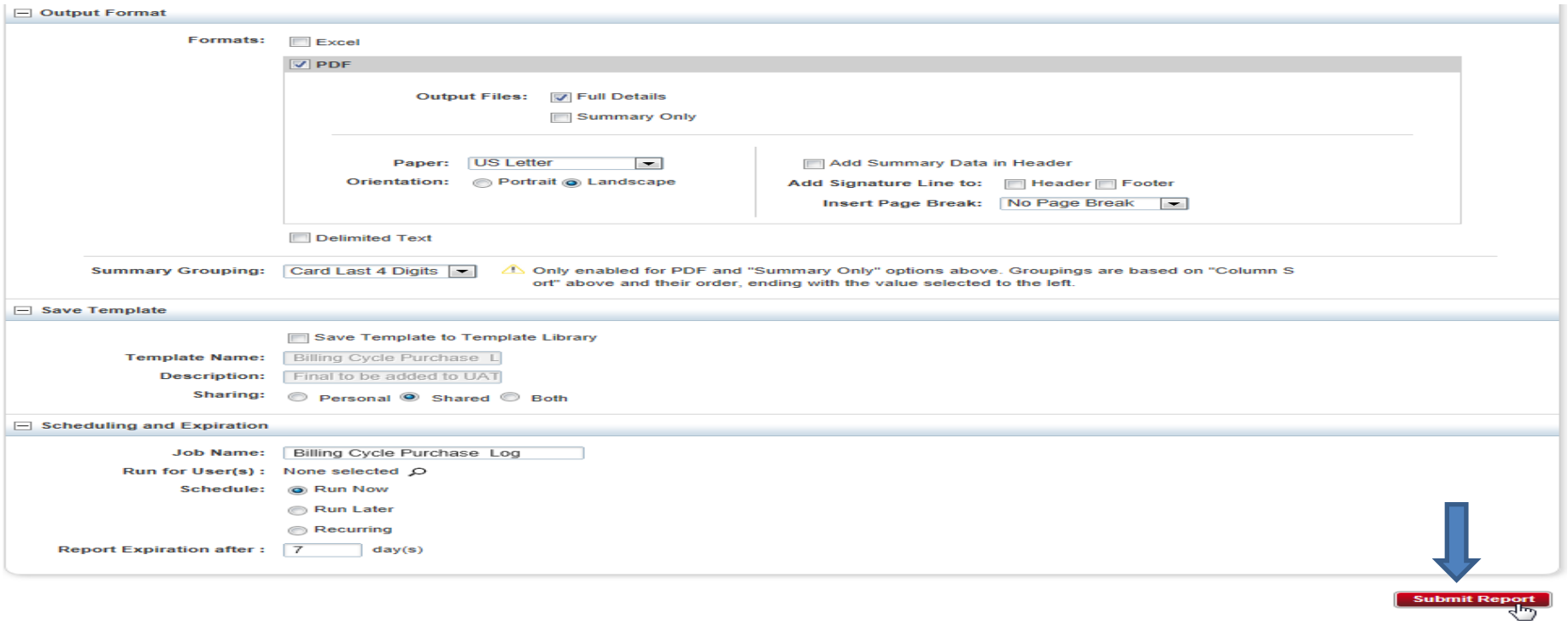
Click **Modify/Run.**



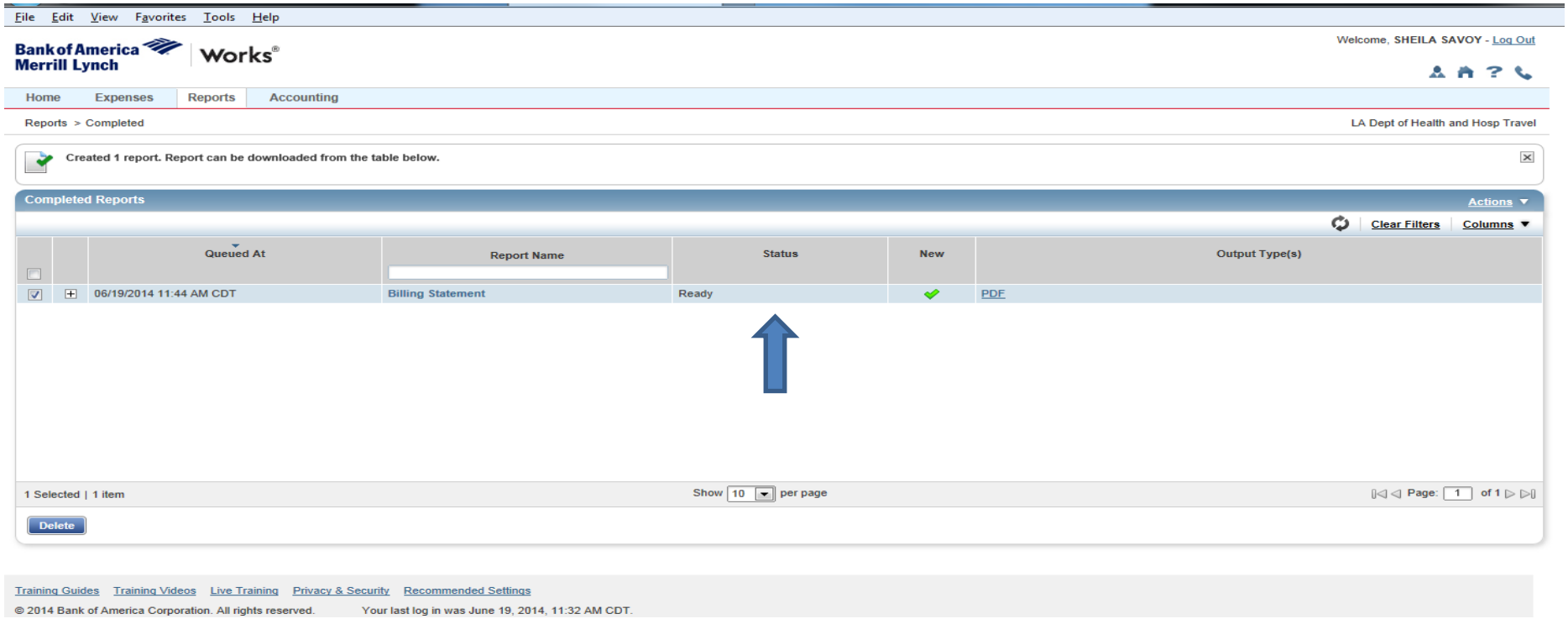
Scroll down and verify Post Dates are for the correct billing cycle. Change if needed.



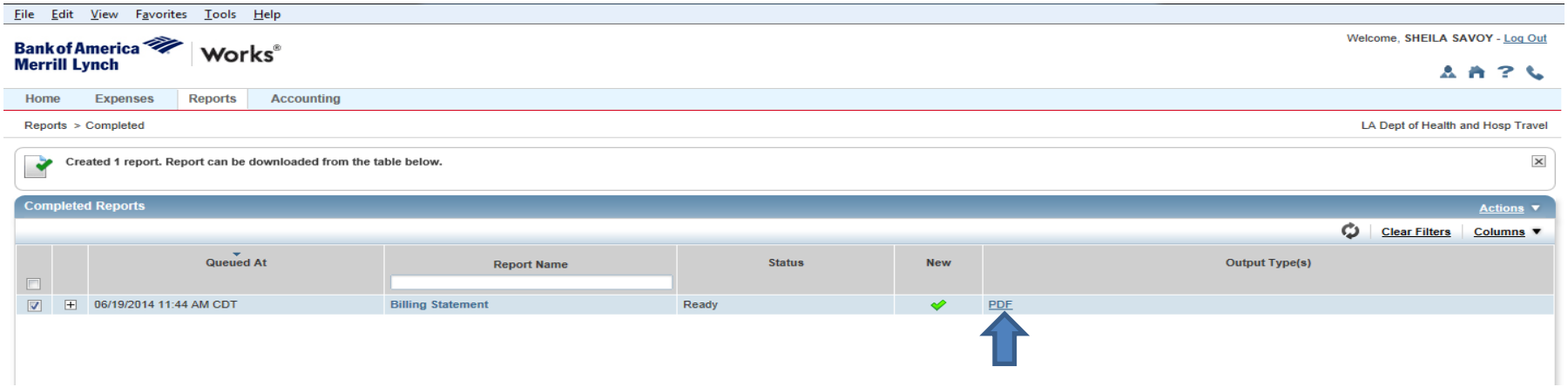
Then scroll down and Click **Submit** Report.



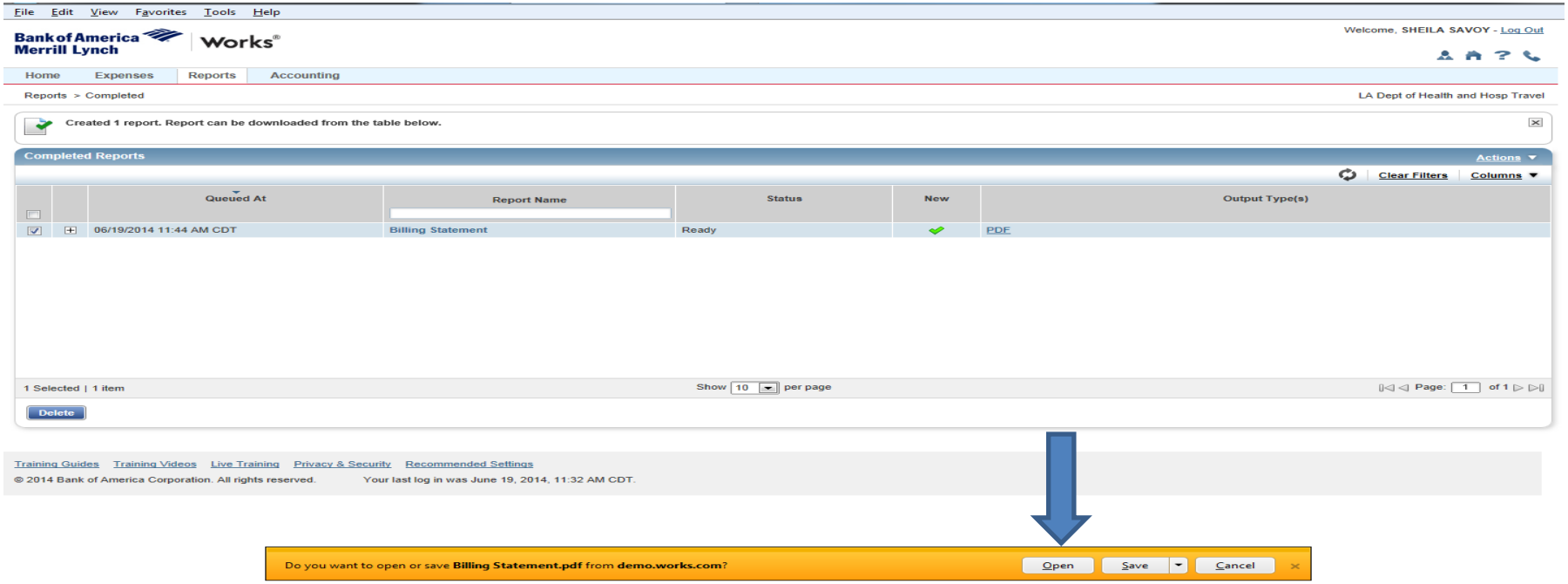
The screen below appears which shows the report is completed.



Click on PDF to open the report.

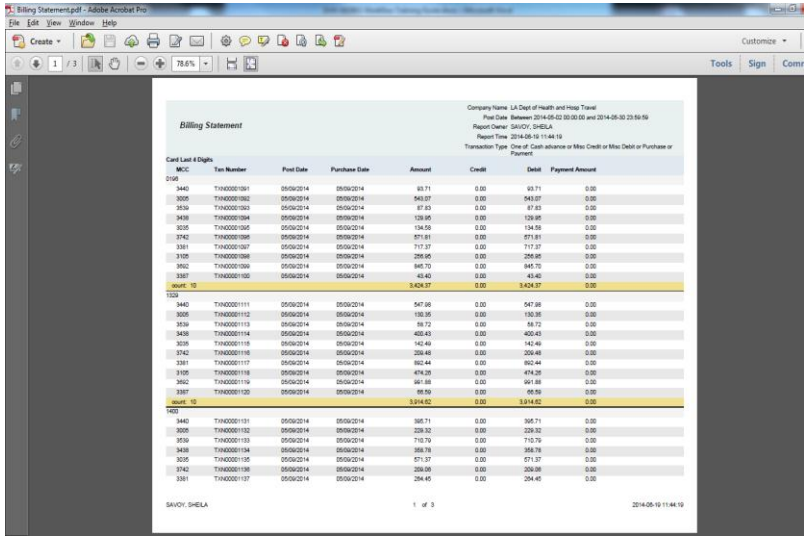


Note: Some computers may open the report automatically. On other computers, you will have to click **Open** or **Save** (see below).

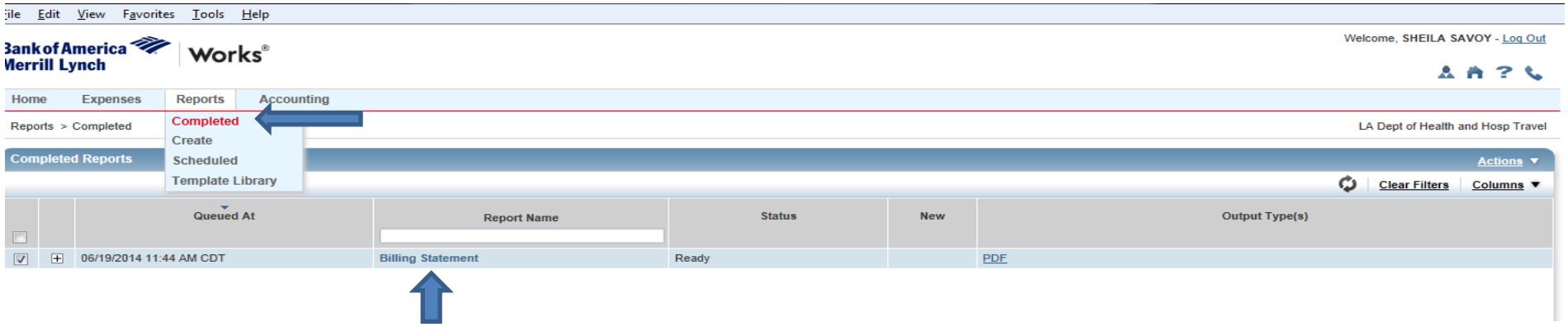


Report appears in PDF format.

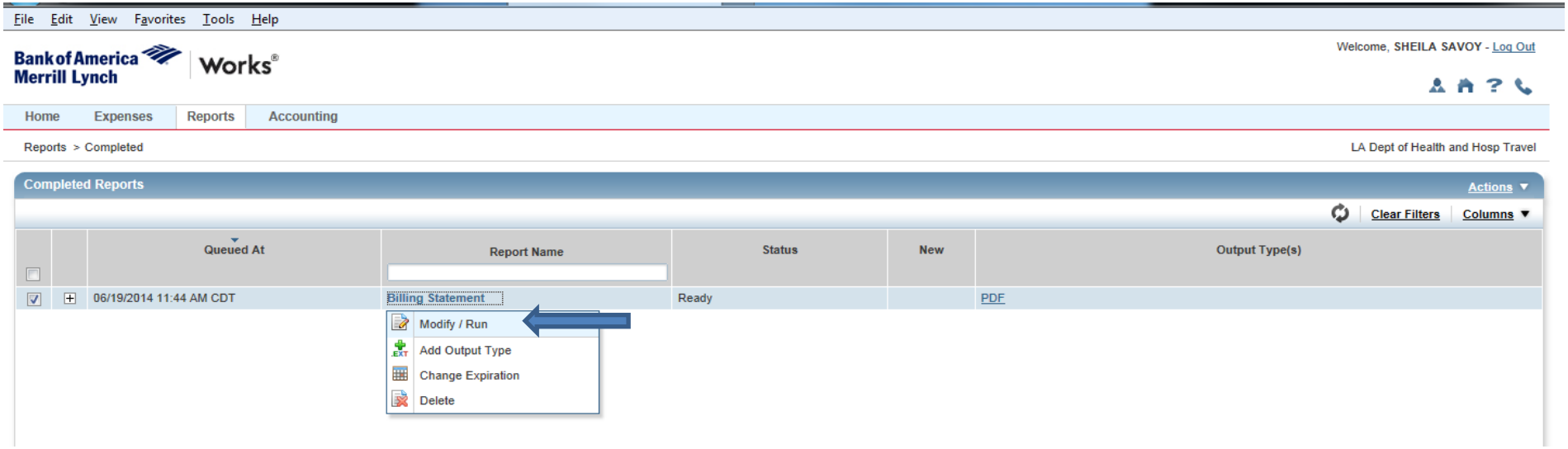
1



Once you have run this report it will appear in Completed Reports. You can now rerun/modify the report by clicking on the Report Name.



The dropdown appears. Click **Modify/Run.**

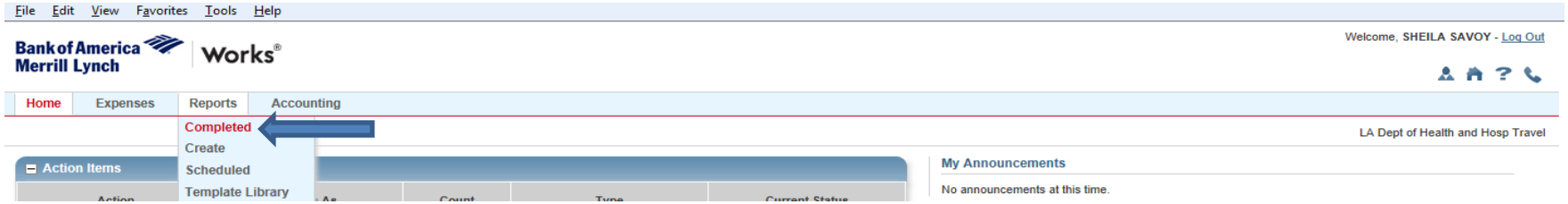


Repeat the steps in the Billing Cycle Purchase Log section of this document.

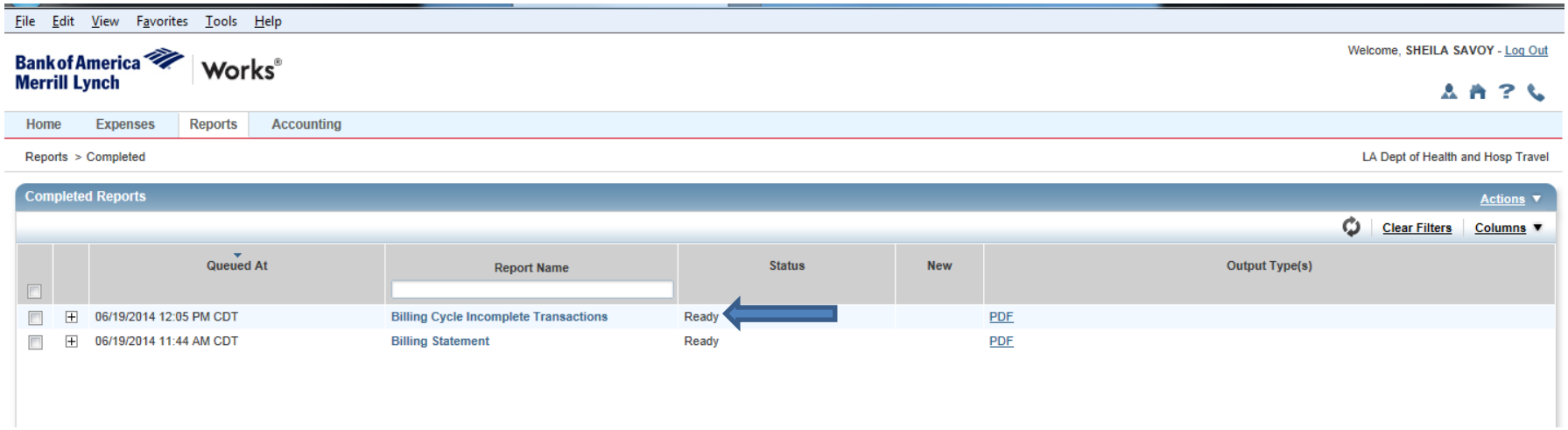
Billing Cycle Incomplete Transaction Report

Approvers should run this report at least weekly to monitor the status of Accountholders' pending transactions. It will show all transactions in which an allocation and/or sign off have not yet been performed. This report should be used as a management tool.

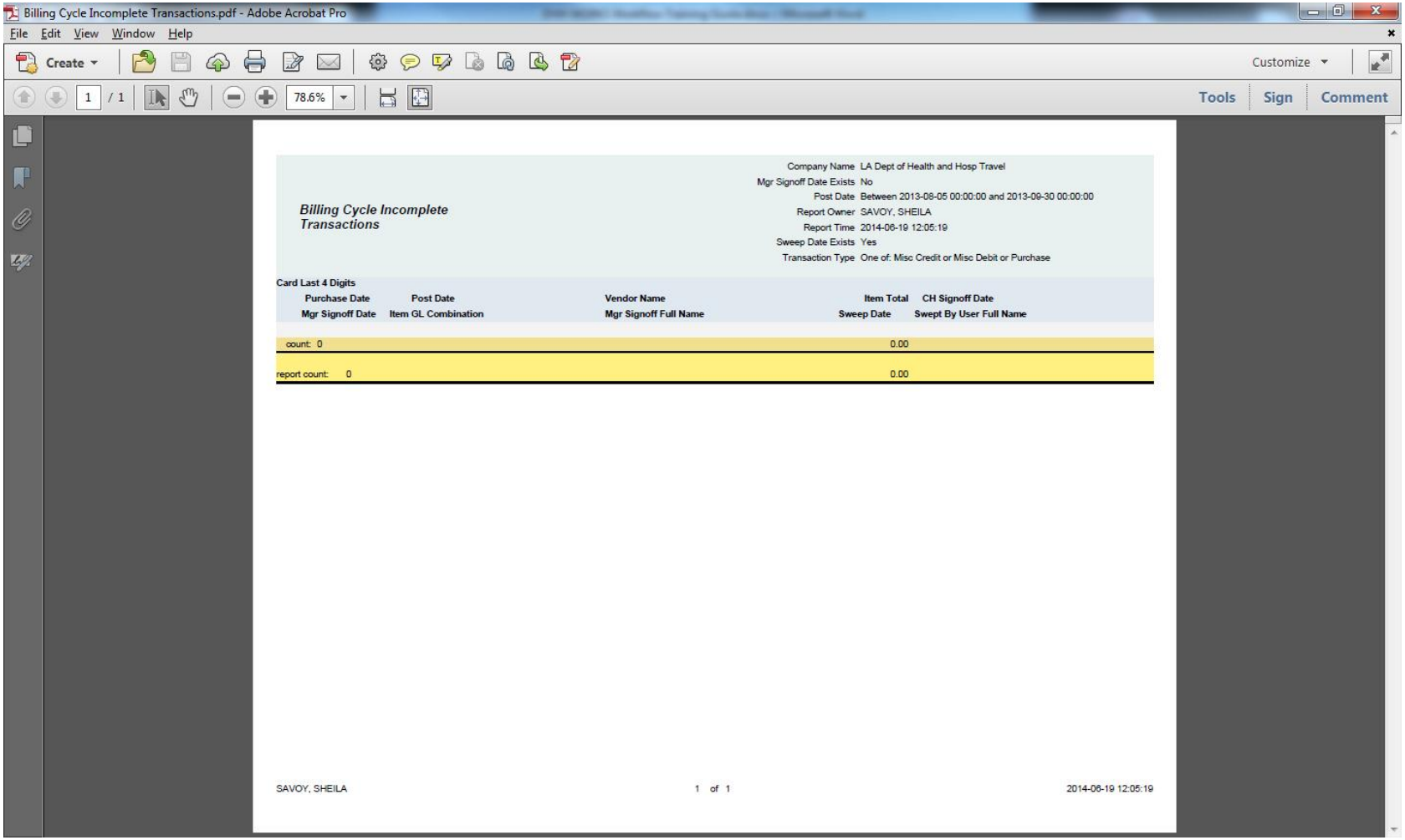
On the **Home** page, click **Reports,** then **Completed Reports.**



Click on **PDF** in the Output column for the Billing Cycle Incomplete Transactions.



Report appears in PDF format.

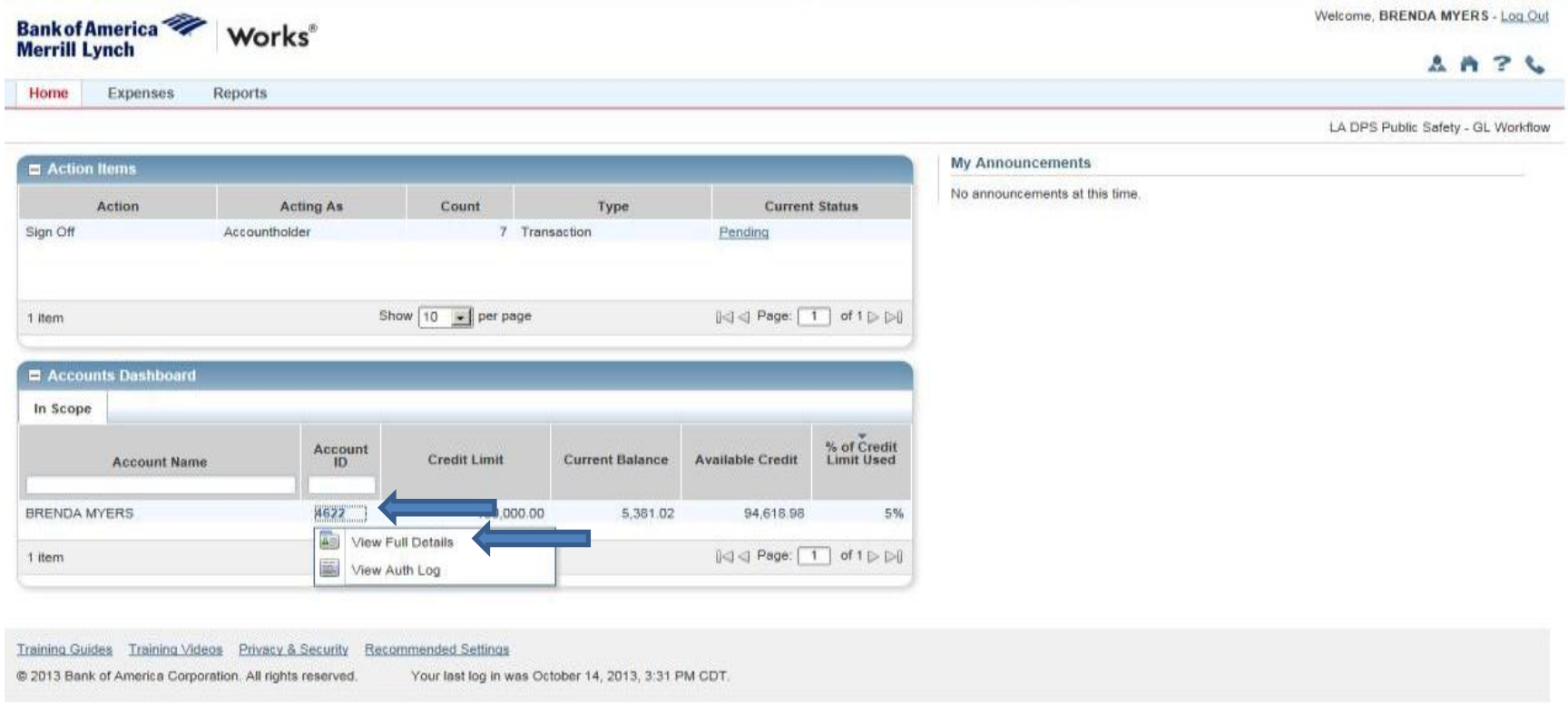


Deadlines

- The billing cycle for travel transactions remains the same: The 9th of the month through the 8th of the following month.
- Accountholders have throughout the billing cycle and 3 additional days (11th of the following month) to complete Allocations and Sign off.
- Approvers have throughout the billing cycle and 4 additional days (12th of the following month) to complete Allocations and Sign off.
- P4 will be created on the 18th and will hit Vouchers Payable on the 19th (These dates will vary depending on what day the 18th falls).
- The payment date remains on the 28th of the month.

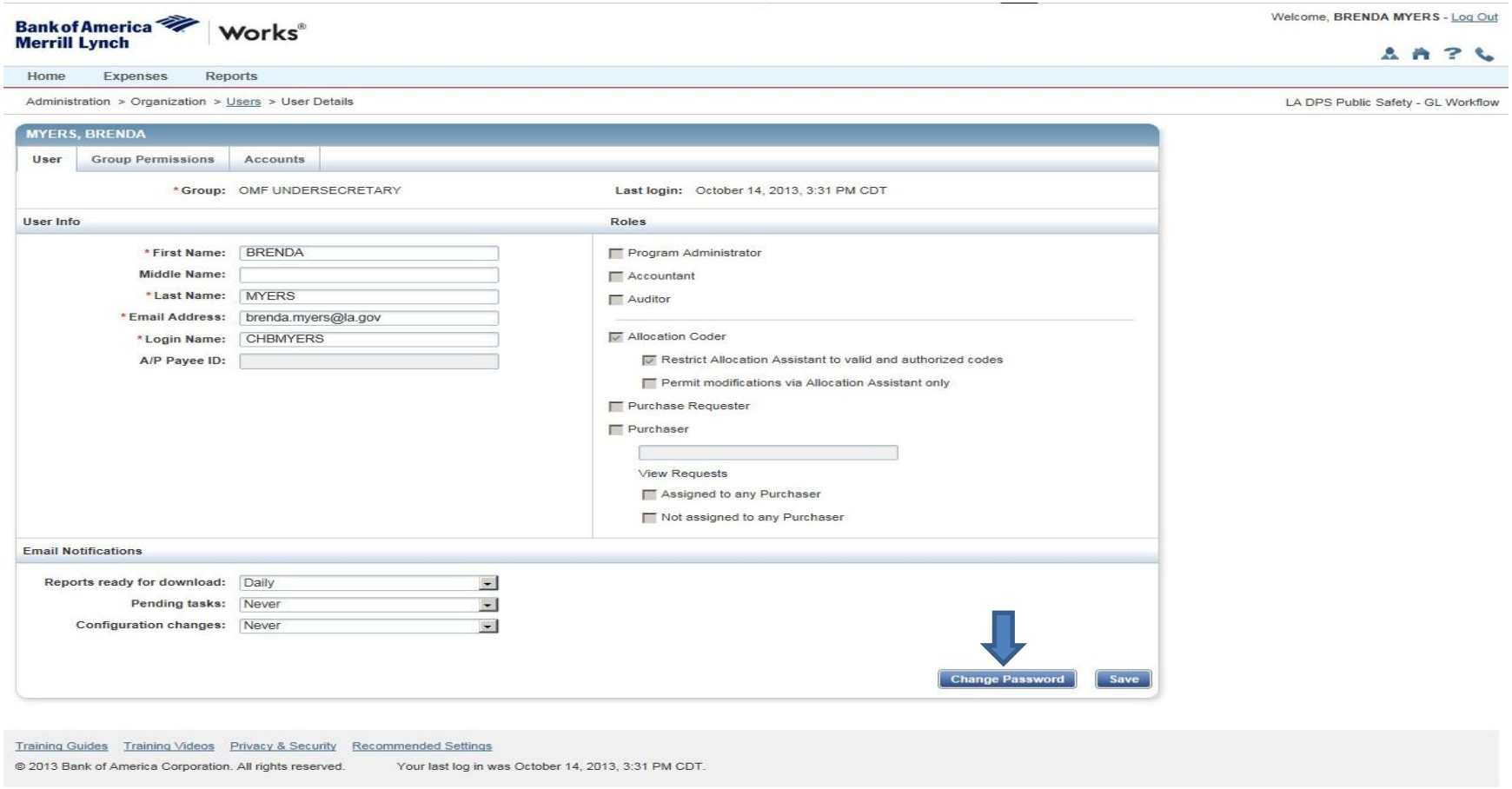
Updating Personal Settings: Password

From the Home Screen click last 4 digits of card number, click View Full Details.



Cardholder Details appear. Click C**hange Password** at bottom right. Once changes are made click **Save**.

Note: To update Email Address or change Login Name make changes in the fields shown on screen below, then click **Save.**

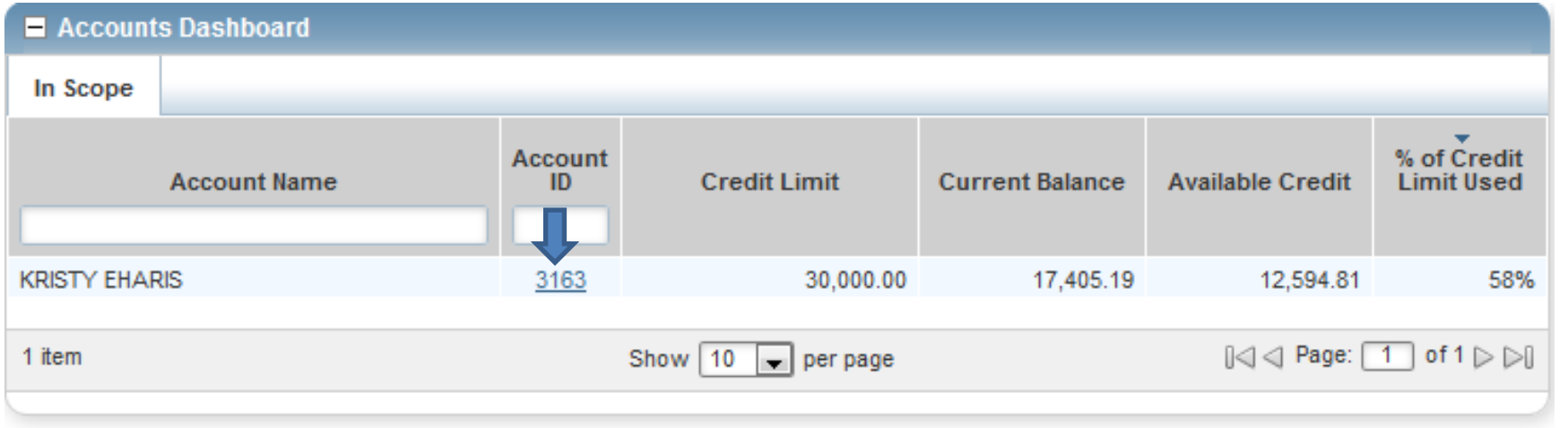


View Authorization Log

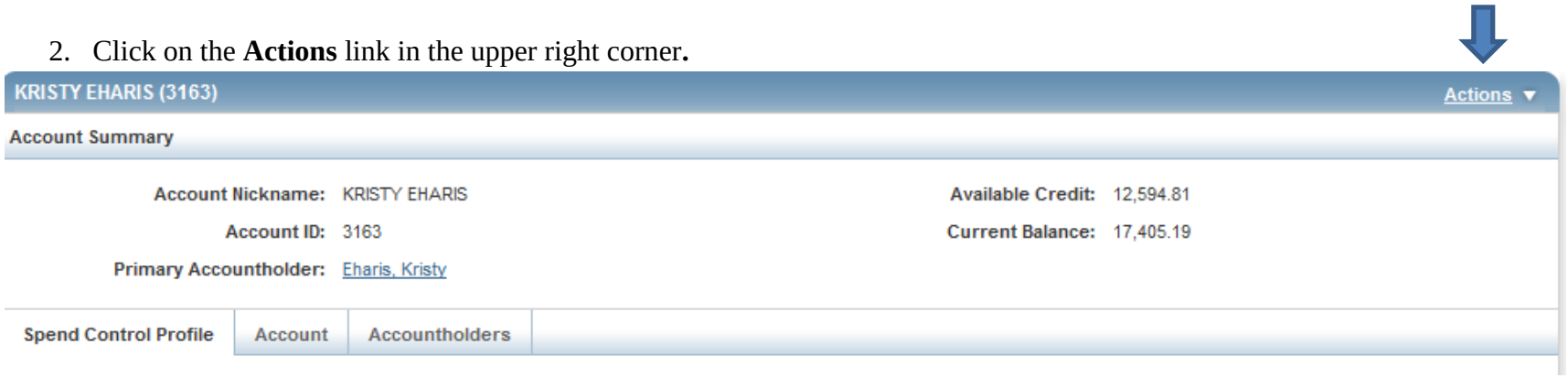
The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page**, the second section - **Accounts Dashboard**, click on the last 4 digits of your account ID.

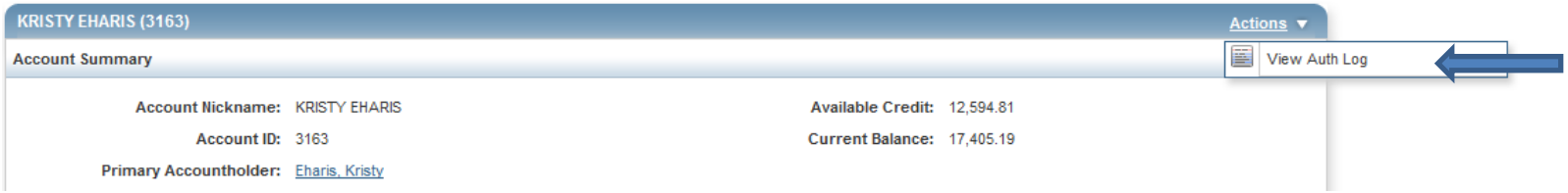
   NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.



2. Click on the **Actions** link in the upper right corner**.**



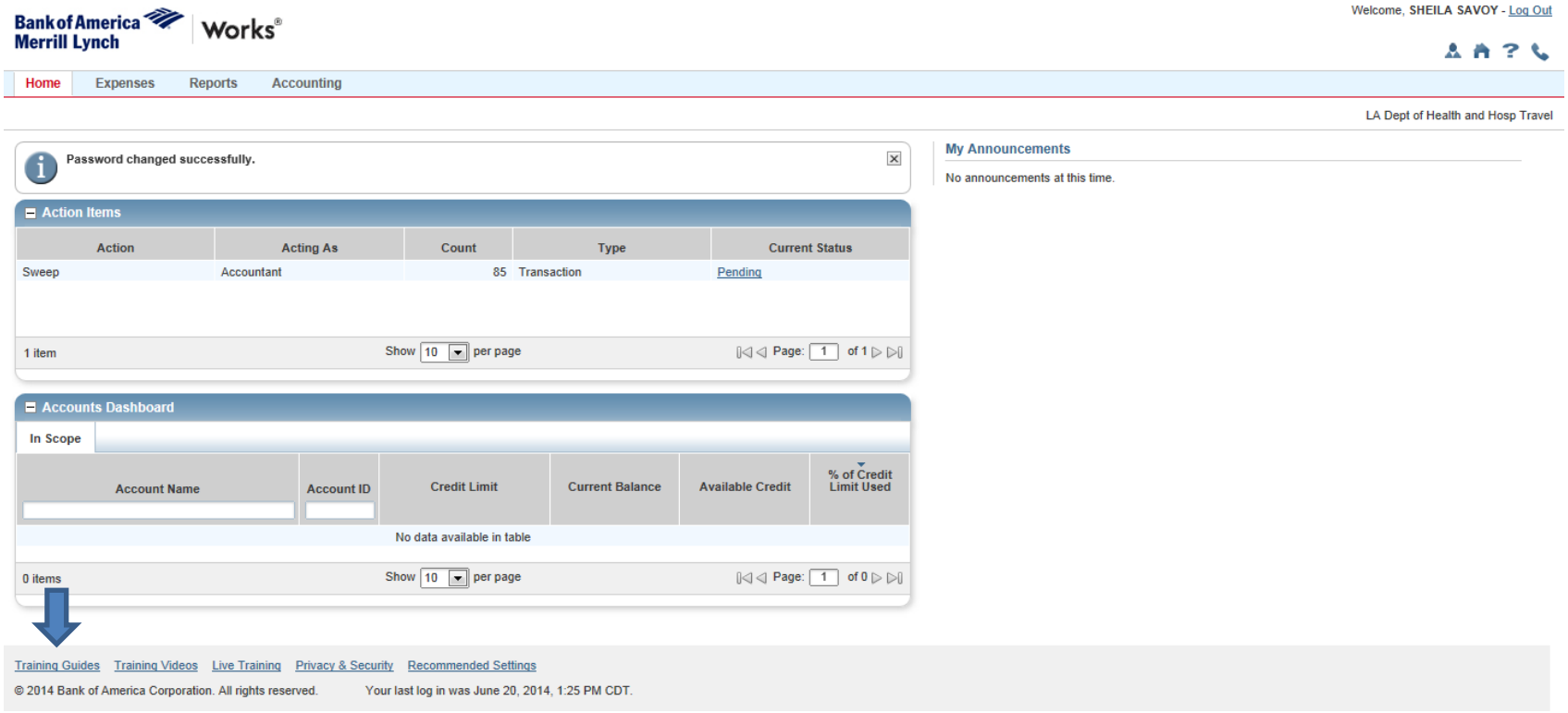
3. Click **View Auth Log**.



4. The next screen will be your **Authorization Log**.

Online Video Training

From the Home Page, select “Training Video” at the bottom of the screen.



Training for Cardholders - Select Reconciling Transactions - demonstrates how to review and reconcile a transaction.

(direct link) http://training.works.com/support/resources/videos/Reconciling_Transactions.htm

Reconciling Transactions with General Ledger – demonstrates how to reconcile and review transactions with general ledger assignments. (this one also talks about flagged transactions)

(direct link) http://training.works.com/support/resources/videos/Reconciling_a_Transaction_with_General_Ledger.htm

THE END