Works is the internet-based platform supplied by the Bank of America. Pcard transactions feed into Works, which enables users to approve, reconcile and oversee spend. The University has created a hierarchy of groups and roles in the system. Each group in the hierarchy must have an owner, one or more cardholders, approvers and accountants. The setup allows Works to route purchases through a predefined workflow. In general, once a purchase is made and posts to Works, the transaction routes to the cardholder, the approver and then the accountant for review and sign off.

**Accountant Instructions** ................................................................. 2
- Allocate, edit and close (sign off) a transaction
- Sweep a transaction
- Manage flags
- Remove flag

**Accountholder (Cardholder) Instructions** ..................................... 12
- Allocate, edit, add description and sign off
- Dispute a transaction
- Remove flag
- View Authorization Log

**Approver Instructions** ................................................................. 22

**Password Reset** ........................................................................ 25

**Uploading Receipts to Works** ..................................................... 32

**Options, Features, and Customizing** ........................................... 37

**Running and Printing a Statement** ............................................ 42
This guide provides information needed for an accountant to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction
- Close a transaction (Sign off)
- Sweep a transaction
- Manage flags

### Allocate, Edit and Close (Sign Off) a Transaction

1. On the **Home Page** under **Action Items>Current Status**, click the **Open** link. These transactions are ready for accountant sign off.

![Image of Action Items]

2. Click the desired **Document** (transaction) number. A menu displays. Select **View Full Details**.

![Image of Document Details]
3. Select the **Allocation & Detail** tab.
   - Make sure the cardholder’s description makes sense and is an allowable purchase.
   - Make sure the **Transaction Code** (chart and fund numbers) and **Expense Code** (account number) are correct. If not, correct them. The transaction code should always have a single space between the chart and fund number. Ie 1 123456
4. To add additional lines of funding, click the **Add** button and choose how many additional lines you need.

5. Complete the amount, description, chart, fund, and account numbers for the additional lines of funding. Click **Save**.
6. In the upper right corner of the Allocation & Detail tab, click on the Actions drop down menu. Click Close to sign off.

7. The Confirm Close screen displays. Click OK. The closed transaction moves to the Ready to Batch screen. This completes the procedure.

8. If you need to correct a chart, fund, or account number after you have closed a transaction, you can find it under the Ready to Batch tab until it has been downloaded and locked by University Accounting.
**Sweep a Transaction**

- After the sign off deadline passes, transactions are locked, and Works users are no longer able to add descriptions and change fund numbers. At this point, any changes to the account string must be processed on a paper correction form.
- If the accountholder or approver has not, or is unable to sign off on a transaction, the accountant may sweep it. This action simply sweeps (moves) the transaction from Pending sign off to the accountant’s Open tab. Once moved, the accountant can add a description, change the account string, and close (sign off) the transaction. This method may help reduce the number of paper correction forms.
- After the sweep occurs, neither the accountholder nor the approver may edit the transaction’s allocation codes or enter a description. Both must still sign off; otherwise, the accountholder’s credit limit will not refresh for the dollar amount of the transaction.
- This process should not be used as the primary method of sign off.

1. On the **Home Page** under **Action Items>Sweep>Current Status**, click on **Pending** link. These are transactions needing accountholder and/or approver sign off.
2. Select the check box for each Document (transaction) you wish to sweep. The action buttons at the bottom of the screen become enabled. Click Sweep.

3. The Confirm Sweep window displays. Click OK. The transaction moves to the Open tab and is ready for accountant signoff. This completes the sweep procedure. The accountant will still need to sign off by completing the close process.
Flags indicate transactions needing attention. Flagging a transaction sends it back to the Accountholder for a response. Once the transaction is reviewed and action taken, the flag is removed.

- An Accountant can flag a transaction to alert other users of an issue or question.
- Flagging a transaction does not prevent an Accountant from closing it. (Closing = Sign Off)
- Flagging a transaction does not change its location in the workflow.

1. On the **Home Page** under **Action Items>Current Status**, click the **Open** link.
2. Select the check box for the **Document** (transaction) you wish to flag. The action buttons at the bottom of the screen become enabled. Click **Flag**.

3. A drop-down menu displays. Select **Raise Flag**.

4. Enter a comment and click **OK**. This sends the transaction back to the account holder for a response and completes the procedure.
1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.

2. Select the check box for the **Document** (transaction) you wish to un-flag. The action buttons at the bottom of the screen become enabled. Click **Remove Flag**.
3. The window displays. Enter a **Comment**. You will not be able to remove the flag unless you enter a comment. Click **OK**. This completes the procedure.
This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View Authorization Log

Each of the above topics includes step-by-step instructions for performing a specific task.

Allocate, Edit, Add Description and Sign Off

1. On the Home Page under Action Items>Current Status, click on the Pending link. These are the transactions ready for accountholder or approver sign off.
2. Click the desired **Document** (transaction) number. A menu displays. Select **View Full Details**.
3. Select the Allocation & Detail tab.
   - Make sure the Transaction Code (chart and fund numbers) and Expense Code (account number) are correct. Make needed corrections. The transaction code should always have a single space between the chart and fund number. Ie 1 123456
   - You must enter a description and business purpose in the Description field. This field usually defaults to the vendor name and the word “Purchase.” Delete the contents and enter your description. You cannot sign off on the transaction unless this is completed.
   - After you have updated the information, click Save.
4. To add additional lines of funding, click the Add button and choose how many additional lines are needed.

5. Complete the amount, description, chart, fund, and account numbers for the additional lines of funding. Click Save.
6. In the upper right corner of the Allocation & Detail tab, click the Actions drop down menu. Click Sign Off.

7. The Confirm Sign Off screen displays. Add optional comments and click OK. This completes the procedure.
Dispute a Transaction

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

1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click the **Pending** link.

2. Click the desired **Document** (transaction) number. A drop-down menu displays. Click **Dispute**.
3. The **Dispute Transaction** screen displays.
   - Enter the **Dispute Amount**, if different from the purchase total.
   - Select the **Reason for Dispute** from the drop-down menu. Depending on the **Reason for Dispute**, additional information may be required.
   - Enter **Comments**, if desired.
   - Select the checkbox “**I have examined the charge(s) made to my account and wish to dispute the transaction.**”
   - Click **OK**. The screen displays a confirmation message. This completes the procedure.
1. On the Home Page under Action Items>Current Status, click the Flagged link.

2. Select the check box for the Document (transaction) you wish to un-flag. The action buttons at the bottom of the screen become enabled. Click Remove Flag.
3. The **Confirm Remove Flag** window displays. Enter a **Comment**. You will not be able to remove the flag unless you enter a comment. Click **OK**. This completes the procedure.
The Authorization Log allows you to see transactions that have been approved by the bank but not posted to Works. If a transaction was declined, the reason is shown.

1. **Home Page, Accounts Dashboard.** Click on the last 4 digits of your **Account ID** (card number). Box pops open. Click **View Auth Log**.

2. **Authorization Log** opens.
This guide provides information needed for an approver to manage transactions. Within this guide, you will learn how to review and sign off on a transaction.

**Review and Sign Off on a Transaction**

Approvers are usually not required to edit the chart, fund, or account numbers or enter a description. The approver should review the transaction to determine it is reasonable, appropriate and legitimate for the department. If you are required to edit the account string, see the instructions for accountholder.

1. On the **Home Page** under **Expenses>Transactions>Approver**, click on the **Pending** link. The **Pending Sign Off** screen is displayed. Click the desired **Document** (transaction) number. A menu displays. Select **View Full Details**.

![Pending Sign Off Screen](image)
2. Select the **Allocation & Detail** tab. Read the text entered in the **Description** field by the accountholder. To the best of your ability, determine if this is a reasonable, authorized, legitimate transaction for the University, and the account string is correct.

![Allocation & Detail tab](image)

3. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu. Click **Sign Off**.

![Actions drop down menu](image)
4. The **Confirm Sign Off** screen displays. Add **Comments** and click **OK**. This completes the procedure.
About Works
The Works application is a Web-based, user-friendly electronic card payment management service that automates, streamlines, and integrates existing payment authorization and reconciliation processes while providing management reporting and spending controls.

- Offers card program management, reconciliation and workflow approval in a single application
- Provides simple, effective and timely controls to help manage your reconciliation policy and company spend
- Utilizes a built-in supplier network of millions of merchants worldwide
- Encourages cardholders to control spending and comply with company policy
- Increases your process and spending controls
- Automates expense approval and allocation
- Simplifies management reporting and audit activities

Login to Works
Organization: Oklahoma State University
Login Name: cjames
Password: ********
Login

Forgot your password?
Need more help? Please contact your Program Administrator for assistance.

Forgot Your Password
Please enter your email address and Login Name. Information on resetting your password will be mailed to this address.

* Email: 

* Login Name: 

Complete both fields and click "OK."
About Works

The Works application is a Web-based, user-friendly electronic card payment management service that automates, streamlines, and integrates existing payment authorization and reconciliation processes while providing management reporting and spending controls.

- Offers card program management, reconciliation and workflow approval in a single application
- Provides simple, effective and timely controls to help manage your reconciliation policy and company spend
- Utilizes a built-in supplier network of millions of merchants worldwide
- Encourages cardholders to control spending and comply with company policy
- Increases your process and spending controls
- Automates expense approval and allocation
- Simplifies management reporting and audit activities

If you would like more information about Works and how to purchase it, please contact your Card products Account Representative. If you do not have one, you can request to be contacted through our website: Bank of America Card Solutions.

Login to Works

Your password request is being processed. An email providing further instructions will be sent to the address you entered.

Organization: Oklahoma State University

Login Name: cjames

Password: ********

Login

Forgot your password?

Need more help? Please contact your Program Administrator for assistance.
The email will come from “Oklahoma State University.” In this example, the email arrived in about two minutes. Watch your In-Box, Clutter, and Junk/Spam.
Password Alert! This message may contain a request for your password. NEVER SEND OR RESPOND TO E-MAIL REQUESTS FOR YOUR PASSWORD. For questions about this alert, please contact the IT HelpDesk at 405-744-4357 or email helpdesk@okstate.edu.

Please do not reply to the sender of this email. It is a system-generated email from the Works application used by your organization.

Read the message below regarding the Works application. If the message requests that you take an action in the application, a link may be included below the message to allow you easy access to the login screen.

A Notice From the Bank of America Merrill Lynch Works Application

Carla,

You received this message because you told us that you forgot your Works password.

To reset your password, begin by entering either your username or email address at this URL:

https://payment2.works.com/works/password?viewType=validateForgot&pwdCode=2153752106-41b8fcd0dcd326c0bf2d9130881a096

Log into Works 4 at: http://www.bankofamerica.com/worksonline

Choose this link.

Works is a registered trademark of Bank of America Merrill Lynch.
Enter your Works login name or email address.

Answer the personal security question.

Click "OK."
Create your new password. It is case sensitive.

Click "OK."
UPLOADING RECEIPTS TO WORKS

- Use Firefox or Google Chrome as your browser.
- Each receipt image must be less than one MB to upload.
- Allowable File formats: pdf, png, jpg, gif and jpeg.
- Your individual organization is considered the primary data owner; therefore, you are responsible for maintaining original receipts.

1. To upload a receipt from your desktop into Works, log in to Works. Click Expenses>Transactions>Accountholder.
2. Transactions **Pending Sign Off** display.
3. Click the **Document** (transaction) field. In this example, I clicked on TXN00938866. Choose **Manage Receipts**.
4. A pop-up box appears. Click Add and then choose between **New Receipt** and **Stored Receipt**. Yours will likely be a new receipt.

5. A pop-up box appears. **Choose File** will prompt you to provide the location of the receipt on your computer. Add the **Receipt Date** and type a brief **Description** (optional). Click **OK**.
6. The receipt has been added. You may add more documents or remove documents.
1. Simple Search Filters

- A - To find a specific transaction number, type in all or part of the number in the Document field.
- B - To see a specific cardholder’s purchases, type in all or part of their name in the Primary Accountholder field.
- C - To see a specific vendor, type in all or part of the vendor name in the Vendor field.
2. Search with Advanced Filters

To find an older transaction or look for a specific amount, etc, start by clicking the + sign on the left of your selection. Currently, you may search back to 2010, but you can only search a date range spanning two years or less.

<table>
<thead>
<tr>
<th>Document</th>
<th>Date Purchased</th>
<th>Primary Accountholder</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>TXN01088420</td>
<td>02/12/2020</td>
<td>Chen, Charles</td>
<td>ZYMO</td>
</tr>
<tr>
<td>TXN01090740</td>
<td>02/19/2020</td>
<td>Espinol, Camacho Andres S</td>
<td>ZYMO</td>
</tr>
<tr>
<td>TXN01097716</td>
<td>03/10/2020</td>
<td>Sethuraman, Sri Nandhini</td>
<td>ZYMO</td>
</tr>
<tr>
<td>TXN01098861</td>
<td>03/17/2020</td>
<td>Scimeca, Ruth C</td>
<td>ZYMO</td>
</tr>
<tr>
<td>TXN01102836</td>
<td>04/02/2020</td>
<td>Butcher, Joshua T</td>
<td>ZYMO</td>
</tr>
<tr>
<td>TXN01106526</td>
<td>04/22/2020</td>
<td>Bayles, Melanie</td>
<td>ZORO TOOLS INC</td>
</tr>
<tr>
<td>TXN01100285</td>
<td>03/18/2020</td>
<td>Gary, Ryan A</td>
<td>ZORO TOOLS INC</td>
</tr>
<tr>
<td>TXN01108238</td>
<td>04/23/2020</td>
<td>Bayles, Melanie</td>
<td>ZORO TOOLS INC</td>
</tr>
<tr>
<td>TXN01106096</td>
<td>04/24/2020</td>
<td>George, Jillian R</td>
<td>ZOOM US 888-759-9666</td>
</tr>
</tbody>
</table>
3. To hide the Advanced Filter, click <<.
4. To add and remove columns, click on **Columns** and check or uncheck the options. **Save**.
5. Sorting and Moving Columns
   - To sort a column, simply click on the heading.
   - To move columns, drag the heading with your mouse.
Although this is not a traditional credit card statement, it is accepted by the University.

1. Click on Reports then Create.
2. Choose **Spend** and then **Choose from all available templates**.
3. Choose **OSU Cardholder Statement – Allocation Detail**. Click **OK**.
4. Choose the little calendar by Post Date. Pop up box appears. Input dates. OK.
5. Choose magnifying glass by Card. Pop up box appears. Mark the box **Include Deactivated Accounts**. Find your person and check the boxes by the name. Click **OK**. Click **Submit Report**.
6. The Completed Reports page opens. You can see your recent reports. Click on **PDF** and follow the normal **Open With** or **Save File** process. Click **OK**.