Bank of America Works

Approver Guide

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***This guide gives brief step-by-step instructions for required tasks performed within the Works application for approvers.***

***All charges must be approved by the cardholder and approver in order for monthly cycle limits to be restored and to follow an appropriate audit trail.* Funds from transactions not signed off by the end of the billing cycle decrease the Cardholders available credit for subsequent billing cycle(s) and will NOT restore to the account until each transaction is reconciled and approved by both the cardholder and the approver.**

**Cardholders are encouraged to sign off on transactions throughout the month instead of at the end of the cycle. Once the approver receives a Task to Perform email, notifying of transaction(s) that need attention, the Approver should login, review, and approve instead of waiting till the end of the billing cycle.**

# Bank of America Works Link

<https://payment2.works.com/works/home>

# Initial Log In and Set up

Works will send a system generated email to the employee’s state email address. From the initial email, each user will be prompted to create a password and specify security questions and answers that will be used to validate the user’s identity if the user forgets the password. Your user ID is in the welcome email

Click the **first link** in the email message to open the internet browser to the specified web site. An Initial Security Check screen prompts the user to enter an **email address**

1. Enter **email address**
2. Click **OK**.

Note: The Initial Password Setup screen allows the user to create a password and answer three required security validation questions to provide additional security for the user’s account. Answers to the security questions must be provided for a user to reset a password in the future.

1. Enter a password in **New Password**
2. Enter the same password in Confirm Password.
3. Select a question from each Question drop-down menu.
	1. Enter an **answer** in Answer **1**
	2. Enter the **answer** again in **Confirm 1**.
	3. Continue to select and answer two additional security validation questions.
4. Click **OK**

# Logging In

1. Enter email address in the Email field.
2. Enter Login Name
3. Enter Password
4. Click Login

# Logging Out

From any screen in Works, click Log Out  link in the upper right hand corner of the screen

# Works Overview

You have three screen choices, **Home**, **Expenses**, and **Reports**. The Home screen is a summary of your account and shows what actions you need to take.

The first screen that you see in Works is your **Home** screen. It will show you the actions that you need to perform (**Action Items**) and a summary of your card (**Accounts Dashboard**). Any **announcements** added by your Program Administrator will also be on your Home screen.

**Home Page -** From the Home page, Cardholders can check the Action Items section for outstanding task that require action. To perform a specific task, click **Current Status** to link to the corresponding detail or work screen. Click the Account ID under the Accounts Dashboard section to access links to View Full Details or View Auth Log

**Navigation Shortcuts**

In the top-right corner of every screen in Works are icons that can be used either as shortcuts to move throughout Works or can provide users with helpful information.

* **My Profile –** to access personal information on the User Details screen. On the User Details screen, the user can view name, email address, Login Name, and password. The user can also view assigned roles and group permissions, as well as reset passwords
* **Help  –** to access online help regarding functions and features for a specific screen.
* **Contact Us  –** to access telephone and email information for Cardholder Support Services, including Customer Service and Card Activation Assistance.

**Action Items**

The Action Items section shows items requiring your attention and reports that are ready for download. The “Acting As” column indicates your role for that required action. Click “Pending” to go to the screen with transactions that are outstanding (pending your signoff).

**Accounts Dashboard**

The Account Dashboard section shows:

* **Card Account** – name of cardholder and the card verification number which will be required to activate your card and/or get a PIN number
* **Credit Limit** – monthly cycle limit
* **Current balance** – total of posted transactions
* **Available spend** – amount available to spend, including charges authorized but not fully funded.
* **Available credit** – amount of credit remaining for billing cycle
* **Account ID** – last 4 digits of card number

**Expenses** allows you to review your transactions and store receipts.

**Reports (must have accountant access)** will allow you to run a report on your current spend and the Monthly Billing Cycle Log

# Breadcrumb Trail

Shows the series of options you selected to arrive at the information displayed on a screen. The breadcrumb trail displays on every screen as you move throughout Works. In some cases you are able to click and go back to the previous screen

# Reconciling Transactions

## Allocate/Edit a Transaction

1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link.
2. Click the **Document** (transaction number), select **Allocate/Edit** from the dropdown menu
3. Confirm **Description**. Field has been edited to provide a brief description of what was purchased.
4. **Confirm the GL segments are applicable to the transaction**, if the agency is using the Accounting function in Works, *if not, skip to #5*. **LaGov** agency cardholders **must allocate** GL 01 – GL04, GL05-GL08 are not required by if applicable to the transaction must be allocated. LaGov GL Segments:
	1. **GL01** - Business Area (required)
	2. **GL02** - Cost Center (required)
	3. **GL03** - Fund (required)
	4. **GL04** - GL Account (required)
	5. GL05 – Grant
	6. GL06 - WBS Element
	7. GL07 - Internal Order
	8. GL08 - Function Area
5. Click **Close**

## Review Receipts/Supporting Documentation

1. Click the **transaction number**, from the dropdown, select **Manage Receipts**
2. Click **View PDF** (if more than one attachment, click the top check box and all attached documentation should appear)
3. Review the transaction to ensure
	1. Attached to the appropriate transaction
	2. Is complete documentation that supports the purchase
	3. Includes at the minimum:
		* Line item descriptions of what was purchased, stock number or general merchandise is not acceptable
		* If applicable any pre-approvals
		* Itineraries
		* Additional documentation to support transaction, such as conference literature to include itinerary of conference and lodging rates

Note: If not correct the transaction must be flagged back to the cardholder (see instrucitons for Managing a flag

1. Check the box next to the transaction
2. Click Sign Off at bottom of screen

# Managing Flagged Transactions

## Raising a Flag

If a transaction needs corrections, you must “Raise a Flag” instead of approving. This will send the transaction back to cardholder for correction. After corrections are made, cardholder should select “Remove Flag” to send back to the Approver

1. Check the **box** next to the transaction
2. Click **Flag** at bottom of screen
3. Click **Raise Flag**
4. Enter **comment**
5. Click **Ok**

**The transaction goes back to the cardholder to make the changes**

## Removing a Flag

1. Click on the **Transaction**, from the dropdown select **Remove Flag**
2. Enter **Comments**
3. **C**lick **OK**