

WORKS QUICK REFERENCE FOR PROGRAM ADMINISTRATORS

ACCESS TO WORKS

Once you have been given access to Works you will receive a welcome email that includes your username and a link to Works. Email will be sent from Works (<mailto:WorksNoReply@works.com>). Please add it to your valid sender list to ensure the email is not sent to you Junk email. Sample email is listed below

Hello! This email provides details below pertaining to the State of Louisiana Bank of America Visa charge card program.

Mary,
To set your password, begin by entering your username or email address at the URL:

[https://paymetn2.works.com/wpm/validate?code-2151571814-](https://paymetn2.works.com/wpm/validate?code-2151571814-33a32a3859f417b4b938b314a695816)

33a32a3859f417b4b938b314a695816

Your username: P124566

Your email address: mary.smith@la.gov

After the initial login, you must access the application by entering the following URL in your browser's location field:

<https://payment2.works.com/works/>. We recommend that you bookmark the address to quickly access

The Works application requires one of the following supported browsers:

- Internet Explorer, versions 7, 8, 9 (for Windows users)
- Mozilla Firefox 3.6 or above (for Windows or Macintosh users)
- Safari

The browser must be correctly configured for optimal performance: The browser must enable cookies and JavaScript.

LOGIN

To access Works user interface type the following in the computer's internet browser:

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

Enter the following:

- Organization (if it does not populate enter your e-mail address)
- Unique login (you will have a separate login for each of your Works instances)
- Password

FORGOT YOUR PASSWORD

Works Users can reset forgotten passwords themselves. Click on the "Forgot your Password? Link under the blue login button to reset your password

CREATE A NEW USER WITH A CARD

Click **Administration>Organization>Users**, in the **Create** dropdown choose **Create User and Account Request**, select **Group** by clicking the **O** next to the group the user will be in, click **OK**. Enter the following mandatory fields:

- **First Name**
- **Last Name**
- **Email Address**
- **Login Name**

If not implemented into Workflow or not utilizing the accounting function click **continue**. Agencies implemented into Works Workflow and utilizing the Accounting Function (mandatory for ISIS Agencies)

Click **P** next to **Allocation Profile**, select **Profile** by clicking the **O** next to the profile for the cardholders default group.

Enter the group's FUND/AGENCY/ORGANIZATION and OBJECT defaults in the Default Allocation Codes Section

Click **Continue**

Click **P** next to **Spend Control Profile** select the profile assigned to the cardholder.

Enter a 9 digit verification code (can be any nine digits).

Defaults to 1 card.

Click **Submit**.

CREATE A NEW USER WITH A CARD (cont.)

Click **▼** next to **Actions** to the right of the user screen

Click **Send Welcome Email**

NOTE: When creating a CBA change the default card setting from 1 to 0 – Never order a card when creating a CBA

CREATE A NEW USER ONLY

Click **Administration>Organization>Users**,

Create to the right of the user screen

Click **▼** in the **Create** dropdown choose **User**,

Select **Group** by clicking the **O** next to the group the user will be in
Click **OK**.

Enter the following mandatory fields:

- **First Name**
- **Last Name**
- **Email Address**
- **Login Name**
- **If User will have the role of Program Administrator, Accountant or Auditor select the Role by clicking the square next to each role if applicable**

Click **Continue**.

Click **▼** next to **Actions** to the right of the user screen

Click **Send Welcome Email**

CREATE A CARD FOR EXISTING USER

Click **Administration>Organization>Users**, locate the user move cursor to the right of the name click on **▼** choose **Create Account Request**.

Click **P** next to **Spend Control Profile** select the profile assigned to the cardholder.

Enter a 9 digit verification code. Defaults to 1 card.

Click **Submit**.

REQUESTING A REPLACEMENT CARD

Click **Accounts>Accounts Portfolio**

Click **Account ID** on the desired account

Select **Replace Card**. The Confirm Replace Card Screen displays

Note: The Account Name defaults but can be edited, if desired

Click **OK**

REPLACING LOST/STOLEN CARDS

Click **Accounts>Account Portfolio**. The Accounts list displays

Click **Account ID** on the desired account

Select **Mark Account Lost/Stolen**

Review the Confirm Mark Lost/Stolen message

Click **Ok**

Note: This action will impact only the account in the WORKS application. Call Bank of America Merrill Lynch to close the account 888-449-2273

CLOSING AN ACCOUNT

Note: Prior to closing an account or deactivating a user make sure all pending task in Works have been addressed. Once closed the account can no longer be used or accessible in WORKS

Click **Administration>Account Portfolio**

Click **Account ID** on the desired account

Select **Close Account**

Review the Confirm Closed Account message

Click **Ok**

DEACTIVATING A USER

Note: Prior to deactivating an account or deactivating a user make sure all pending task in Works have been addressed.

Click **Administration>Organization>Users**, locate the user move cursor to the right of the name click on ▼ choose **Deactivate User**, click **OK**.

SEND WELCOME EMAIL

Click **Administration>Organization>Users**, locate the user move cursor to the right of the name click on ▼ choose **Send Welcome Email**, click **OK**

RESET PASSWORD

Click **Administration>Organization>Users**, locate the user move cursor to the right of the name click on ▼ choose **Reset Password**, defaults to User Login or you can enter a custom password, click **OK**

LOGIN NAME REMINDER

Click **Administration>Organization>Users**, locate the user move cursor to the right of the name
Click on ▼ choose **Send Login Name Reminder**,
Click **OK**

CHECK WHY A CARD IS DECLINING

Click **Accounts>Account Portfolio>Users**, locate the user move cursor to the right of the last 4 digits of the card
Click on ▼ choose **Send Login Name Reminder**, click **OK**

REASSIGNING/REMOVING ROLES IN WORKS

Click **Administration>Organization>Users**, locate the user
Move cursor to the right of the name click on ▼ Select **View Full Details**

Check the box next to the roles you are assigning
Uncheck boxes for roles you are removing

CREATING A NEW GROUP

Click **Administration>Organization>Groups**.
In the **Create** dropdown to the right of the screen select **Create Group**.
Choose the **Parent Group**,
Click **OK**. Enter the Group Name, Enter the group's
FUND/AGENCY/ORGANIZATION and **OBJECT** defaults in the
Default Allocation Codes Section.

Click **Save**

Note: ISIS agencies creating a new group must also complete a revised workbook sheet with the fund/agency/org and send to Office of State Travel for the bank to add it to our nightly refresh

MOVING CARDHOLDER/USER TO ANOTHER GROUP

Click **Administration>Organization>Users**
Find the User, click to the right of the **Name**
Click the ▼
Click **View Full Details**
In the Group Field click the ▼
Click **Move**
Select new **Group** by clicking the O next to the new group
Click **OK**

ADDING A GROUP OWNER

Click **Administration>Organization>Users**
Find the User, click to the right of the **Name**
Click the ▼
Click **View Full Details**
Click **Group Permissions**
Highlight **Group Owner**
Click **Add**
Select new **Group** by clicking the O next to the all the groups you are assigning to the user
Click **Ok**

REMOVING A GROUP OWNER

Each Group must have another Group Owner assigned before you can remove

Click **Administration>Organization>Users**
Find the User, click to the right of the **Name**
Click the ▼
Click **View Full Details**
Click **Group Permissions**
Highlight **Group Owner**
Click **Remove**
Select new **Group** by clicking the O next to the all the groups you are removing from the user
Click **Ok**

CREATING A SPEND CONTROL PROFILE

Click **Accounts>Click Accounts>Account Portfolio**
Click **Create** on the right of the Accounts Screen
Select **Create Spend Control Profile**
Complete the following fields on the spend control profile screen

- **Profile Name** – The Profile name must be unique and should be set up in the following format, this is an example only – CL\$20,000; STL \$1,000; MCCG: csh, tvl, rest
- **Credit Limit** – should be the same as in the profile name – this is maximum in spendable funds for the billing cycle (month)
- **Discretionary Funds** – Should be the same as the credit limit – this is the base funds available for spend at any time.
- **Single Transaction Limit** – should be the same as the STL in the profile name – this is the single transaction limit

Click **Save**

COPYING A SPEND CONTROL PROFILE TO CREATE A NEW PROFILE

Click **Accounts>Spend Control Profile**
Click the desired **Spend Control Profile**
Click **Actions** on the right of the Spend Control Profile Details screen
Select **Quick Copy**
Edit the following as desired

- **Profile Name** – The Profile name must be unique and should be set up in the following format, this is an example only – CL\$20,000; STL \$1,000; MCCG: csh, tvl, rest
- **Credit Limit** – should be the same as in the profile name – this is maximum in spendable funds for the billing cycle
- **Discretionary Funds** – Should be the same as the credit limit – this is the base funds available for spend at any time.
- **Single Transaction Limit** – should be the same as the STL in the profile name – this is the single transaction limit

Click **Save**

MOVING A CARDHOLDER TO A NEW SPEND CONTROL PROFILE

Click **Accounts>Account Portfolio**
Locate the cardholder's name, click the square next to the name
Click **Reassign Profile** at bottom of screen
Click the O next to the profile you wish to move the cardholder to
If the card is to return to old profile enter in the date for it to return (if doing this be sure to give the transaction time to post to the account)
If no return date is required
Click **OK**

ADDING AN APPROVER

Click **Administration>Organization>User**
Locate the User
Move Cursor to the right of the name click ▼
Click **View Full Details**
Click **Group Permissions** tab
Click **Approver**
Click **Add**

CHANGE RESTORE FUNDS SETTING

NOTE: Once in Workflow this setting must be set to either Manager or Accountant, never at Accountholder

Administration>Organization>Users

Click Accounts>Spend Control Profile

Choose the Profile

Under Settings, click ▼

Select the change – must be Manager or Accountant never

Accountholder

ADDING CODES TO A GROUP

Click **Accounting>Allocation Profiles and Rules>Allocation Rules**


Find the Group (type a couple letters in the group name, name should appear).

Move cursor to right of name click ▼

Click **View Full Details**

Click Edit

Find the coding (type a couple numbers in the value field, the coding should appear)

Click  to move the coding to the permitted field

Click Save

Note: ISIS agencies adding codes that were not in last workbook presented to Bank of America must revise the workbook and submit to Office of State Travel to confirm coding with OSRAP and forward to Bank of America

HOW TO CHECK WHY A CARD IS SET AT AUTO SIGN-OFF

NOTE: Every group must have a group owner, you must add a new

Click **Administration>Organization>User**

Locate the cardholder click the group to the right of the cardholder's name

Go to **Approval Settings>Transaction Review**

Make sure is and Transaction Review Field has (9999.99) entered,

if not check the and enter (9999.99) in the Transaction Review Field

CREATING ANNOUNCEMENT

Click **Administration>Organization>User**

Enter or edit the text in the **Announcement** box

Select an option for **Expiration Date**

- **Do Not Expire** – The announcement will remain until you manually remove it.
- **Calendar Date** – click in the date field to select an expiration date from the calendar tool.

Click Save. Changes to the announcement text updates and a confirmation message displays.

Note: Updated By and Last Update Date fields are updated.

REMOVING AN ANNOUNCEMENT

Click **Administration>Organization>Announcement**

Set the Expiration Date to the next day's date (the current date +1 day).

Enter or edit the text in the **Announcement** box

Click **Save**. The announcement expires and is removed the following day.

FOR CARDHOLDERS

ADDING A RECEIPT

First you must scan and save the receipt and back up documentation to your computer

On the Home page, under action items, click **Pending** to the right of Sign Off

Move cursor to the right of the transaction number

Click ▼ select **Manage Receipts**

Click **Add**

Click **Browse**, find receipt

Add **Receipt Date**

ADDING A RECEIPT (cont.)

Enter **Description** if applicable for your agency

Click **Save**

Click **close**


ALLOCATING A SINGLE TRANSACTION

On the Home page, under action items, click **Pending** to the right of Sign Off

Move cursor to the right of the transaction number

Click ▼ select **Allocate/Edit**, edit if applicable

Enter **Codes** in the following fields to identify how the segment will be allocated (NOTE: follow your internal procedures for your agency on which fields to complete). If you are restricted to using predefined

codes click the browser icon  to select a code from the allocation pick list.

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

Click **Save**

Click **Close**


MASS ALLOCATE TRANSACTION

On the Home page, under action items, click **Pending** to the right of Sign Off

Click the **check boxes** of each transaction you wish to allocate

Click **Mass Allocate** from the action buttons

Enter **Codes** in the following fields to identify how the segment will be allocated (NOTE: follow your internal procedures for your agency on which fields to complete). If you are restricted to using predefined

codes click the browser icon  to select a code from the allocation pick list.

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

Click **Save**

Click **Close**

ADD ALLOCATION LINES

On the **Home page**, under action items, click **Pending** to the right of Sign Off

Move cursor to the right of the transaction number

Click ▼ select **Allocate/Edit**

Click **Add**

Select the number of lines to add from the drop down menu


Defaults to Amount can change to percentage by clicking ▼ choose percentage.

Enter the **amount or percentage** on the line(s)

Enter a **Description**

Note: all lines must total to 100% of the total transaction

Enter coding for each line. If you are restricted to using predefined

codes click the browser icon  to select a code from the allocation pick list.

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

Click **Save**

Click **Close**

REMOVE ALLOCATION LINES

On the **Home page**, under action items, click **Pending** to the right of Sign Off
Move cursor to the right of the transaction number
Click ▼ select **Allocate/Edit**
Select the check box beside the allocation line you want to remove
Click **Remove**
Click **Save**
Click **Close**

DUPLICATING ALLOCATION LINES

On the **Home page**, under action items, click **Pending** to the right of Sign Off
Move cursor to the right of the transaction number
Click ▼ select **Allocate/Edit**
Select the check box beside the allocation line you want to remove
Click **Duplicate**
Click **Save**
Click **Close**

SIGNING OFF ON A TRANSACTION

NOTE: Prior to signing off must have the receipt and any back-up documentation attached. Must include allocations if applicable to your agency.

On the **Home page**, click Pending in the action field
Click the desired Document number
Select Sign Off
Enter Comments (per your agency instructions, if applicable)
Click OK
Transaction is removed from the Pending Sign Off under action items, click **Pending** to the right of Sign Off
Move cursor to the right of the transaction number
Click ▼ select **Allocate/Edit**
Select the check box beside the allocation line you want to remove
Click **Duplicate**
Click **Save**
Click **Close**


REPORTS

WORKS

STATUS REPORT

Click **Reports>Create**
Under Category choose **Account**
Under Template choose **Status**
Under Filter click Report Options in the Available Column highlight **Card Profile TXN Limit** in the Card Profile Group
Click ⬅ between the two columns (this moves the selection to the selected group)
Under Report Options in the Available Column highlight **CH Full Name TXN Limit** in the Cardholder Group
Click ⬅ between the two columns (this moves the selection to the selected group)
Under Output Format, choose the format you want the report to run (defaults to PDF)
Click **Submit Report**
Completed Report Screen Appears (report is ready when green check appears in the New column)
Click on the file type
Click **Open**


DECLINE REPORT

Click **Reports>Create**
Under Category choose **Account**
Under Template choose **Decline**
Under Filter click  to choose your date range
Select or enter date range
Click **OK**
Click **Submit Report**
Completed Report Screen Appears (report is ready when green check appears in the New column)

DECLINE REPORT (cont.)

Click on the file type
Click **Open**

SAME DAY/SAME VENDOR REPORT

Click **Reports>Dashboard>Audit**
Under Single TXN Limit Audit click  to choose your date range
Select or enter date range
Click **OK**


Click ▼ next to **Actions** to the right of Single TXN Limit Audit
Choose the format to download
Click **Open**

BILLING CYCLE LOG


NOTE: Once implemented in WORKS this report can be used as the cardholder's monthly electronic log. Log is only complete if both the cardholder and the cardholder's approver have signed off on each transaction in WORKS. THIS MUST ALWAYS BE RAN IN AN UNEDITED FORMAT SUCH AS A PDF

Click **Reports>Template Library**
Locate **Billing Cycle Log**
Move cursor to the right of Billing Cycle Log
Click ▼
Click **Run**
NOTE: Defaults to the previous billing cycle, if a different billing cycle or period is needed, instead of clicking on Run, click modify and select the dates then click Ok
Click **Submit Report**

BILLING STATEMENT

Click **Reports>Create**
Under Category choose **Spend**
Under Template choose Billing Statement
Under Report Options in the Available Column highlight **CH Full Name TXN Limit** in the Cardholder Group
Click ⬅ between the two columns (this moves the selection to the selected group)
Under Report Options in the Available Column highlight **Comp Supp Name**
Click ⬅ between the two columns (this moves the selection to the selected group)
Under Filter click  to choose your date range (defaults to previous cycle) select or enter date range
Click **OK**
Under Output Format, choose the format you want the report to run (defaults to PDF)
Click **Submit Report**
Completed Report Screen Appears (report is ready when green check appears in the New column)
Click on the file type
Click **Open**

BILLING CYCLE INCOMPLETE LOG

Report lets you see who has pending actions in Works for the billing cycle such as coding, or sign-offs.
Click **Reports>Template Library**
Locate **Billing Cycle Incomplete Log**
Move cursor to the right of title, click ▼
Click **Run**
Under Filter click  to choose your date range (should choose cycle to date or previous cycle only)
Click Ok
Output format choose **Excel>full details**
Click **Submit Report**

EXPORT FILE (ISIS AGENCIES)

Report lets you see who has pending actions in Works for the billing cycle such as coding, or sign-offs.

Click **Reports>Template Library**

Locate **Data Transfer Export File**

Move cursor to the right of title, click ▼

Click **Run**

Should default to previous billing cycle

Click **Submit Report**

Exports in Notebook

Export to EXCEL by

Click **Ok**

Output format choose **Excel>full details**

Click **Submit Report**

Report appears in Notepad Export to Excel

Open a New Excel Sheet

Click **Data Tab**

Click **From Text**

Find the file you saved

Open Excel and click on the **Data tab**. Click on **From Text**. When the Import Text file window opens, navigate to the file and select it, then click on **Import**.

Select the **Fixed width** radio button, then **Next**.

Set field widths on the next screen. Follow the instructions at the top of the Text Import Wizard window to create break lines so that GL codes will be placed into separate columns in the Excel spreadsheet.

	Works Workflow Segment	Field Length
1	Fiscal Month/Fiscal Year/Budget Fiscal Year	6
2	Fund/Agency/Org	10
3	Activity	4
4	Object	4
5	Sub-object	2
6	Reporting Category	7
7	Corporate Account Number	16
8	Transaction line amount	14
9	Works Workflow Transaction number	11

On the following screen format column 1, 2 and 7 (default is General) by clicking text in the Column data format and on title of the column.

Click **Finish**

Click **OK**

Check column 2 make sure all default coding is correct

If applicable check the coding in the other columns

Important note: The last row of the Excel spreadsheet will not be formatted correctly. It is the “control record” at the end of the export file. It contains the number of transaction lines and the total amount for all transactions in the file. It can be compared to the Billing Cycle Purchase Log to confirm that they are in sync.

WORKS Website: <https://payment2.works.com/works>

Technical Desk Help – 888-589-3473 option 4

Note: When contacting the bank you will need the last 4 digits of your corporate account and your 7 digit company number