Cardholder BOA WORKS User Manual

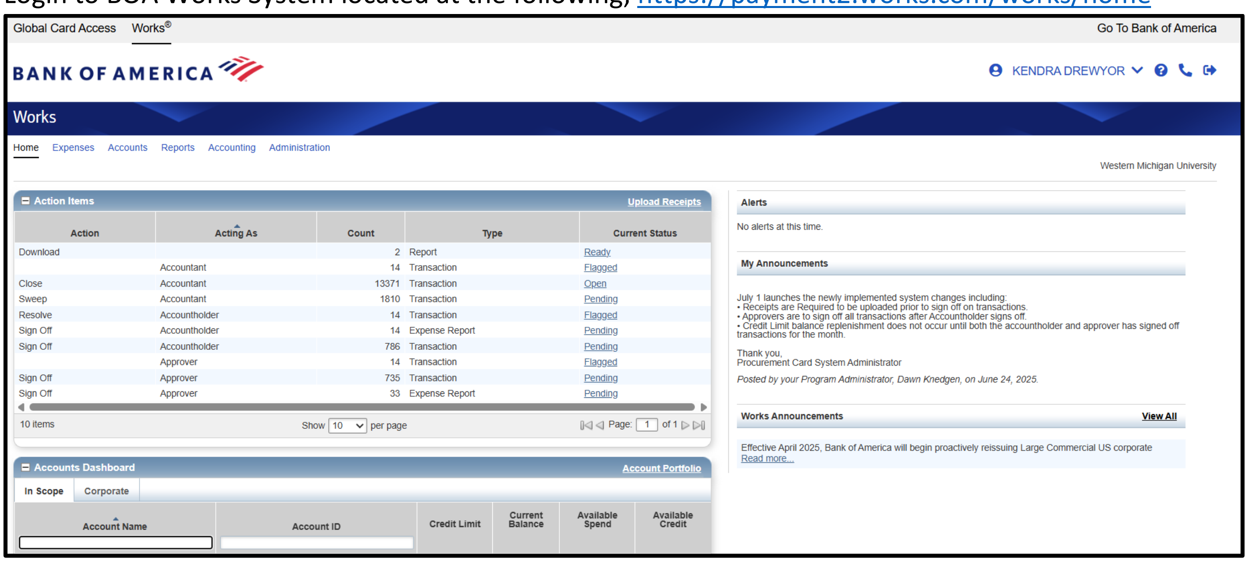
As a cardholder, you play a critical role in the proper management and reconciliation of transactions in the Bank of America (BOA) Works system. You are responsible for reviewing, allocating, disputing, uploading receipts, and signing off on all transactions in a timely and accurate manner. This section of the manual provides step-by-step instructions to guide you through each of these essential tasks, including:

- Navigating the BOA Home Page
- Allocating Transactions
- Remove Tax on Transaction
- Disputing Transactions
- Uploading Receipts
- Signing Off on Transactions
- Running Monthly Statement wSign Offs

By following these instructions, you will ensure compliance with institutional policies and support accurate financial reporting.

Navigating the BOA Home Page

1. Login to BOA Works System located at the following; https://payment2.works.com/works/home

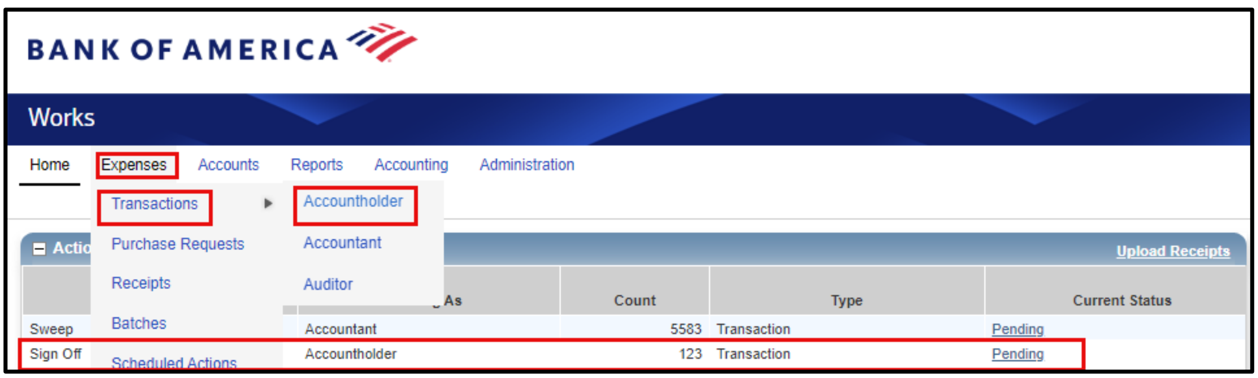


2. The BOA Works home page provides a quick overview of key account information and action items. Here's how to make the most of each section:
    a. Action Items – Displays outstanding tasks that require action or review.
        i. Look under the Current Status column for links that take you directly to the work screen for that item.
        ii. If you have multiple roles (e.g., Cardholder and Approver), check the Acting As column to confirm which role you should be performing the required action.

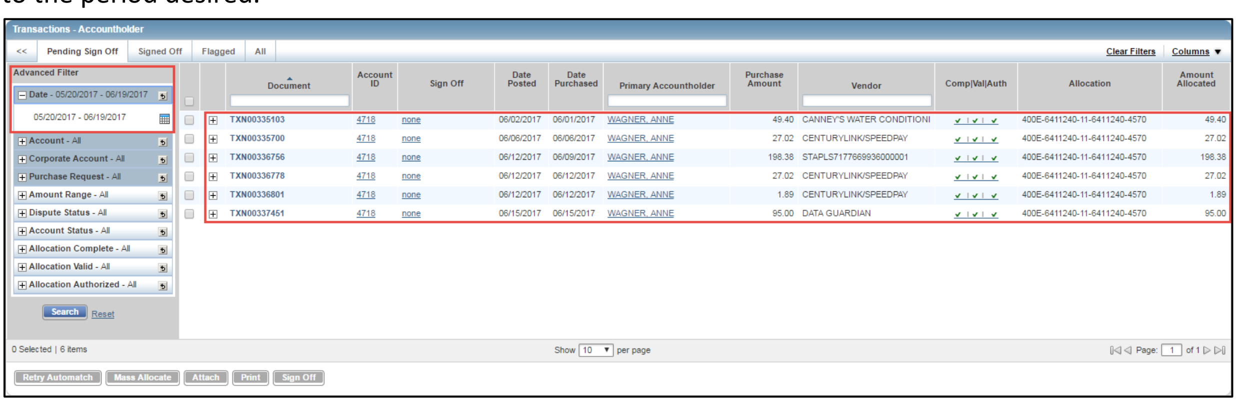
3. Accounts Dashboard – Easily review Credit Limit, Current Balance, Available Spend, and Available Credit for all university issued cards.
    a. To view recent denied transactions, click on the last four digits of the card number and select Auth Log. You will be able to see all recent transactions and declined reasons. See Appendix A for common declined reason codes.
4. Announcements – Stay informed by checking both announcement sections
    a. My Announcements – Messages from WMU's Program Administrator, such as reminders, deadlines, or process changes.
    b. Works Announcements – Notices from BOA (e.g., system maintenance, upcoming releases, or holiday schedules).

Allocating Transactions in BOA WORKS

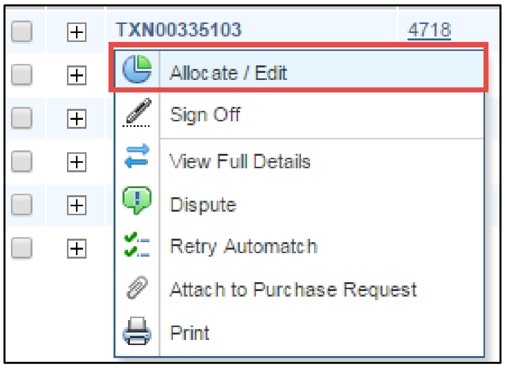
1. After logging into the Works system, you will land on the Home Dashboard. If you have any pending transactions that require sign offs, you will see a **Pending** link in the **Action Items** box that you can click on, or you can select **Expenses>Transactions>Accountholder** from the navigation bar.



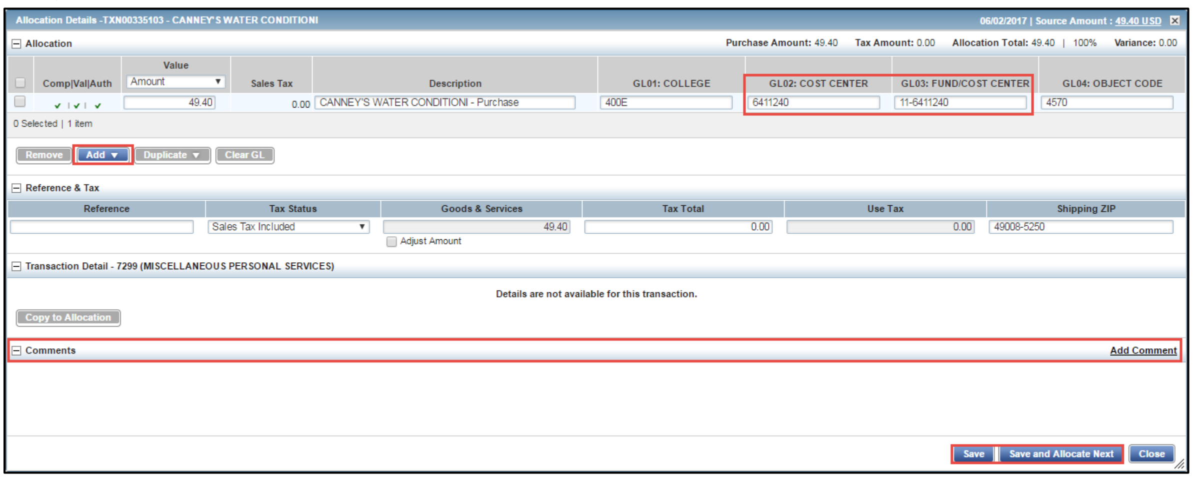
2. In the **Transactions – Accountholder** menu, you will see all of the charges that are pending sign off. Click on the ⊞ icon next to a transaction to view *all of the details* of the transaction including the default allocation. If you need to sign off on transactions that are over a month old, you can select the **Date** box under **Advanced Filter** and then the ▦ icon to change the dates to the period desired.



3. To allocate on a transaction, select the **TXN number** under the **Document** column for the transaction and select **Allocate / Edit**.



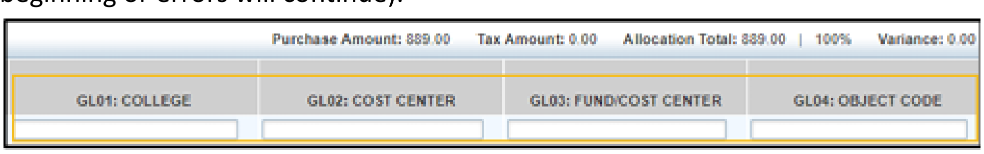
4. In the **Allocation Details** screen, change the fields including the **Cost Center, Fund/Cost Center** and **Object Code** to reallocate as needed. To allocate between two or more cost centers, click the **Add** button to add new lines and adjust the amounts accordingly. Once allocations are completed, click **Save** or **Save and Allocate Next** to move to the next available transaction.



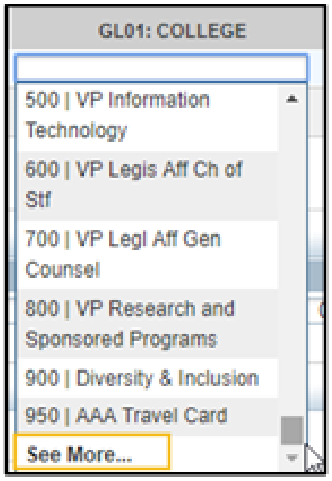
Overcoming Allocation Errors in WORKS

Sometimes when a cardholder is attempting to allocate a transaction in the WORKS allocation screen the system will not allow the user to allocate to a fundcost center other than what is defined as the users default n these circumstances please follow the instructions elow to help reset the system and e ale to view the other options availale to e allocated to

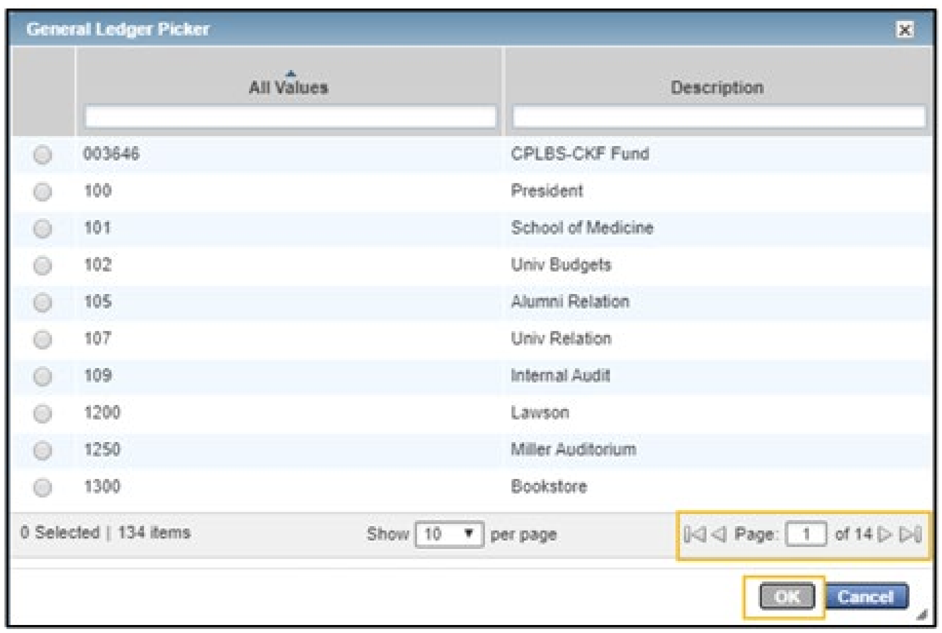
1. In the Allocation screen, find the fields marked “GL01” through “GL04” and delete whatever is currently in the fields so that they are blank. (Please note that they ALL must be empty before beginning or errors will continue).



2. Starting with the “GL01” option, click on the empty field and select the “See More” option.



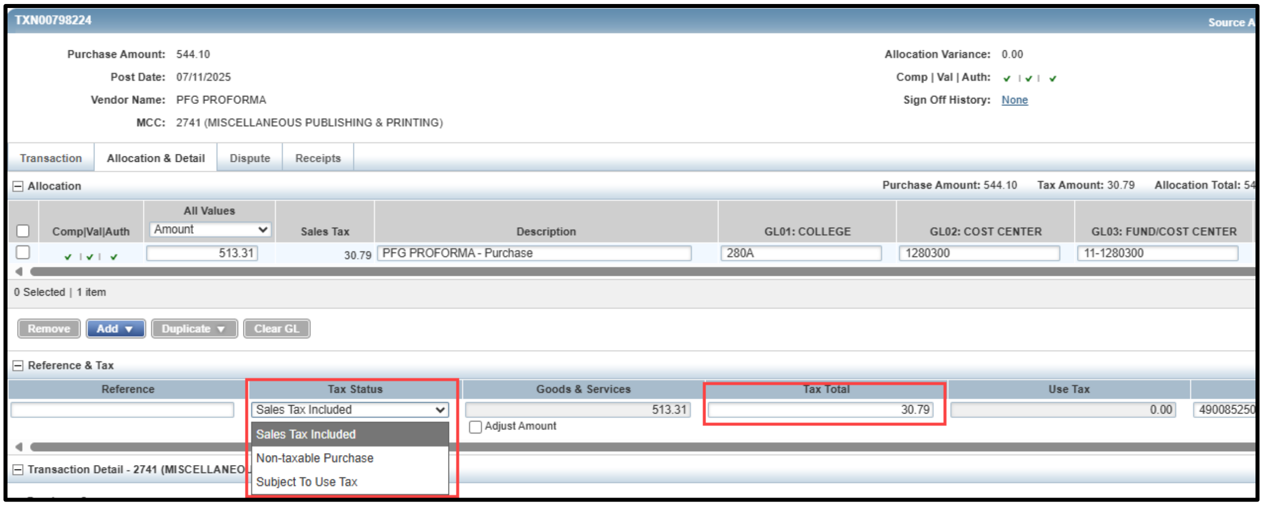
3. On the ensuing screen, select the option that is desired and hit “OK”. (Note: for the “GL01” field there should only be one option to select, and some fields such as “GL02: Cost Center” may have multiple pages worth of options to select. If the option you seek isn’t on the first page, select the arrow icon towards the bottom to scroll through all pages until you see the desired cost center).



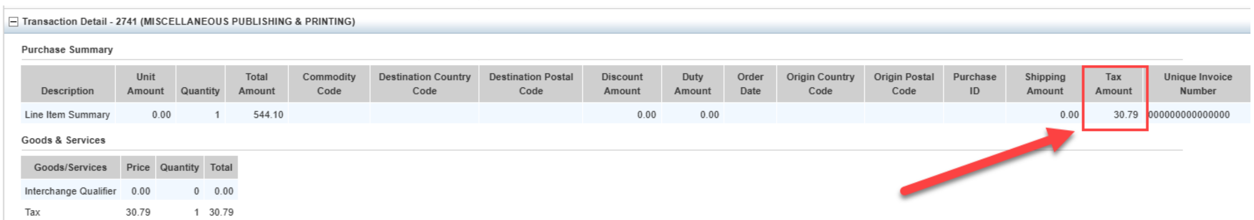
4. Continue to do this for each field until each of the options “GL01” through “GL04” have a valid entry in them. Once this is completed, select the “Save” option at the bottom of the screen to save your changes.

Remove Tax on Transaction

1. When allocating transactions and there has been tax allocated in the transaction detail, you have the option to remove the tax. Select the Tax Status dropdown in the Full Details of the transaction. Select Non-taxable Purchase and it will remove the tax that was allocated in the Tax Total box.

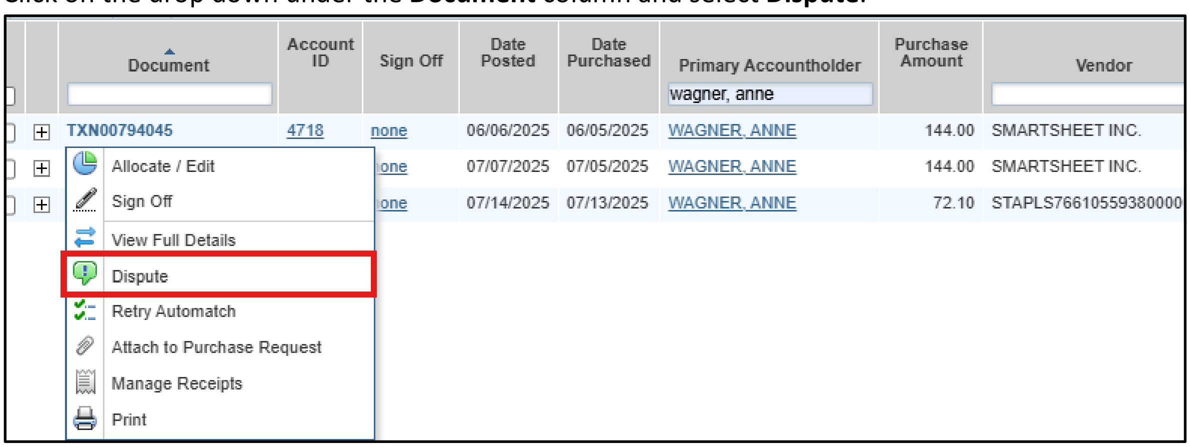


2. Unfortunately, this does not remove the tax in the Tax Amount under the Transaction Detail section of the transaction. There is no option to remove it from this location.



Disputing Transaction in BOA WORKS

1. When you are reviewing transactions at **Expenses>Transactions>Accountholder** if you see a transaction that needs to be disputed with the vendor you will need to dispute the transaction. Click on the drop down under the **Document** column and select **Dispute**.



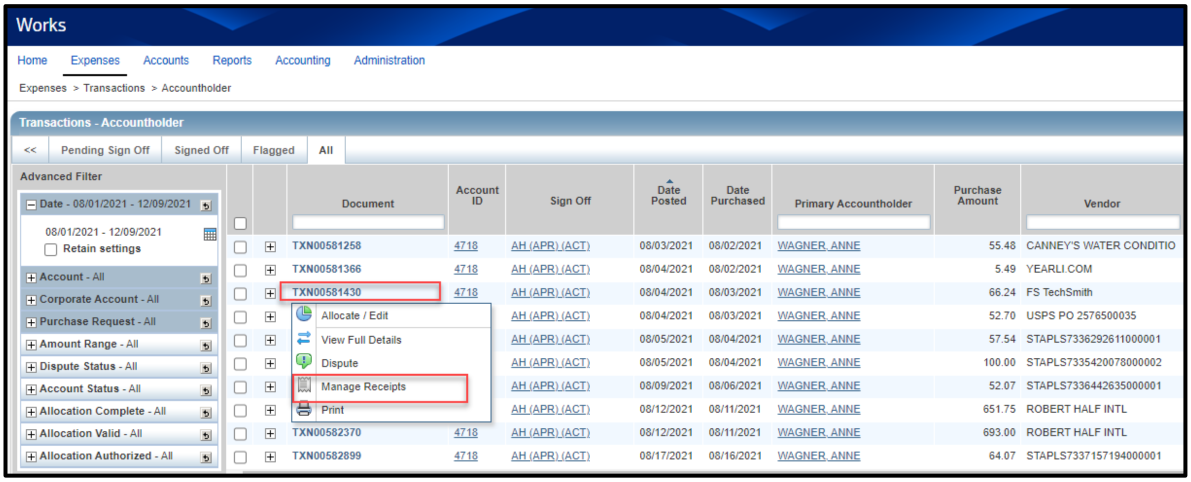
2. This will flag the transaction as a dispute. You must then contact the vendor directly to resolve the issue. Once the vendor has issued a correction (such as a credit memo or an additional correcting transaction), you may proceed to sign off on the transaction.

<u>Note</u>: You can sign off on a disputed transaction before the correction is complete, but only if you are actively working with the vendor to resolve the issue.

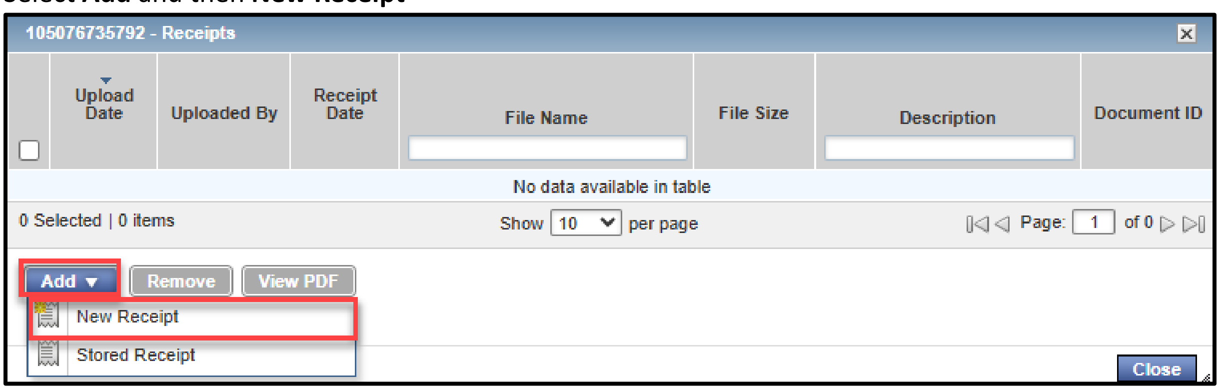
Uploading Receipts to Transactions in BOA WORKS

All transactions require attachment of receipts <u>BEFORE</u> you sign off on transactions.

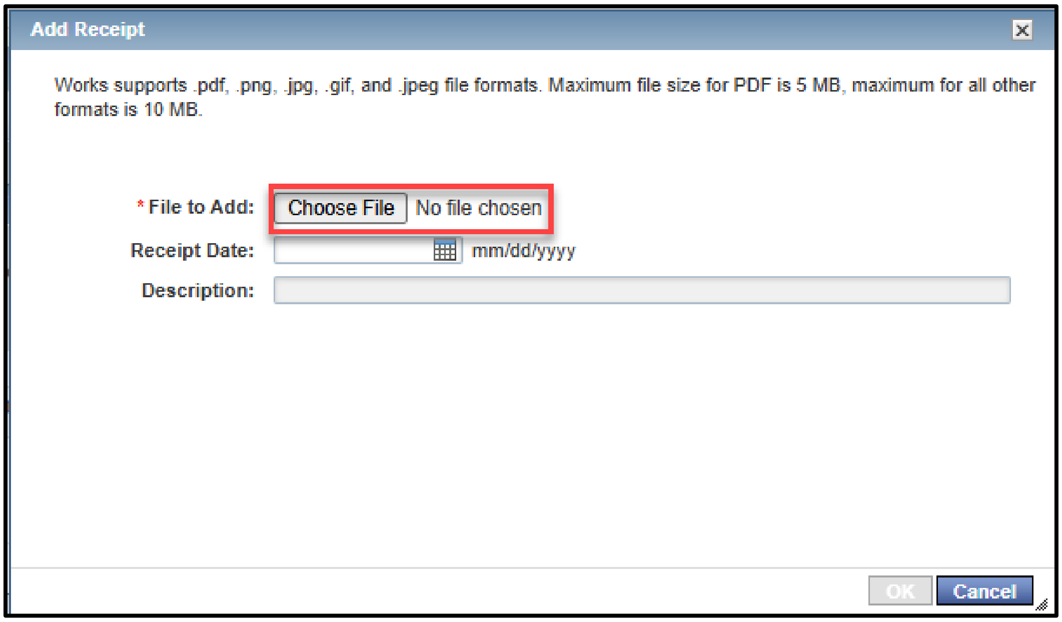
1. To upload receipts, go to **Expenses**>**Transactions** and find the transaction you want to attach the receipt to. Click on the drop down under the **Document** column and select **Manage Receipts.**



2. Select **Add** and then **New Receipt**



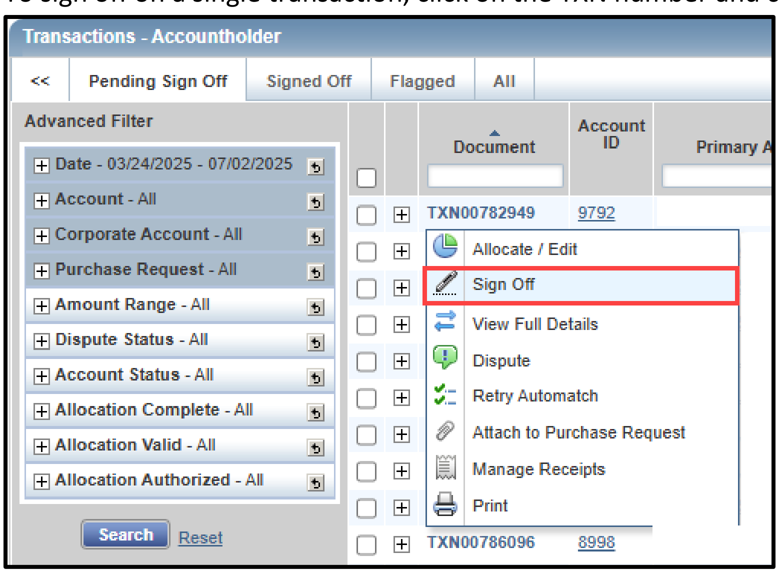
3. Select **Choose File** and locate where the file is stored. Choose file to Add and click **OK**. You may add a Receipt Date and Description but it is not required. Your receipt is now attached.



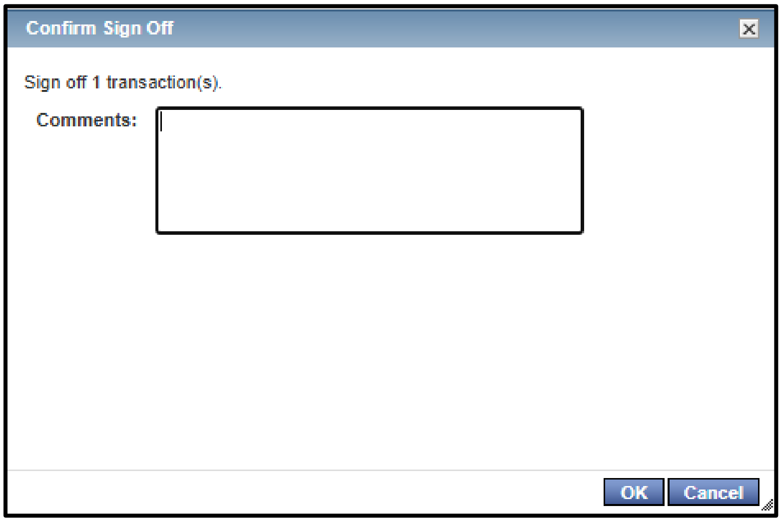
4. If you want to change your screen to show whether your transactions have receipts attached to them or not, select the **Columns** option at the top right and then check the box next to **Uploaded Receipts** and **Save**. After this, you will see a new column at the end that displays **Yes** or **No** depending on if a receipt is attached or not. You can also select **View Full Details** and then the **Receipts** tab to pull up the PDF of the receipt if needed.

Signing Off Transactions in BOA WORKS

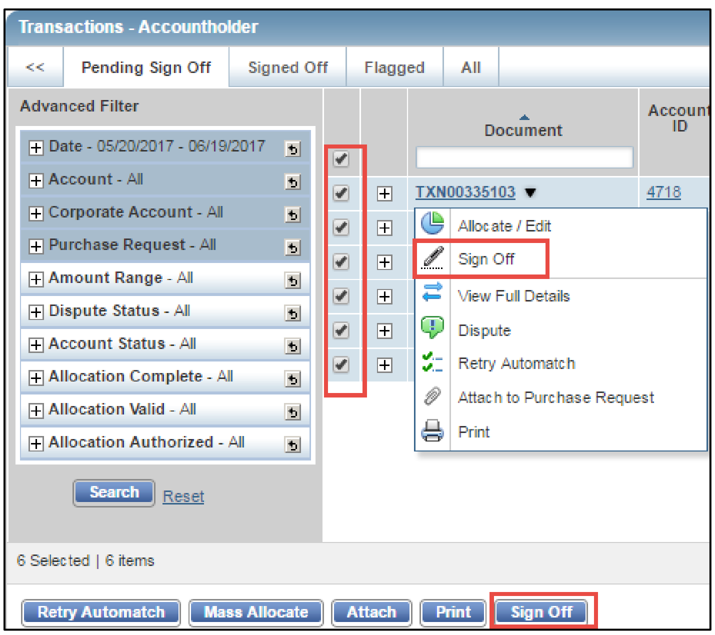
1. To sign off transactions, navigate to the **Transactions – Accountholder** screen after allocating transactions.
2. To sign off on a single transaction, click on the TXN number and click on **Sign Off.**



3. Add a comment of choice (typically a business purpose) and click OK.



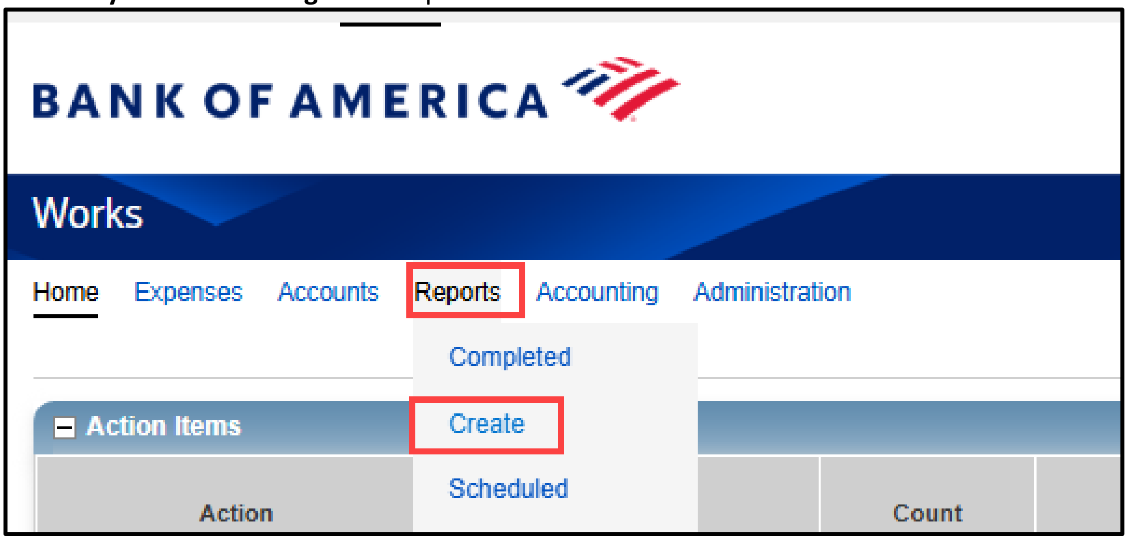
4. To sign off on all or multiple transactions, check the check box above the column of checkboxes to select them all. You can deselect any needed as well by clicking the checkbox next to that transaction. Select the **Sign Off** button on the bottom bar and add your comment and click **OK**. This will sign off all transactions and move them to the **Signed Off** tab. All transactions you sign off will reside in the **Signed Off** tab and the **All** tab.

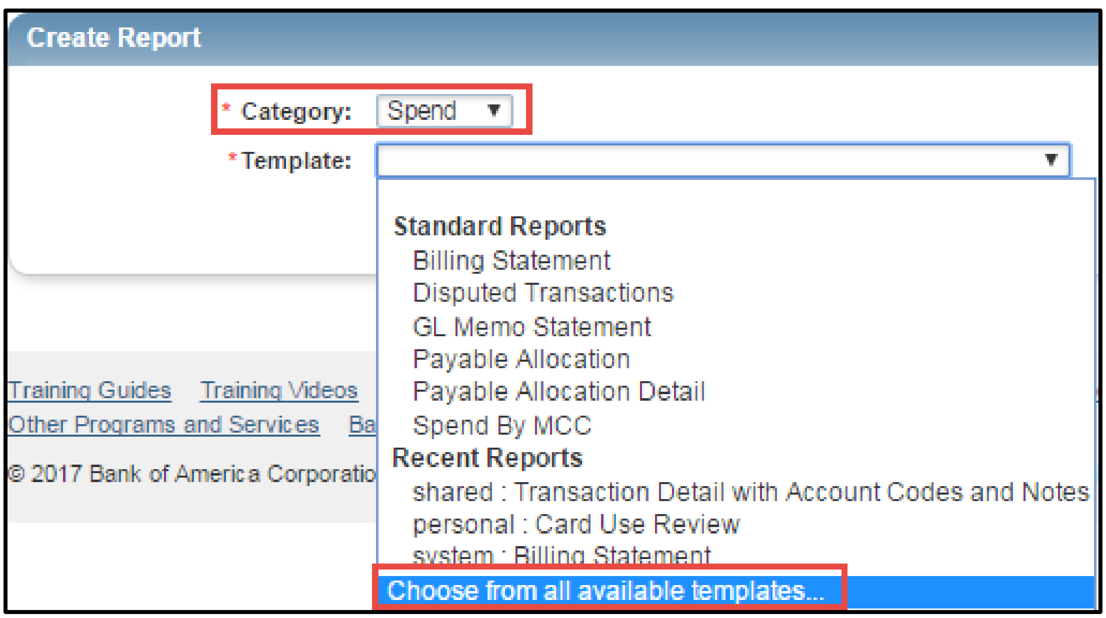


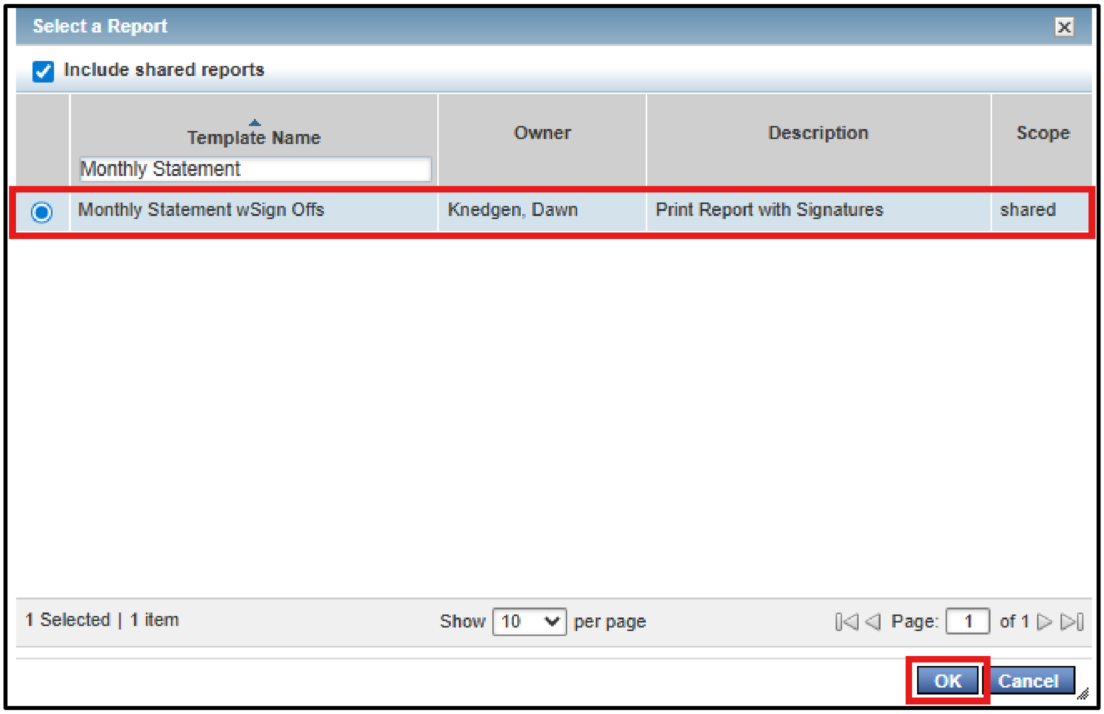
Running Monthly Statements wSign Offs:

Creating Scheduled Reports:

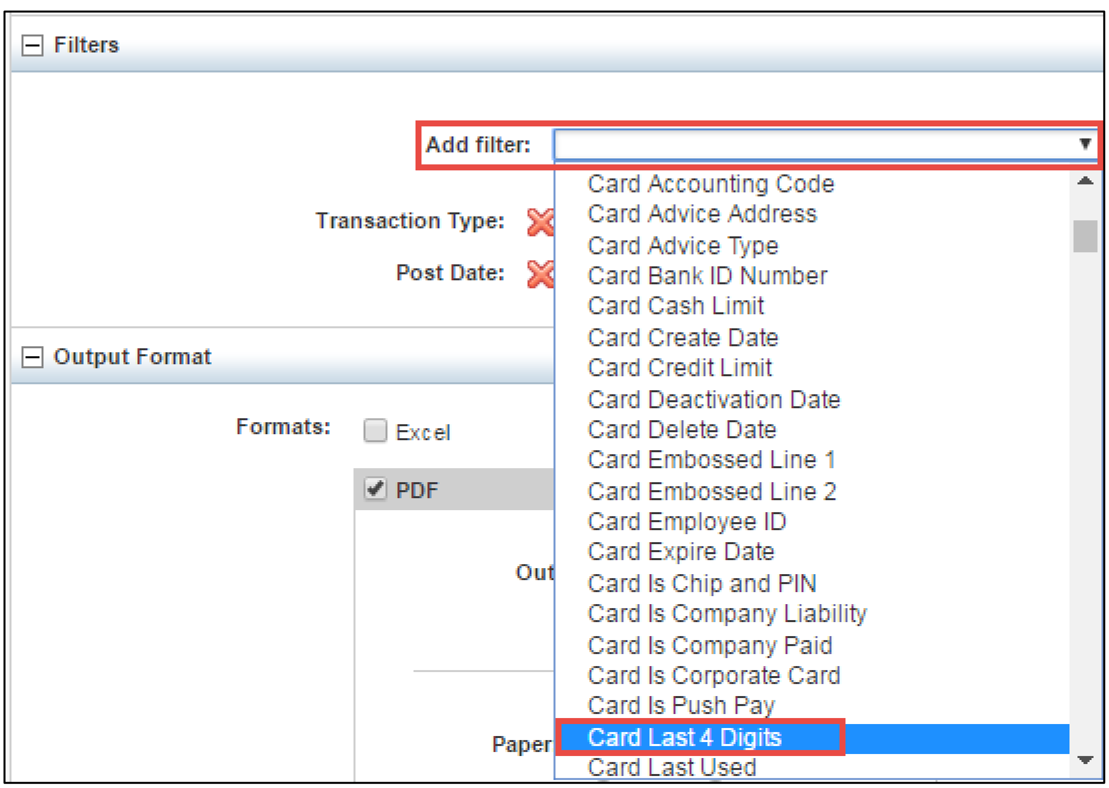
From the Works main menu, click on "**Reports**" and then "**Create**". On the following screen under the "**Template**" option, select "**Choose from all available templates**" and then select the "**Monthly Statement wSign Offs**" option.



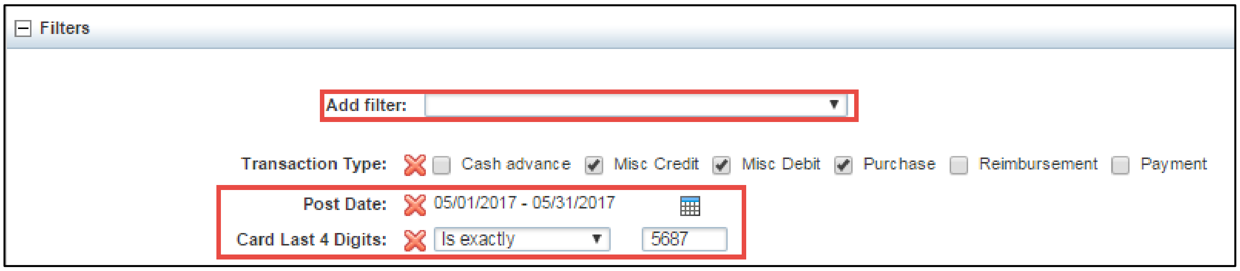


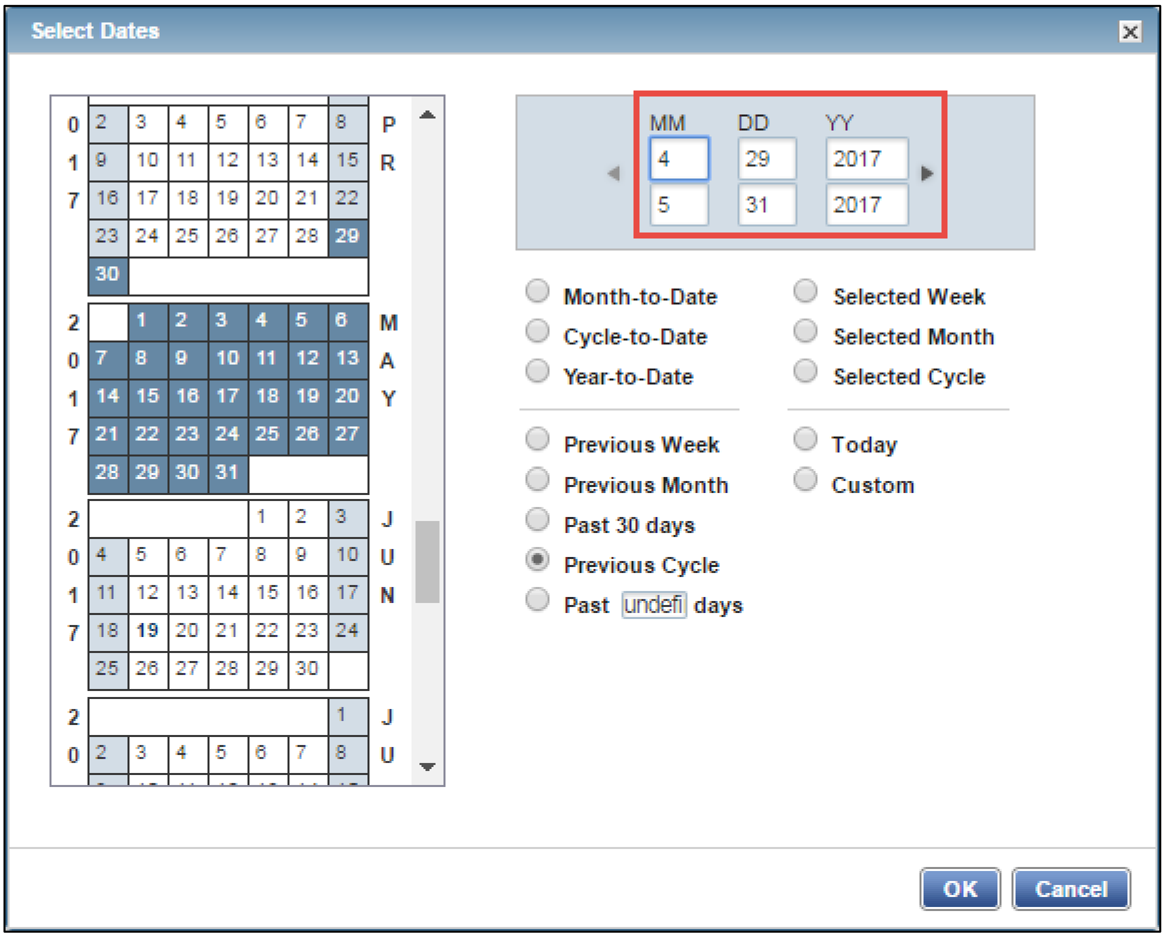


1. Under the "**Filters**" section, make sure that the "**Card Last 4 Digits**" filter is present, typing in the last 4 digits of your procurement card into the field. If the filter is not present, select "**Add Filter**", and find the "**Card Last 4 Digits**" filter under the "**Card**" subheading.



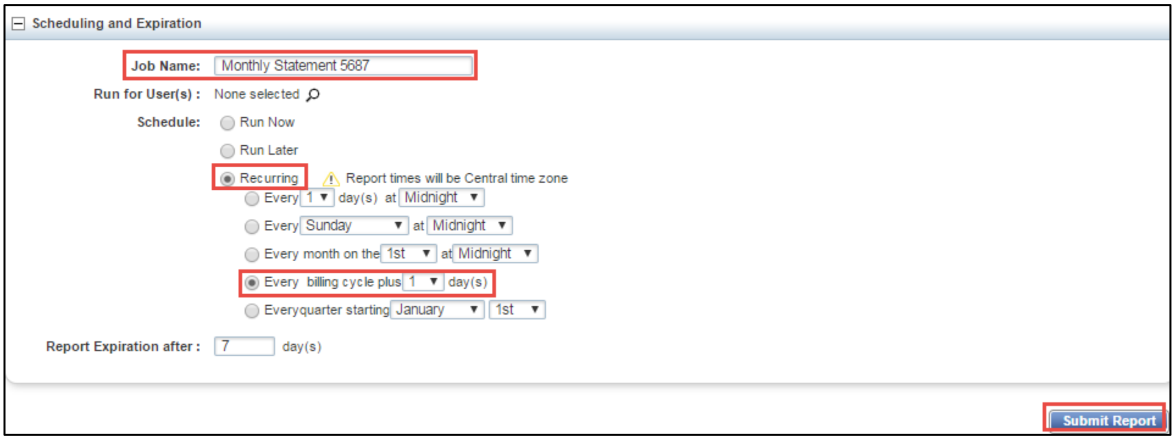
2. Change the dates that you are wanting to run the report for by clicking the icon next to "**Post Date**".





3. In the "**Scheduling and Expiration**" section, type the last 4 digits of your card after the monthly statement name and then select "**Recurring**" and then "**Every billing cycle plus 1 day**" and "**Submit**" the report. You can also adjust the **Report Expiration** date as needed. This indicates how many days the report will be available to review for before expiring.
4. This will make the report run automatically every month and you will receive an email with a link to access the report. You can follow these steps to create a template for every card that you possess if you are the cardholder for multiple accounts. Additionally, you can run this report at any point by selecting the **Run Now** option.

<u>Note:</u> If you get a new card number you will need to ensure that you modify this report to pull transactions for your new card.



Grant Transactions:

If you have transactions charged to a grant, you must send your grant representative a copy of the **Monthly Statement w/Sign Offs**, along with copies of **all receipts and supporting documentation** for grant-related transactions. This must be submitted **by the 10th of the following month** to ensure timely review and compliance with grant requirements.