

WCU Travel Card Program (T-Card)



Training Guide for Cardholders and Reconcilers

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OVERVIEW

Bank of America is the travel card (TCard) provider for Western Carolina University and the State of North Carolina. T-Card transaction review, funding reallocation, and approving will take place in the Works Payment Manager system provided by Bank of America. This is a web-based program that has increased user functionality, electronic approval routing, and online reporting. The approval function uniquely identifies and routes requests through the appropriate approval authorities. This eliminates the need to generate purchase orders for travel arrangements made with your T-Card. On-line reporting offers a variety of reports that will allow you to view spending by cardholder, department, location, and Banner fund & account number. These functions allow greater flexibility and management of expenditures.

This training guide provides instruction on how to use the Works Payment Manager system.

NOTE: The Works application can be run on the following combination of browser and operating system: Internet Explorer 6.0 or above (for Windows users) or Mozilla 1.0 or above (for Windows or Mac users).

You **MUST** enable your browser to allow pop-up windows for the Works domain to access the application.

PROCESSING CYCLE

The typical cycle for T-Card usage is:

- T-Card user initiates a transaction on their card
- Email notification sent to cardholder of transactions posted on the T-Card system (Works). Transactions are typically posted on the system 24-72 hours after purchase.
- Cardholder must log into Works Payment Manager and review transactions and fund & account coding to verify correctness of charge.
- Cardholder signs off on each transaction in Works.
- **Transaction is routed to the manager (reconciler) for approval**
- Reconciler logs into system and reviews transaction
- Reconciler signs off on transaction or requests additional information from user
- Credit line is replenished for the amount of approved transaction when signed off by reconciler
- T-Card office will sweep transactions (around the 18th) for the monthly billing cycle and import into Banner.
- User prints bank statement from Works monthly and attaches receipts. The monthly statement with attached receipts are signed and dated by the cardholder, reconciler and approving supervisor and forwarded (campus mail or email) to WCU Purchasing by the 1st of the following month.

PROCESSING DEADLINES

TRANSACTIONS SHOULD BE SIGNED OFF ON A REGULAR BASIS.

All transactions must be “Signed Off” and reallocations completed by the 18th of the month. Each billing cycle runs from the 11th of one month to the 10th of the next month. (See T-Card Activity Schedule)

If you are close to your credit limit at the end of the TCard cycle (10th of the month) and the reconciler has not “Signed Off” on any or some of your transactions, credit funds will not be available until transactions have been allocated and “Signed Off”.

Example 1:

Credit limit: \$5,000

Transactions Requiring Sign Off: \$3,000

Credit Limit: \$2,000

Example 2:

Credit limit: \$5,000

Transactions Requiring Sign Off: \$0

Credit Limit: \$5,000

CONTACTS

Contact the Program Administrators with any questions or comments relating to the Works Website.

Whitney Southard
Travel Auditor
301 HFR Admin Building
Cullowhee, NC 28723
(828)227-3115
wsouthard@email.wcu.edu

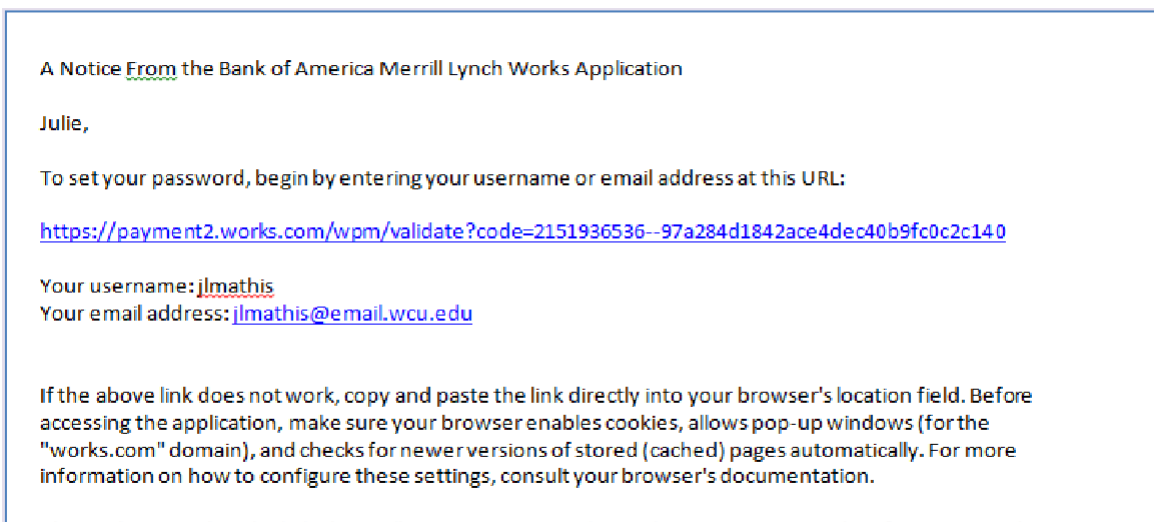
Bruce Barker
Director of Business Operations
301 HFR Admin Building
Cullowhee, NC 28723
(828) 227-7203
bbarker@email.wcu.edu

CREATING A PASSWORD


To access the Works application, a T-Card Administrator must first add you as an application 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.

DO NOT delete your welcome email until you have successfully created your password and have successfully logged into the Works system.

Follow the instructions in your welcome email:



1. Click the first link in the email message.
2. Enter your username and click OK.



Authentication Validation

Please enter your e-mail address or username.

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3. Create a password (must be at least 8 characters, can be any combination of letters or numbers, and is case sensitive).



Reset Password

Please enter a new password. Note that passwords are case sensitive.

Password:

Confirm:

Please select a Security Validation Question and enter your answer. This information can be used to verify your identity.

Question:

Answer:

Confirm:

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4. Click the arrow in the **Question** field and select the desired security validation question.

5. In the **Answer** field, enter an answer to the question you specified in the previous step, and then enter the same answer in the **Confirm** field.

Reset Password

Please enter a new password. Note that passwords are case sensitive.

Password:

Confirm:

Please select a Security Validation Question and enter your answer. This information can be used to verify your identity.

Question: What is your favorite sport or hobby?

Answer:

Confirm:

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6. Click OK. The Home Page will be displayed.

NOTE: If your username is not working, the T-Card Administrator can send you an automated email reminding you of your username. If you forget your password, click the appropriate link on the Login page. The Forgot Your Password page displays and prompts you to enter your username. After entering your username and clicking **Submit**, the system will send you an email with instructions on how to create a new password; however, you must know the answer to your security question. If you do not know your security validation answer, a T-Card Administrator can reset your password, which enables you to select a new security validation question and answer.

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 that link is rendered inactive.

Follow the steps below under Logging in to now access the Works application:

LOGGING INTO WORKS PAYMENT MANAGER

1. **Launch** your *Internet Browser*.
2. **Go to** the Works Payment Manager website:

<http://www.bankofamerica.com/worksonline>

3. **SAVE** Link to your Favorites.

Note: the application will be launched. You may be prompted to enable pop-ups for this site (if applicable):

4. **Enter** your WCU E-mail address (@email.wcu.edu) and your WORKS Username, and Password, and **click** *Login*



About Works	Login to Works
<p>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.</p> <ul style="list-style-type: none">• 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 <p>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.</p>	<p>Organization: Western Carolina Univ </p> <p>Login Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Login"/></p> <p>Forgot your password?</p> <p>Need more help? Please contact your Program Administrator for assistance.</p>

WORKS CARDHOLDER & RECONCILER HOME PAGE

Cardholder Homepage Features

1. **Home Button** – Takes you back to the homepage
2. **Action Required** – Shows the number of transactions awaiting action
3. **Card Summary** – Shows card information such as credit limit, available credit, and transaction limit

Bank of America
Merrill Lynch

Works®

Home Expenses Reports

Password changed successfully.

Action Items

Action	Acting As	Count	Type	Current Status
Download		2	Report	Ready
Sign Off	Accountholder	3	Transaction	Pending

2 items Show 10 per page Page: 1 of 1

Accounts Dashboard

In Scope

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
JULIE MATHIS	7942	15,000.00	8.47	14,991.53	0%

1 item Show 10 per page Page: 1 of 1

RECONCILING TRANSACTIONS ~ BASIC SIGNOFF

CARDHOLDER & RECONCILER INSTRUCTIONS

1. From the homepage, under “Action Items” click “Pending” to show a list of transactions to review.

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Home Expenses Reports

Password changed successfully.

Action Items

Action	Acting As	Count	Type	Current Status
Download		2	Report	Ready
Sign Off	Accountholder	3	Transaction	Pending

2 items Show 10 per page Page: 1 of 1

Click on Pending

Accounts Dashboard

In Scope

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
JULIE MATHIS	7942	15,000.00	8.47	14,991.53	0%

1 item Show 10 per page Page: 1 of 1

Home Expenses Reports

Expenses > Transactions > Accountholder

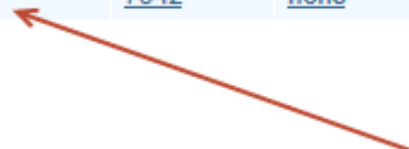
Transactions - Accountholder

>>	Pending Sign Off	Signed Off	Flagged	All					
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie	-9.04	WAL-MART #2440	
<input type="checkbox"/>	TXN00031333	7942	none	07/09/2014	07/08/2014	Mathis, Julie	9.04	WAL-MART #2440	
<input type="checkbox"/>	TXN00031346	7942	none	07/09/2014	07/08/2014	Mathis, Julie	8.47	WAL-MART #2440	


2. Click down arrow to view the transaction details.



Home		Expenses		Reports	
Expenses > Transactions > Accountholder					
Transactions - Accountholder					
>>	Pending Sign Off		Signed Off	Flagged	All
<input type="checkbox"/>		<div>Document</div> <div></div>	Account ID	Sign Off	Date Posted
<input type="checkbox"/>	+	TXN00031332	7942	none	07/09/2014
<input type="checkbox"/>	+	TXN00031333	7942	none	07/09/2014
<input type="checkbox"/>	+	TXN00031346 ▼	7942	none	07/09/2014



3. Click Allocate / Edit

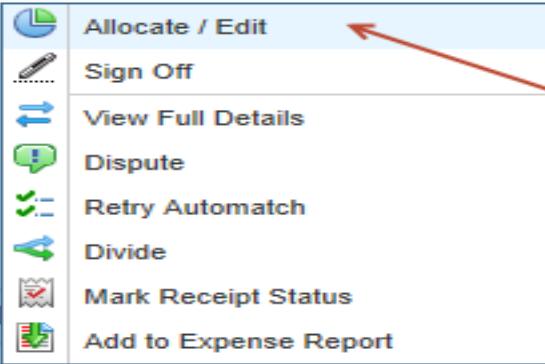
Bank of America  **Works®**

Home Expenses Reports

Expenses > Transactions > Accountholder

Transactions - Accountholder

>>	Pending	Sign Off	Signed Off	Flagged	All	
		Document	Account ID	Sign Off	Date Po	
<input type="checkbox"/>		<input type="text"/>				
<input type="checkbox"/>	+	TXN00031332	7942	none	07/09/20	
<input type="checkbox"/>	+	TXN00031333	7942	none	07/09/20	
<input type="checkbox"/>	+	TXN00031346	7942	none	07/09/20	



- Allocate / Edit
- Sign Off
- View Full Details
- Dispute
- Retry Automatch
- Divide
- Mark Receipt Status
- Add to Expense Report

0 Selected

4. Verify that the charge is accurate, and your invoice/receipt matches the transaction in Works.

NOTE: If the purchase is invalid or the amount does not match your backup, contact the vendor immediately to resolve the issue. If the matter cannot be resolved or the charge needs to be disputed, contact the **T-Card Manager (Bruce Barker)** for guidance.

5. Click “Add Comment” if you need to describe or add an explanation about the purchase. Click “Save”.

NOTE: Comments cannot be deleted. Do not add any inappropriate comments.

Allocation Details - TXN00031346 - WAL-MART #2440 07/09/2014 | Source Amount : 8.47 USD

Allocation Purchase Amount: 8.47 Allocation Total: 8.47 | 100% Variance: 0.00

Comp/Val/Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUse
<input type="checkbox"/> x x i ✓	8.47	WAL-MART #2440 - Purchase	170504	311010			

0 Selected | 1 item

Remove Add Duplicate Clear GL

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	8.47	0.00	0.00	28723

Transaction Detail - 5411 (GROCERY STORES,AND SUPERMARKETS)

Comments Add Comment

Add Comment

Comments: Office Supplies for Purchasing

Comment will show on Billing Statement

OK Cancel

6. Review FUND, ACCT and BANK.

Value	Description	GL01: FUND	GL02: ACCT	GL03: BANK
8.47	WAL-MART #2440 - Purchase	170504	311010	

0 Selected | 1 item

Remove Add Duplicate Clear GL

Reference	Tax Status	Goods & Services	Tax Total	Use Tax
	Sales Tax Included	8.47	0.00	

- Click on FUND (ex: 170504) this will give you all Funds associated with your T-Card. Select the Fund you wish to charge the transaction to. Choose “See More” to see all funds you have access to.
- **If your funds do not show up, choose “Clear GL” or clear out the Fund, Acct and Bank**. Search Again.**

Allocation Details -TXN00031048 - THE HOME DEPOT 2901

Purchase Amount: 17.08 Allocation Total: 17.08

Value	Description	GL01: FUND	GL02: ACCT	GL03: BANK
15.96	THE HOME DEPOT 2901 - Purchase	500099	371010	TR

1 Selected | 1 item

Remove Add Duplicate Clear GL

Allocation Details -TXN00031346 - WAL-MART #2440

07/09/2014 | Source Amount : 8.47 USD

Purchase Amount: 8.47 Allocation Total: 8.47 | 100% Variance: 0.00

Value	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUse3
8.47	WAL-MART #2440 - Purchase		311010			

0 Selected | 1 item

Remove Add Duplicate Clear GL

170504 | Purchasing
See More...

click on FUND, choose correct fund for this TXN

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	8.47	0.00	0.00	28723

NOTE: Banner FUND security is based on the cardholder. Transactions can only be charged to FUNDS the cardholder has assigned in Works. If you attempt to use a FUND the cardholder does not have set up in Works, the system will not allow it.

9. Click on ACCT (account) to choose the correct account number for transaction.

The screenshot shows the 'Allocation Details - TXN00031346 - WAL-MART #2440' window. The 'ACCT' field (GL02) is highlighted, and a dropdown menu is open showing '311010 | Office Supplies'. A red box with the text 'click on ACCT and choose correct account number for transaction' points to the dropdown.

Comp/Val/Auth	Value	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureU
x x ✓	8.47	WAL-MART #2440 - Purchase	170504 Purchasing	311010 Office Supplies			

**10. Click on Bank, you will only have one to choose from (ST or TR).
 Athletics only may have SP as a Bank Code to choose from**

The screenshot shows the 'Allocation Details - TXN00031346 - WAL-MART #2440' window. The 'BANK' field (GL03) is highlighted, and a dropdown menu is open showing 'ST | ST'. A red box with the text 'Click on Bank, you will only have one to choose from (ST or TR)' points to the dropdown.

Comp/Val/Auth	Value	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: F
x x ✓	8.47	WAL-MART #2440 - Purchase	170504	311010	ST ST	

11. Review the Fund, Account and Bank codes you are charging the transaction to.

Allocation Details - TXN00031346 - WAL-MART #2440 07/09/2014 | Source Amount : 8.47 USD

Allocation Purchase Amount: 8.47 Allocation Total: 8.47 | 100% Variance: 0.00

Comp/Val/Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUse
x x v	8.47	WAL-MART #2440 - Purchase	170504 Purchasing	311010	ST ST		

0 Selected | 1 item

Remove Add Duplicate Clear GL

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	8.47	0.00	0.00	28723

Transaction Detail - 5411 (GROCERY STORES,AND SUPERMARKETS)

Comments Add Comment

Office Supplies for Purchasing
Julie Mathis | 07/10/2014

Make sure to review FUND, ACCT and BANK for this transaction. Choose Save

Save Close

12. Click Save. Then Close.

13. Click the down arrow and choose "Sign Off".

Bank of America Merrill Lynch Works® Welcome, Julie Mathis - Log Out

Home Expenses Reports

Expenses > Transactions > Accountholder Western Carolina Univ

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
TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie	-9.04	WAL-MART #2440	x x v	170504-311010--	-9.04
TXN00031333	7942	none	07/09/2014	07/08/2014	Mathis, Julie	9.04	WAL-MART #2440	x x v	170504-311010--	9.04
TXN00031346	7942	none	07/09/2014	07/08/2014	Mathis, Julie	8.47	WAL-MART #2440	v v v	170504-311010-ST-	8.47

click the down arrow and choose Sign Off









Make sure the FUND, ACCT & BANK are filled in before you Sign Off

 Saved updates to transaction.

Transactions - Accountholder

>> Pending Sign Off Signed Off Flagged All

		Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary
<input type="checkbox"/>							
<input type="checkbox"/>	+	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Jul
<input type="checkbox"/>	+	TXN00031333	7942	none	07/09/2014	07/08/2014	Mathis, Jul

 Allocate / Edit
 Sign Off
 View Full Details
 Dispute
 Retry Automatch
 Divide
 Mark Receipt Status
 Add to Expense Report

0 Selected

14. Transaction is now in Reconciler queue.

~Split Coding~

1. Click on Pending.

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[Home](#) [Expenses](#) [Reports](#)

Information Password changed successfully. [X]

Action Items

Action	Acting As	Count	Type	Current Status
Download		2	Report	Ready
Sign Off	Accountholder	3	Transaction	Pending

2 items Show 10 per page Page: 1 of 1

Click on Pending

Accounts Dashboard

In Scope

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
JULIE MATHIS	7942	15,000.00	8.47	14,991.53	0%

1 item Show 10 per page Page: 1 of 1

2. Click the down arrow.

Transactions - Accountholder

>> [Pending Sign Off](#) [Signed Off](#) [Flagged](#) [All](#)

Click down arrow

	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp Val Auth	Alloca
<input type="checkbox"/>	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie	-9.04	WAL-MART #2440	x x v	170504-311010--
<input type="checkbox"/>	TXN00031333	7942	none	07/09/2014	07/08/2014	Mathis, Julie	9.04	WAL-MART #2440	x x v	170504-311010--









Click down arrow

3. Click on Allocate / Edit.

Transactions - Accountholder

>> Pending Sign Off Signed Off Flagged All

		Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder
<input type="checkbox"/>							
<input type="checkbox"/>	+	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie
<input type="checkbox"/>	+	TXN00031333	7942	none	07/09/2014	07/08/2014	Mathis, Julie

 Allocate / Edit
 Sign Off
 View Full Details
 Dispute
 Retry Automatch
 Divide
 Mark Receipt Status
 Add to Expense Report

0 Selected Show 10

4. Click Add. Enter the number of GL lines you want to add.

Allocation Details - TXN00031333 - WAL-MART #2440

Allocation Purchase Amount:

	Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: A
<input type="checkbox"/>	x x ✓	8.47	WAL-MART #2440 - Purchase	170504	311010

0 Selected | 1 item

Remove Add Duplicate Clear GL

Reference

1 line
2 lines
3 lines
4 lines
5 lines
6 lines
7 lines

	Tax Status	Goods & Services	Tax
	Sales Tax Included		8.47

+ Transaction Detail - 5411 (GROCERY STORES,AND SUPERMARKETS)

Comments

5. Adjust amounts for each allocation.

Allocation Details - TXN00031333 - WAL-MART #2440

Allocation Purchase Amount: 9.04 Allocation Total: 9.0

	Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK
<input type="checkbox"/>	x x ✓	8.47 x	WAL-MART #2440 - Purchase	170504	311010	
<input type="checkbox"/>						

0 Selected | 2 items

Remove Add Duplicate Clear GL

Adjust Amounts

Allocation Details -TXN00031333 - WAL-MART #2440

Purchase Amount: 9.04

Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: ACCT
<input type="checkbox"/> x x <input checked="" type="checkbox"/>	4.47	WAL-MART #2440 - Purchase	170504	311010
<input type="checkbox"/>	4.00			

0 Selected | 2 items

Remove Add Duplicate Clear GL

Adjust Amounts for each Allocation

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total
	Sales Tax Included	8.47	

6. Complete Allocation for all Fund, Acct and Bank.

Allocation Details -TXN00031333 - WAL-MART #2440

07/09/2014 | Source Amount : 9.04 USD

Purchase Amount: 9.04 Allocation Total: 9.04 | 100% Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUse3
<input type="checkbox"/> x x <input checked="" type="checkbox"/>	4.47	WAL-MART #2440 - Purchase	170504	311010			
<input type="checkbox"/>	4.00	Wal-Mart #2440 - Purchase					

0 Selected | 2 items

Remove Add Duplicate Clear GL

170502 | Controller
170504 | Purchasing
See More...

Complete Allocation for All FUND, ACCT & BANK

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	8.47	0.57	0.00	28723

Allocation Details -TXN00031333 - WAL-MART #2440

Purchase Amount: 9.04 Allocation Total: 9.04 | 100%

Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUse3
<input type="checkbox"/> x x <input checked="" type="checkbox"/>	4.47	WAL-MART #2440 - Purchase	170504	311010	ST ST		
<input type="checkbox"/>	4.00	Wal-Mart #2440 - Purchase	170502 Controller	319010 Other Admin Supplie	ST ST		

1 Selected | 2 items

Remove Add Duplicate Clear GL

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax
	Sales Tax Included	8.47		

Transaction Detail - 5411 (GROCERY STORES,AND SUPERMARKETS)

7. Save Allocation, then close.

Allocation Details - TXN00031333 - WAL-MART #2440 07/09/2014 | Source Amount : 9.04 USD

Allocation Purchase Amount: 9.04 Allocation Total: 9.04 | 100% Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: FUND	GL02: ACCT	GL03: BANK	GL04: FutureUse2	GL05: FutureUs
<input type="checkbox"/> x x ✓	4.47	WAL-MART #2440 - Purchase	170504	311010	ST ST		
<input type="checkbox"/>	4.00	Wal-Mart #2440 - Purchase	170502 Controller	319010 Other Admin Supplie	ST ST		

0 Selected | 2 items

Remove Add Duplicate Clear GL

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	8.47		0.00	28723

Transaction Detail - 5411 (GROCERY STORES,AND SUPERMARKETS)

Comments Add Comment

Save your Allocation, then close

Save Close

8. Click down arrow.

Transactions - Accountholder											
>>		Pending Sign Off	Signed Off	Flagged	All	Click down arrow					
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp Val Auth	Alloca	
<input type="checkbox"/>											
<input type="checkbox"/>	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie	-9.04	WAL-MART #2440	x x ✓	170504-311010--	
<input type="checkbox"/>	TXN00031333 ▼	7942	none	07/09/2014	07/08/2014	Mathis, Julie	9.04	WAL-MART #2440	x x ✓	170504-311010--	

9. Sign Off

DISPUTING TRANSACTION

The following steps are to notify the Program Administrator that a transaction is under dispute. To start an official dispute, **please contact Bruce Barker, bbarker@wcu.edu**
Marking a transaction for dispute is done on the same screen used for allocating transactions.

Note: Marking a transaction for dispute cannot be done once it has been “Signed off”.

1. Click the down arrow beside the transaction.
2. Click “Dispute”.
3. Follow instructions from Bank of America.

The screenshot shows the 'Transactions - Accountholder' interface. At the top, there are tabs for '>>', 'Pending Sign Off', 'Signed Off', 'Flagged', and 'All'. Below these is a table with columns: Document, Account ID, Sign Off, Date Posted, Date Purchased, Primary Accountholder, Purchase Amount, and Vendor. A single transaction is listed with ID 'TXN00031332', Account ID '7942', Sign Off 'none', Date Posted '07/09/2014', Date Purchased '07/08/2014', Primary Accountholder 'Mathis, Julie', Purchase Amount '-9.04', and Vendor 'WAL-MART #2440'. A context menu is open for this transaction, showing options: Allocate / Edit, Sign Off, View Full Details, Dispute (highlighted with a red arrow), Retry Automatch, Divide, Mark Receipt Status, and Add to Expense Report. A red box labeled 'Dispute' is overlaid on the right side of the menu. At the bottom, it says '1 Selected | 1 item' and 'Show 10 per page'.

>>	Pending Sign Off	Signed Off	Flagged	All				
Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	
<input checked="" type="checkbox"/>	TXN00031332	7942	none	07/09/2014	07/08/2014	Mathis, Julie	-9.04	WAL-MART #2440

Allocate / Edit

Sign Off

View Full Details

Dispute

Retry Automatch

Divide

Mark Receipt Status

Add to Expense Report

Dispute

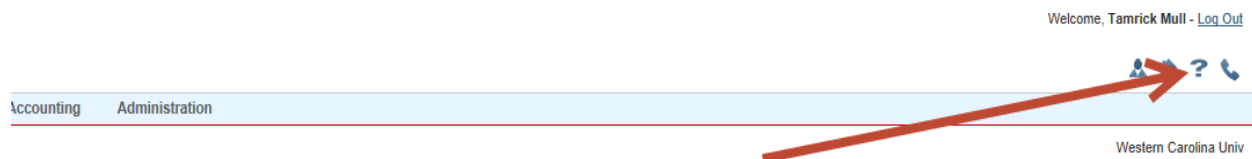
1 Selected | 1 item

Show 10 per page

ONLINE MANUALS

You can access the Online Training Manual as follows:

- 1 Select ? (question mark) on the top right navigation bar.
- 2 Select Search
- 3 Search for information



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Welcome to Works® Online Help

Works is a web-based application that offers a complete set of features to enable your organization to automate its existing process for purchasing goods and services and making payments with credit card accounts.

Works Online Help supports the following:
Home | Expenses | Accounts | Reports | Accounting | Administration

About Works Home Page

The Home Page consists of several sections. Each section and function is described below:

Section	Description
Action Items	Action Items display outstanding items that require action or review. The Current Status column items are links to the corresponding work screens. If you have several different user roles, review the Acting As column to verify which role you should be performing the required action.
Accounts Dashboard	The Accounts Dashboard lists In Scope (Individual), Corporate, and Diversion accounts within your scope of authority that are nearing credit limits. <ul style="list-style-type: none">Easily review the following information on an account: Credit Limit, Current Balance, Available Credit, and % of Credit Limit Used.Link to an account's details from the Dashboard by