Online Reconciliation: Basic Guide (updated April 2016)

Department Transaction Report

All cardholders will receive an automated Department Transaction Report generated for them 2 days after cycle close for reconciliation purposes.

To access the report click Reports > Completed

After the online reconciliation is complete, submit supporting documentation to the reviewer for review and electronic signoff. The online reconciliation process must be completed prior to the close of the following month's billing cycle.

Steps to follow for monthly online reconciliation

Cardholder Responsibilities:

- Retain original receipts and supporting documentation (e.g. packing slip) and verify receipt of items.
- Upon receiving the email from Bank of America alerting you that you have transactions requiring sign off, long into Works and verify that the posted transaction is accurate by comparing it to your original documentation. Pricing discrepancies between supporting documentation and the Department Transaction report must be documented and resolved.
- If your department utilizes receipt imaging, upload your receipts and supporting documentation into Works.
- If your department utilizes GL Allocations, allocate your transactions to the appropriate departmental indexes and account codes.
- Sign off on the transaction.
- At the end of each billing cycle, wait 2 days after cycle close to receive a Department Transaction report.
- Dispute any unauthorized charges and notify the Program Administrators.

Reviewer Responsibilities:

Reviewers are encouraged to sign off on transactions throughout the month instead of at the end of the cycle.

Online reconciliation must be completed before the close of the following month's billing cycle.

- Upon receiving the email from Bank of America alerting you that you have transactions requiring sign off, long into Works and verify that the posted transaction is accurate by comparing it to the receipts loaded into Works. Pricing discrepancies between supporting documentation and the Department Transaction report must be documented and resolved. If the supporting documentation is not sufficient or inaccurate, Reviewers should flag the transaction to alert the cardholder that they must provide more information.
- Check to ensure the GL Allocations selected by your cardholder are accurate. If the GL information is incorrect, you may either flag the charge to return it to the cardholder to update or you can update the transaction yourself in Works.

- Once you have verified that the transaction is ready for approval, sign off on the charge.
- At the end of the billing cycle, the reviewer must analyze the Department Transaction Report generated for you from the online system and ensure that all transactions are accounted for.

Do not sign off on transactions in Works until you obtain a cardholder's supporting documentation and have verified items were received and that the transactions are valid business expenses that comply with VCU policies and procedures.

• If a JV must be entered into Banner, ensure that charges reflect purchases approved in Works.

Understand that by signing off in Works the reviewer is acknowledging that he/she has seen the items and can verify receipt. If the reviewer did not see the items, then supporting documentation such as an email from someone other than the cardholder must be obtained.

Electronic Images

Departments are authorized to image/scan P-card transaction documentation (e.g., receipts, packing slips, etc.) for record retention purposes. The P-card reviewer is responsible for ensuring the imaged documents are clearly legible and not altered. Provided the imaged documentation is legible and not altered, the original paper documentation may be destroyed. Departments still have the option of retaining paper supporting documentation if desired.

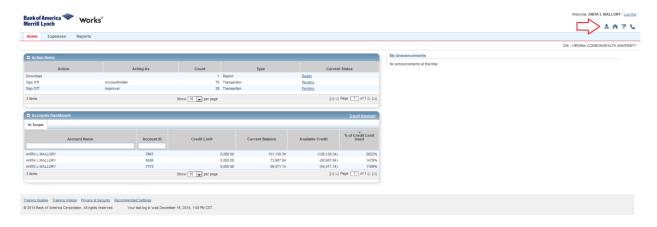
Cardholders buying off of grant funds must refer to the specific grant for record management and destruction requirements.

Additionally, the P-card reviewer must ensure that the cardholder has no access to destroy or modify the imaged documentation once it has been scanned. A best practice would be ensuring all electronic images are properly backed up in the event of a hard disc crash. Use of ImageNow is recommended.

Imaged documents must be retained for the current fiscal year plus three additional fiscal years. Documentation for purchases made using grant indexes may need to be retained for a longer period, and departments should refer to the specific grant for record retention requirements.

Basic Navigation:

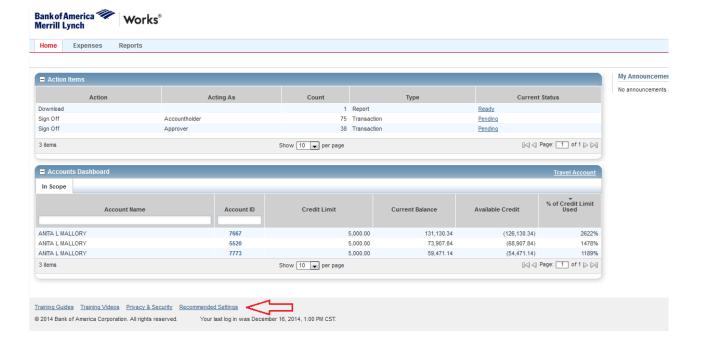
After logging into Works, the home screen displays. Navigation Icons are located on the top right-hand corner of the screen.



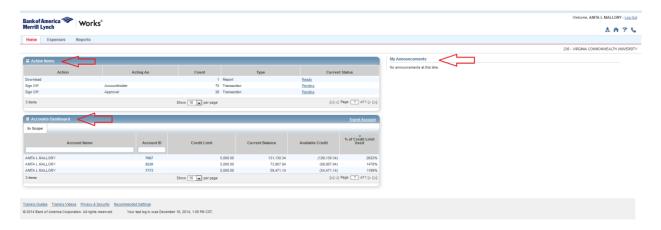
You can:

- View your profile information
- Return to the home screen
- Access page specific help information ?
- View Bank of America's contact information \u22aa

On the bottom of the screen you will see information regarding training guides and recommended settings. At this time Works does not support Chrome and recommends Firefox 5.0 or higher.



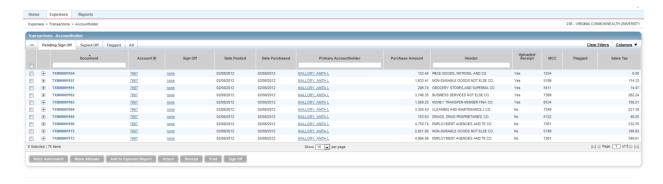
The home page is divided into 3 sections: Action Items, Accounts Dashboard, and Announcements



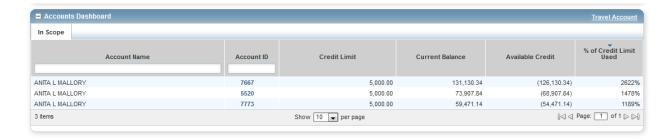
Under the Action Items sections you will see transactions that require your attention and reports that are ready for download. Under the acting as column you will see your role as it relates to your transactions. In Works 4, cardholders are known as account holders and reviewers are known as Approvers.



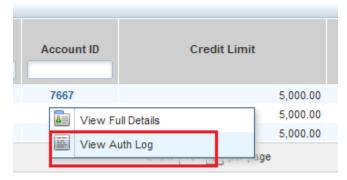
When you click "Pending" you will be taken to the screen that shows you what outstanding transactions you have in Works.



Under accounts Dashboard you will see your card accounts along with credit limit and available credit information. If you are a reviewer you will also see cards under your purview along with their current credit information.



Click the bold 4 digit number under "Account ID" and choose the option View Auth Log.



This will bring up a screen that will indicate charges undergoing processing in real time.

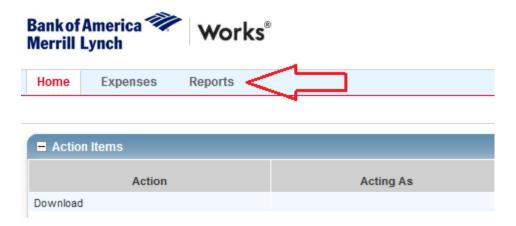


If a transaction is declined you will see the decline code and the decline reason. If you have any further questions about why a transaction declined or need help resolving the issue, contact CorpCard at CorpCard@vcu.edu.

The last section is Works announcements. Here you will find updates and information regarding the Works program from Bank of America and your CorpCard team.



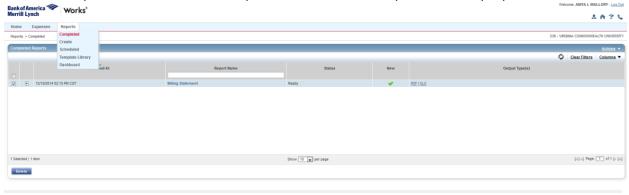
To help you navigate, the program uses a tab based browsing system that allows you to access different parts of Works. What access you have is based on your role.



Under the Expenses tab you will find alternate links to your transactions as well as a link to upload your receipts. Users with an auditor role will also be able to access auditor tools from the Expenses tab.



Under the Reports tab users can build reports or access their completed monthly reports.



If you have any questions about navigating Works contact CorpCard at CorpCard@vcu.edu.

Receipt Imaging:

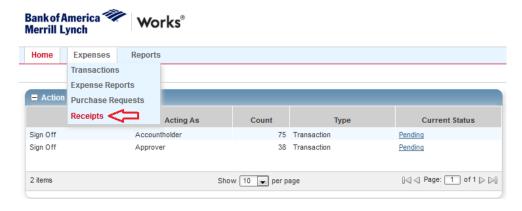
There are two ways to upload receipts and supporting documentation. You can either:

- Store receipts then attach them to the desired transaction, or
- Attach the documentation directly to your transaction

Remember: You cannot attach a receipt once you've signed off on a transaction. If you forget to attach a receipt, contact your reviewer and have them "flag" your transaction. This will send your transaction back to your queue and allow you to attach the receipt and re-submit.

To Store then Attach:

Click the expenses tab and choose receipts.

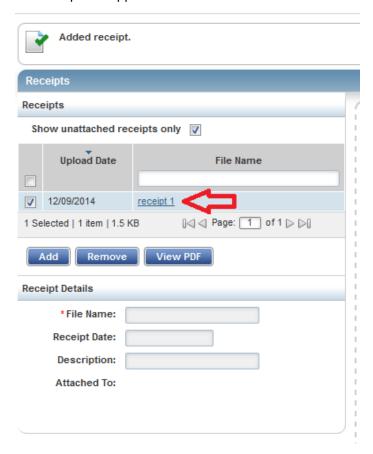


Click "Add" then "Browse" to select your file.



Fill in the receipt date and then a description if desired. Click "OK."

The receipt will appear on the left hand side.

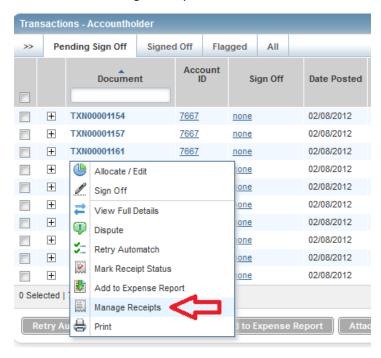


You can either click the link to view the image in preview or you can click the box next to the image to view the PDF. From here you can save the image or view it in Acrobat.

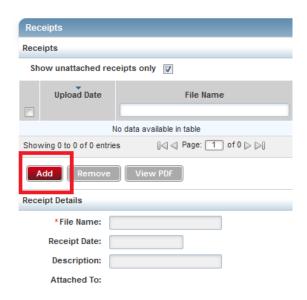
You can upload any number of receipts so long as the file size does not exceed 1 megabyte.

To attach the receipt, return to the homepage screen:

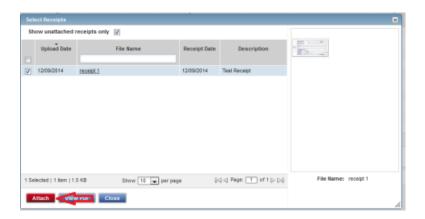
- Click the "Pending" link to bring up your current transactions
- Click the "Document" number on the left side
- Click "Manage Receipts"



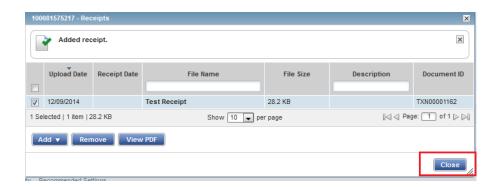
Click "Add" and choose the option for stored receipts. From here you can add documentation to your transaction.



You can attach as many pieces of supporting documentation to your transaction as you would like, this can include paid invoices, receipts, packing slip information, clarifying email etc... When you're done adding documentation click "Attach."



On the next pop screen click "Close"



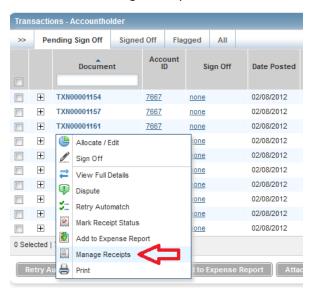
Under Uploaded receipt column you will see Yes.

Vendor	Uploaded Receipt	мсс
PIECE GOODS, NOTIONS, AND	Yes	1234
NON-DURABLE GOODS NOT E	Yes	5199
GROCERY STORES,AND SUPE	Yes	5411
BUSINESS SERVICES NOT ELS	No	7399
MONEY TRANSFER-MEMBER FI	No	6534
CLEANING AND MAINTENANCE	No	7349
DRUGS, DRUG PROPRIETARIES	No	5122

To Attach a Receipt without Storing the Item First:

From the home page:

- Click the "Pending" link to bring up your current transactions require
- Click the "Document" number on the left
- Click "Manage Receipts"



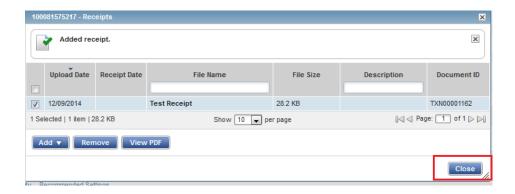
Click "Add" and select "add new"



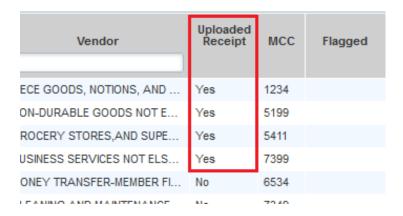
Browse to choose your file. Fill in the receipt date and then a description if desired. Then click ok.



The receipt information will appear and you can add as many supporting documents to a transaction as you like. When you are finished, click "Close."



The receipt loaded column will read yes.



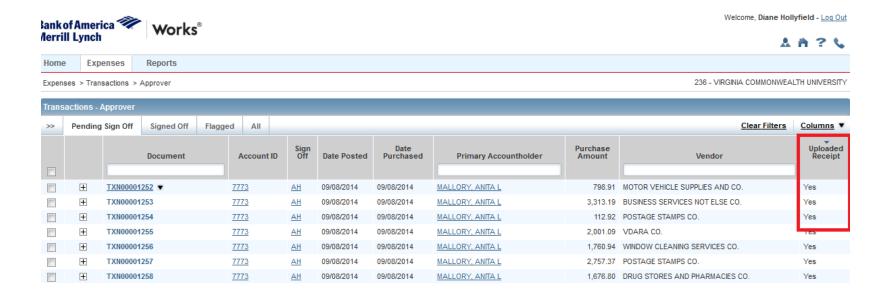
Your receipts are now attached to the transaction and ready to sign off.

Viewing Receipts in Works:

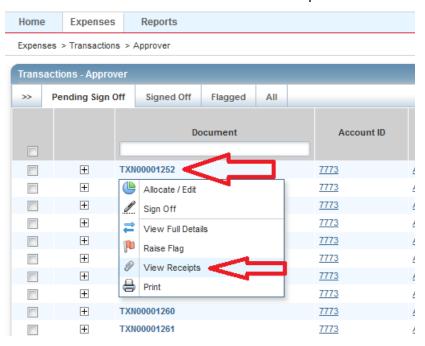
From the Home page under Action Items choose the option for "Pending."



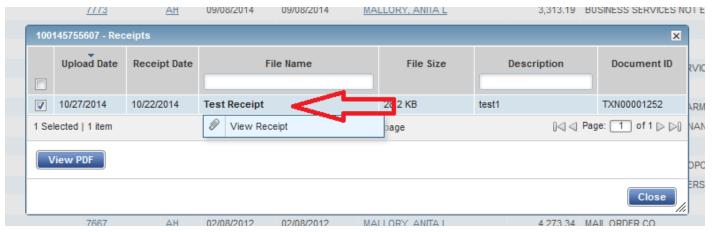
Verify that the receipts have been uploaded. Cardholders cannot attach a receipt once they have signed off. If you require your cardholders to upload their receipts and it has not been done, you must "flag" the transaction. This will send the charge back to their queue and allow them to attach the receipt and re-submit.



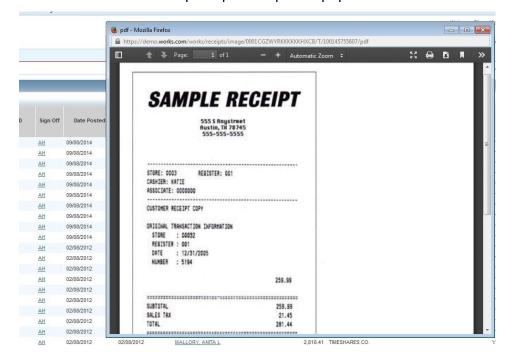
Click the transaction number and choose the option for "View Receipts."



A pop up box will appear and any documentation that has been uploaded will appear. Choose the option for "View Receipt."



The documentation will open up in a separate pop window.



GL Allocations

Before getting started with General Ledger (GL) Allocations it's important to work out with your reviewer and supervisor where transactions will be allocated and to which specific budget account codes. Although your reviewer will have the ability to make changes if need be, the process is time sensitive and transactions that have not been allocated before the Banner upload will have to be JV'ed.

Important Reminders:

- Transactions are loaded into Banner 3 to 5 business days after cycle close. Transactions must be coded and fully reconciled by both the cardholder and the reviewer before the Banner upload. Failure to code and reconcile in a timely manner will result in the transaction hitting default indexes and the default account code for Undistributed Card Charges (620002).
- Once a cardholder has allocated their transactions they can edit that transaction until they sign off on the charge.
 After a charge has been signed off, the cardholder will no longer be able to update the information unless it is flagged by the reviewer and returned to the cardholder's queue. The reviewer does have the ability to code transactions as well.
- If a cardholder allocates a transaction and the reviewer does not approve it, the transaction information as dictated by the cardholder is what will post to Banner.
- GL Coding will not eliminate all JVs. Cardholders and Reviewers my only allocate to indexes within their approved departments.
- If you purchase for multiple departments and you need to allocate a charge to an index in a different department, delete the "GL 02: Index" and then update the GL04: Department with the correct four digit department number. This will allow the GL02: Index column to update with the correct indexes you need allocate your transaction.
- If you encounter an error or unable to sign off on a transaction, contact <u>Corpcard@vcu.edu</u> for assistance.
- If you select an index outside of you approved departments, Works will prevent you from signing off on the transaction.
- Works contains a limited number of account codes. If you cannot conduct business without a particular account
 code, please submit your account code request along with a business justification to Corpcard@vcu.edu.

• Allocating a transaction is a separate process from signing off. You can allocate without signing off so make sure to sign off on your transactions in order to complete the reconciliation process.

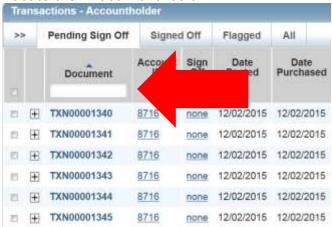
Single Transaction Allocation:

To allocate a transaction to a desired index and account:

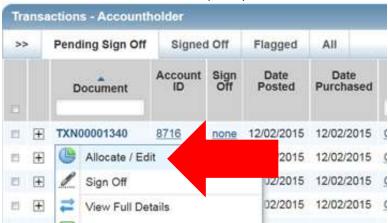
From the Home Screen select the link for "pending" transactions:



Locate the "Document" column:



Next, select the Transaction (TXN) number for the charge you wish to allocate and click the option for Allocate/Edit:



A screen showing your cards defaults will appear. The Agency Code (236) will not be editable:



NOTE:

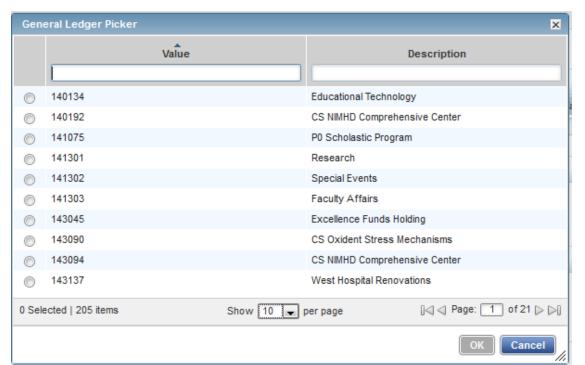
If you purchase for multiple departments and you need to allocate a charge to an index in a different department, delete the "GL 02: Index" and then update the "GL04: Department" with the correct four digit department number. This will allow the GL02: Index column to update with the correct indexes you need allocate your transaction.

If the department does not appear, then you do not have access to that particular department or the associated indexes. Your reviewer can request multiple department access by contacting Corpcard@vcu.edu to request. Access will be assessed on a case by case basis.

To update the index listed under the "GL02: Index" column, click the textbox and select the option to "See More...:"



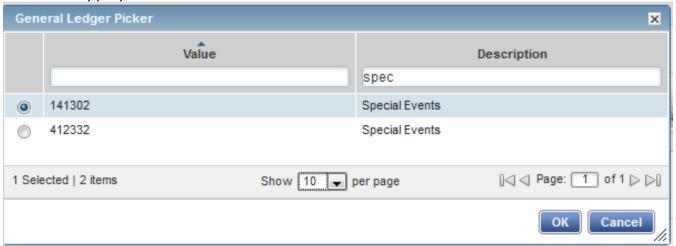
A pop-up labeled "General Ledger Picker" will appear populated with the indexes available to you based on your department and the current chart of accounts:



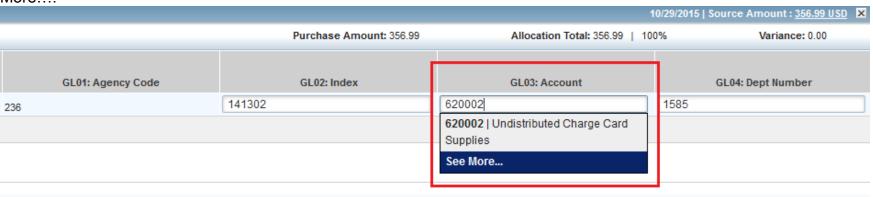
Note: GL indexes change frequently. Coders will only be able to choose from valid active indexes.

If your department has many indexes, you can enter information into the textboxes below either the value and/or the Description to narrow down your choices.

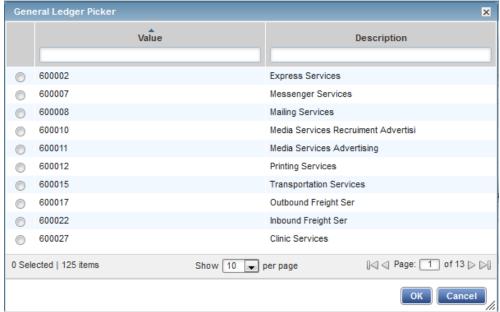
Select the appropriate Index for the transaction:



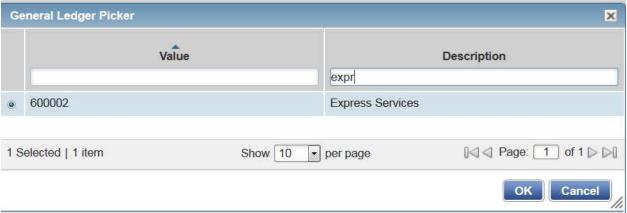
To update the account code listed under the "GL03: Account" column, click the textbox and select the option to "See More...:"



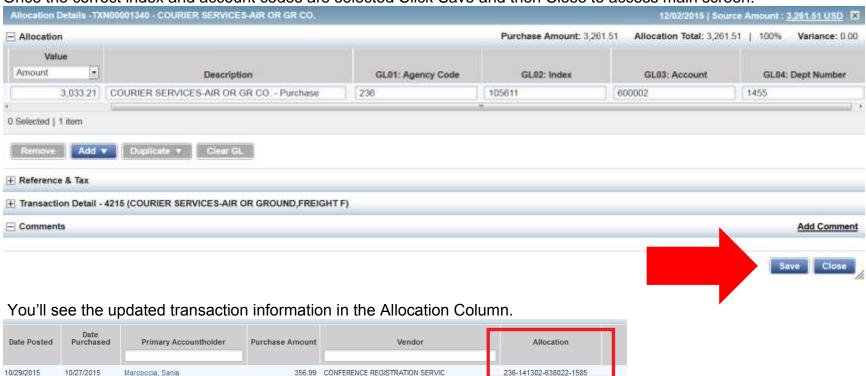
A pop-up labeled "General Ledger Picker" will appear with the available expense codes:



Use the textboxes to narrow your choices and choose the most appropriate Account code:

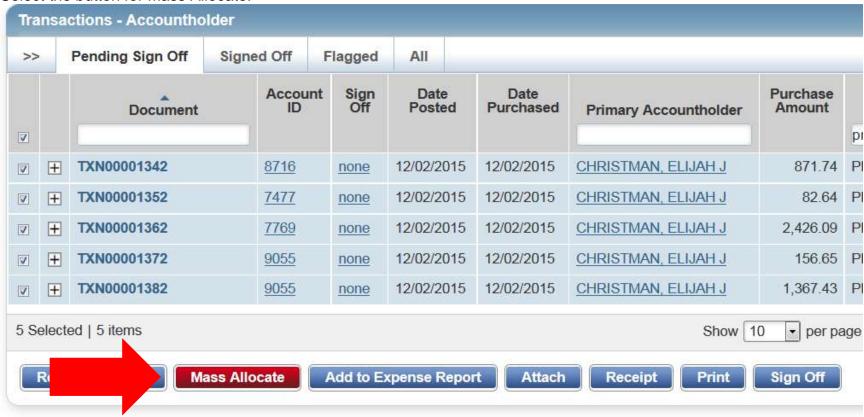


Once the correct index and account codes are selected Click Save and then Close to access main screen:



Mass Allocations:

To allocate or edit one or more transactions, select the check box for each charge you wish to allocate. Select the button for Mass Allocate:



The Mass Allocate window displays.

Enter the appropriate index under GL02: Index and an appropriate account code under GL03 Account. The GL04: Dept



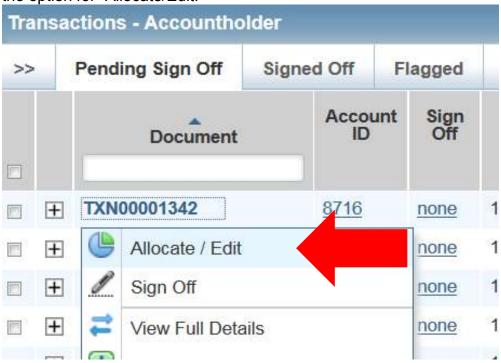
The new allocation information will appear on the main screen in the allocation column.

Comp Val Auth	Allocation	Amount Allocated
<u> </u>	2361056116380021455	871.74
V V V	2361056116380021455	82.64
V V V	2361056116380021455	2,426.09
V V V	2361056116380021455	156.65
V V V	2361056116380021455	1,367.43

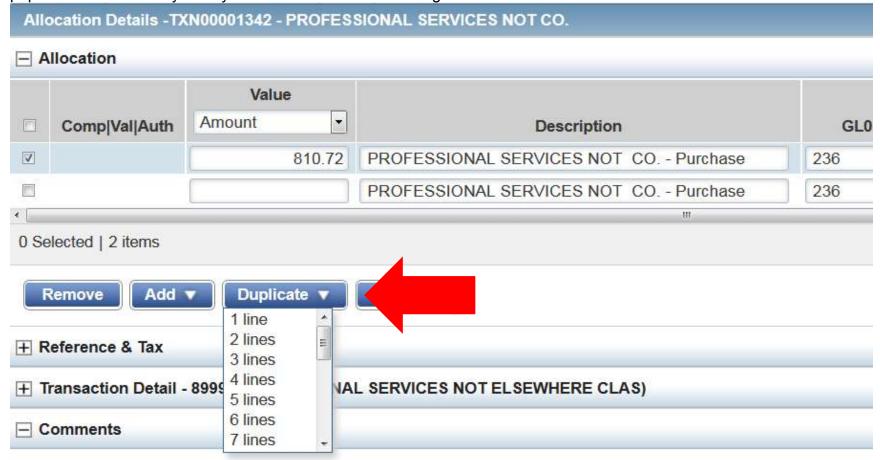
Note: If you purchase for multiple departments delete the "GL 02: Index" and then update the "GL04: Department" with the correct four digit department number. This will allow the GL02: Index column to update with the correct indexes you need allocate your transaction.

Multiple Index Allocations:

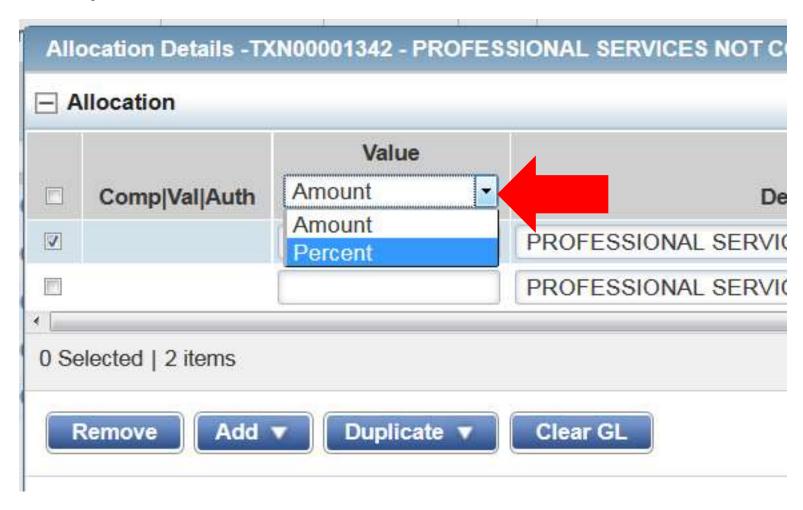
To allocate a single transaction to multiple indexes, select the check box for each charge you wish to allocate and choose the option for "Allocate/Edit."



You may either select the number of lines you wish to add to the transaction or you can use the "Duplicate" feature to populate however many lines you have selected with the original transaction's GL information.

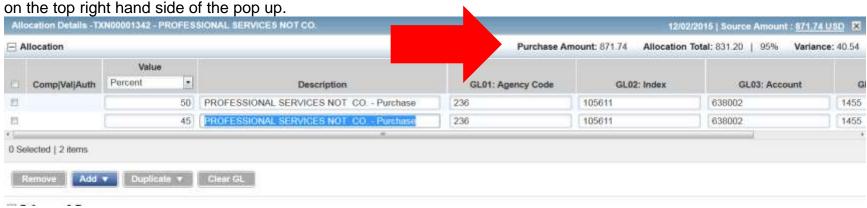


- Amount
- Percentage

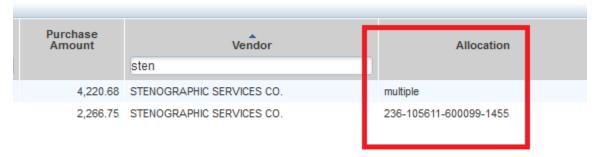


Enter the amount or percentage of the total purchase to be allocated in the lines of the Value column and add a description.

If you encounter a math error while separating the transaction, the difference will appear in the Variance section located



Select the appropriate index and account codes as described in the previous sections and click "Save." The transaction will now show the allocation as "multiple" in the allocation column.



Note: If you are splitting transactions to indexes across multiple approved departments delete the "GL 02: Index" and then update the "GL04: Department" with the correct four digit department number. This will allow the GL02: Index column to update with the correct indexes you need allocate your transaction.

To remove the allocation line, select the box next to the desired allocation row and click "Remove." Adjust the remaining lines accordingly and click "Save."



ALLOCATION TIP:

When allocating a transaction, if you have made an error or think you have made an error, at any time you can select the "Close" button. This will allow you to exit the allocation pop-up window without saving any of your work and let you reenter information from scratch.



Signing off on a Transaction

Sign into Works using your Bank of America username and password.

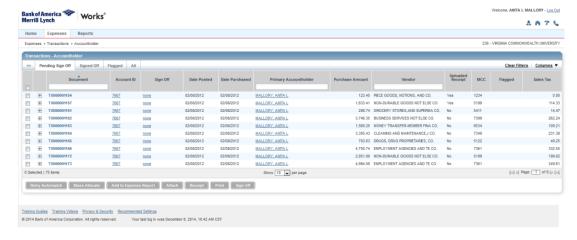


To see pending transactions:

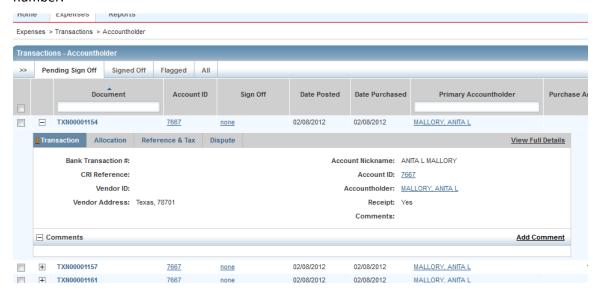
- Locate the "Actions Items" section of the home screen
- Find the "Pending" link underneath the "Current Status" column
- Click "Pending"



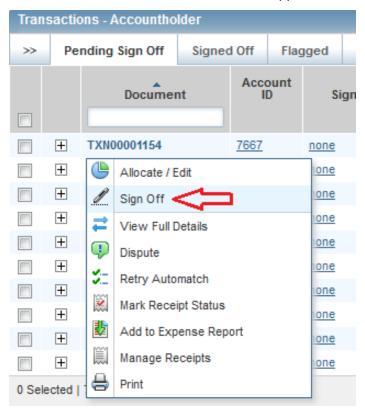
This will bring up a screen that indicates all of the pending transactions that require sign off. It contains information such as the post date, the transaction amount and the vendor information.



You can see more detail by expanding the transaction using the plus button next to the document number.

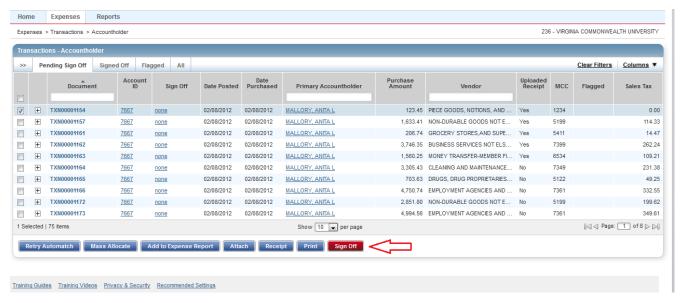


Locate the transaction or transactions that are ready for signoff and hold your mouse over the bold TXN number and click the downward arrow that appears to the right. Choose "Sign off."



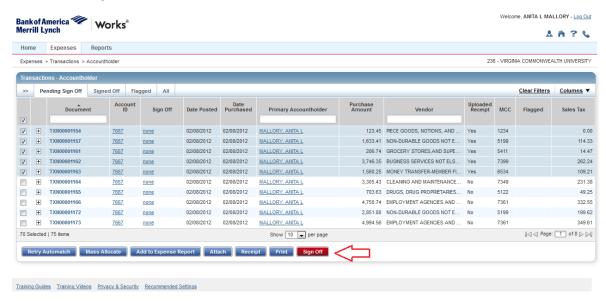
Or:

- Click the box to the right of the transaction
- Choose "Sign Off" from the bottom of the screen.



If you're prepared to sign off on more than one document:

- Click the boxes to the right of the transaction that are ready for sign off
- Choose "Sign Off" from the bottom of the screen



Reporting

You can access reports two different ways.

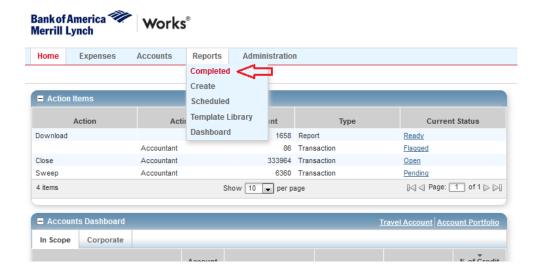
You can either access completed reports that are generated by the Bank of America system or you can create your own reports based on templates that are already in the Works program.

It's important to note that your ability to create certain types of reports will depend on your role, and, for example, a cardholder may not have access to the same information as an auditor or approver.

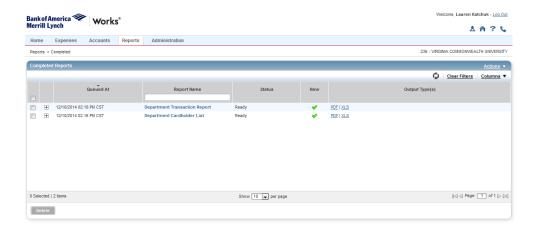
Retrieving Completed Reports

To retrieve a completed report:

- Click the "Reports" tab
- Choose "Completed"



A list of completed reports ready for download will appear.



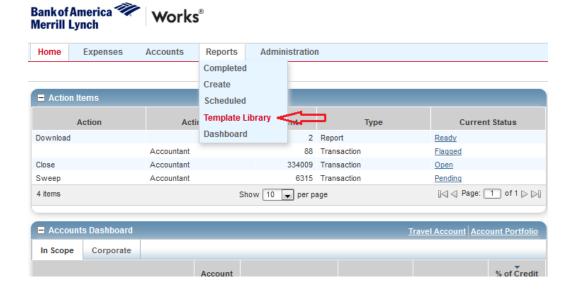
Running Reports from a Template

This is a useful tool when you try to access a completed report only to discover that it has aged out and is no longer available. What you can access will depend on your role. The most popular report is the Department Transaction Report.

This example will detail how to re-run the Department Transaction Report.

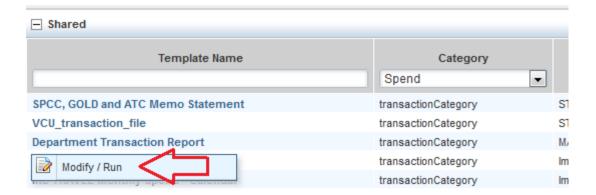
To create a report from a template:

- Click the "Reports" tab
- Choose "Template Library"

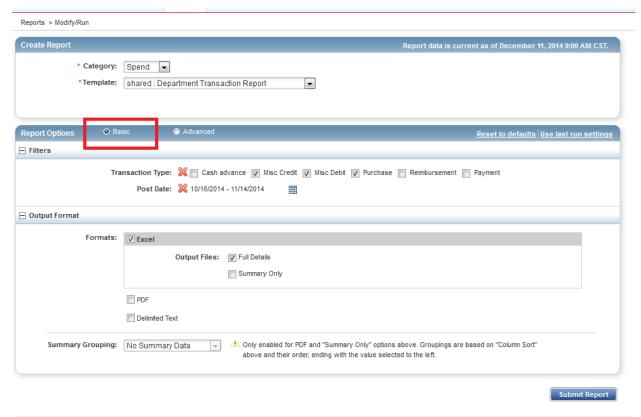


Under the Template Library you will have access to a range of reports. Under the "Shared" section of the Template Library :

- Hover your mouse over Department Transaction report
- Click the downward arrow
- Select Modify/Run



To run the basic report, under "Report Options" select the "Basic" button and you will be given simple limited options to run your report. You can adjust your filter to determine the type of transactions you would like to appear on your report. You can also adjust the Post Date range by clicking on the calendar to help you isolate transactions.

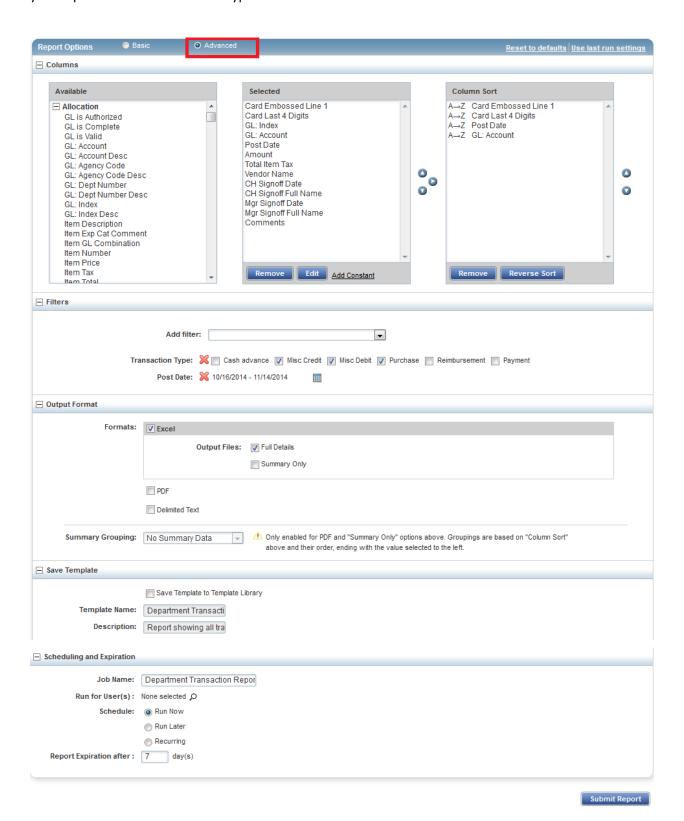


Once you are satisfied with your settings, click Submit Report.

The report will generate and live in your completed folder for seven days.



You also have the option to run a report in "Advanced" mode. To run an "Advanced" report, under "Report Options" select the "Advanced" button and you will be given a multitude of options to build your report out of available data types.

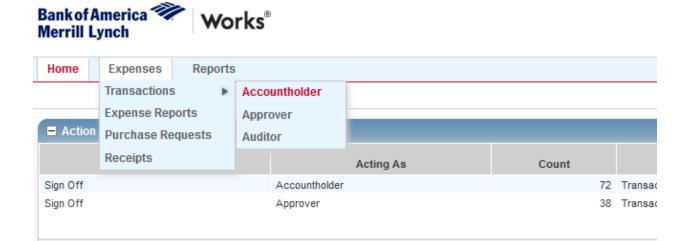


You can also add filters to your report under the "Filters" section of the site. You can also adjust the "Post Date" range by clicking on the calendar to help you isolate transactions. You will also have the ability to "Schedule" reports should you need specific information and you'd like for it to run automatically in the interval of your choosing.

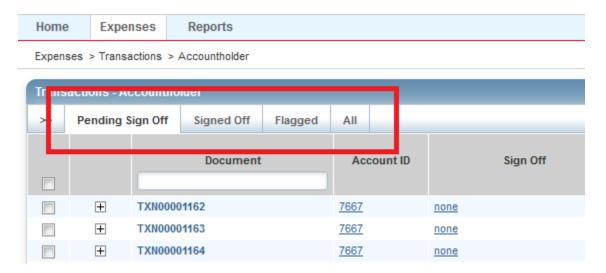
If you want to run advanced reports, please contact CorpCard@vcu.edu and a Program Administrator will be able to provide you with information and insight based on your needs.

Auditing Transactions in Works:

To audit your own transactions, log into your Works account and click the tab for "Expenses" Choose "Transactions." If you have more than one role in the Works system then click the option for "Accountholder"



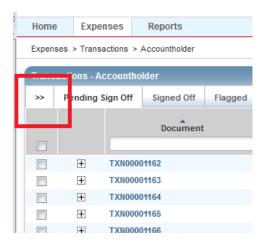
Here you will have the option to research transactions that are "Pending Sign Off," "Signed Off" and "Flagged."



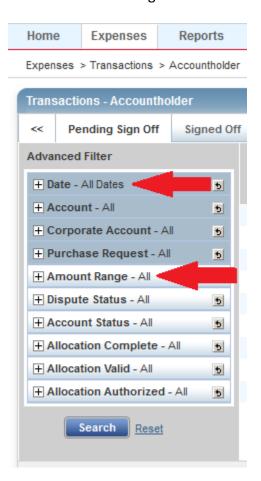
To search by vendor type the name of the vendor into the "Vendor" box and your matching options will appear.



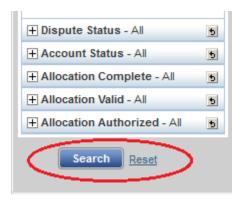
To narrow your search, click the double arrows (>>) and the Advanced Filter will appear.



Click Date tab to bring up a calendar to filter by date. Click the Amount Range tab to hone in on a specific change based on the cost.



Once you've set your parameters to achieve the desired results, click "Search" to filter and see your results. To clear the filter choose "Reset" then click "Search" to bring up the full list of transactions.

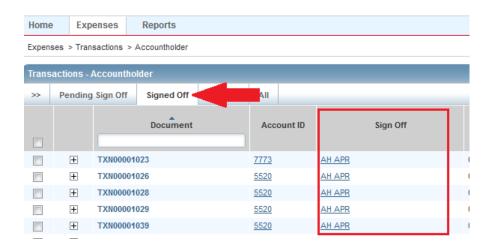


If you want to see if a transaction was signed off on, click the tab for "Signed Off" and look under the "Sign Off" column.

Click the <u>AH APR</u> link to see when you and your reviewer signed off on a transaction. In Works 4 "AH" is the cardholder and "APR" is the reviewer.



If you see that only the "AH" is listed this means that your reviewer has not signed off on a transaction. This information is helpful specifically during P-Card reconciliation.



If you are a reviewer for your department, you can follow these same steps to audit your cardholders' transactions. To see your cardholders' transactions, click Expenses >Transactions > Approver and those charges will appear.



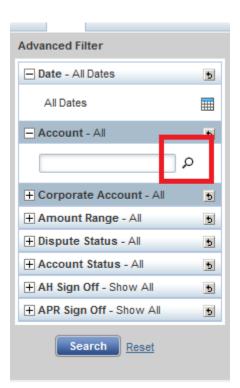
If you see that the word "none" is displayed under the "Sign Off" column, this means that the cardholder has not signed off on the card and that is not available in your queue for sign off.



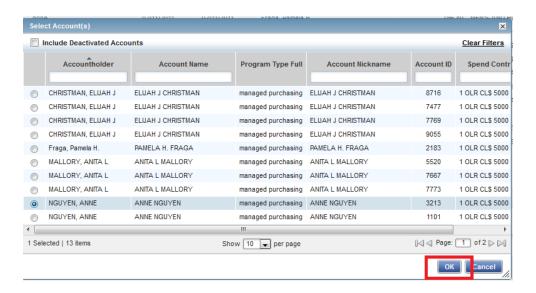
If you are an auditor for your department, you can look at all transactions and cardholders under your purview by clicking Expenses > Transactions > Auditor



If you audit for a large group and you want to view a specific account, from the advanced filter select the tab for "Account" and click the magnifying glass.



A pop up box with all of the accounts in your purview will appear. Select the account you want to audit and click OK.



Set your other filters as desired and click "Search"



This will bring up all transactions under your purview that match your request.

