

# Understanding Works

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# Agenda

- Works Navigation
  - How to create a user
  - How to create a card request
  - How to run reports
  - Simple Audits
  - General Maintenance (Name change, address update, and card re-issue)
- Q & A
- Card Sharks



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# Questions



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*Let's Play...*

# CARD SHARKS



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# *How to play*

- ♥ Each person was given a playing card at entry.
- ♣ This card divides each player into 4 Teams: Spades, Hearts, Diamonds, and Clubs.
- ♠ Each team should choose a captain to respond on behalf of the team.
- ♦ We will ask several questions. Once you know the answer, the captain should respond with the correct answer.
- ♥ The first team to respond correctly, wins 50 points.
- ♣ If a team responds incorrectly, they lose 10 points.



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# Question 1



**How  
do I  
create  
a  
user?**



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# *Answer*



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## Question 2

**How do  
I  
change  
a  
profile?**



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# *Answer*



Access the card  
click on it Click  
move and select  
the profile that  
you need.



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## Question 3

**How do I  
see if a  
charge has  
posted to  
my card  
before the  
end of  
cycle  
close?**



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## *Answer*

**You can run the  
SPCC Memo  
Statement at any  
time, change the date  
range to pull the  
transactions from the  
time period desired.**



## Question 4

**What  
day do  
we cycle  
if the  
15<sup>th</sup> falls  
on a  
weekend  
or  
holiday?**



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# *Answer*



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## Question 5



**Do I  
order a  
Pcard  
and IL  
Travel  
Card the  
same  
way?**



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# *Answer*



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## Question 6

**Who should  
request a travel  
card, the  
Program  
Administrator  
or the  
cardholder?**



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*Answer*



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## *Question 7*

**As the  
Program  
Administrator  
can I see the  
reason why a  
card was  
denied?**



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*Answer*

# Authorization Log



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## Question 7



**Am I  
able to  
see the  
real  
time  
balance  
on a  
card?**



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*Answer*



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## Question 8

**Is there a  
way to look  
at pending  
transactions  
on a card?  
How?**



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*Answer*



**YES. Access  
the  
Authorization  
log.**



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## *Question 9*

**How can I determine how much was paid to a particular vendor using my Pcard?**



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# *Answer*



**Use the SPCC Memo  
statement template, add a  
filter to show Vendor  
Name Like**



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## *Question 10*

**If an IL  
Travel  
cardholder is  
denied an  
increase,  
what can the  
agency do?**



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# Answer



- **Utilize the direct billing feature**
- **Make a more frequent payment on card to free up available funds.**
- **Have another cardholder make reservations in advance.**



## *Question 11*

**How do I  
schedule a  
spend report  
in Works?**



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# *Answer*



**Reports>spend  
reports>SPCC,  
Gold, and ATC  
Memo>Select  
recurring.**

## *Question 12*

**What are  
some reasons  
that a card  
transaction  
may be  
denied?**



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# Answer

- 
- Not enough funds available
  - Merchant Category Code (MCC)
  - Card has a fraud watch
  - Card has not been activated
  - Card is closed

## Question 13

**What  
should be  
done if  
your card  
is lost or  
stolen?**



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## *Answer*



Contact your agency  
Program Administrator.  
If they are not available  
contact BOA customer  
service.

## *Question 14*

**Can the Pcard be used to book a hotel room?**



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# *Answer*



Only if the direct bill  
feature is being  
utilized

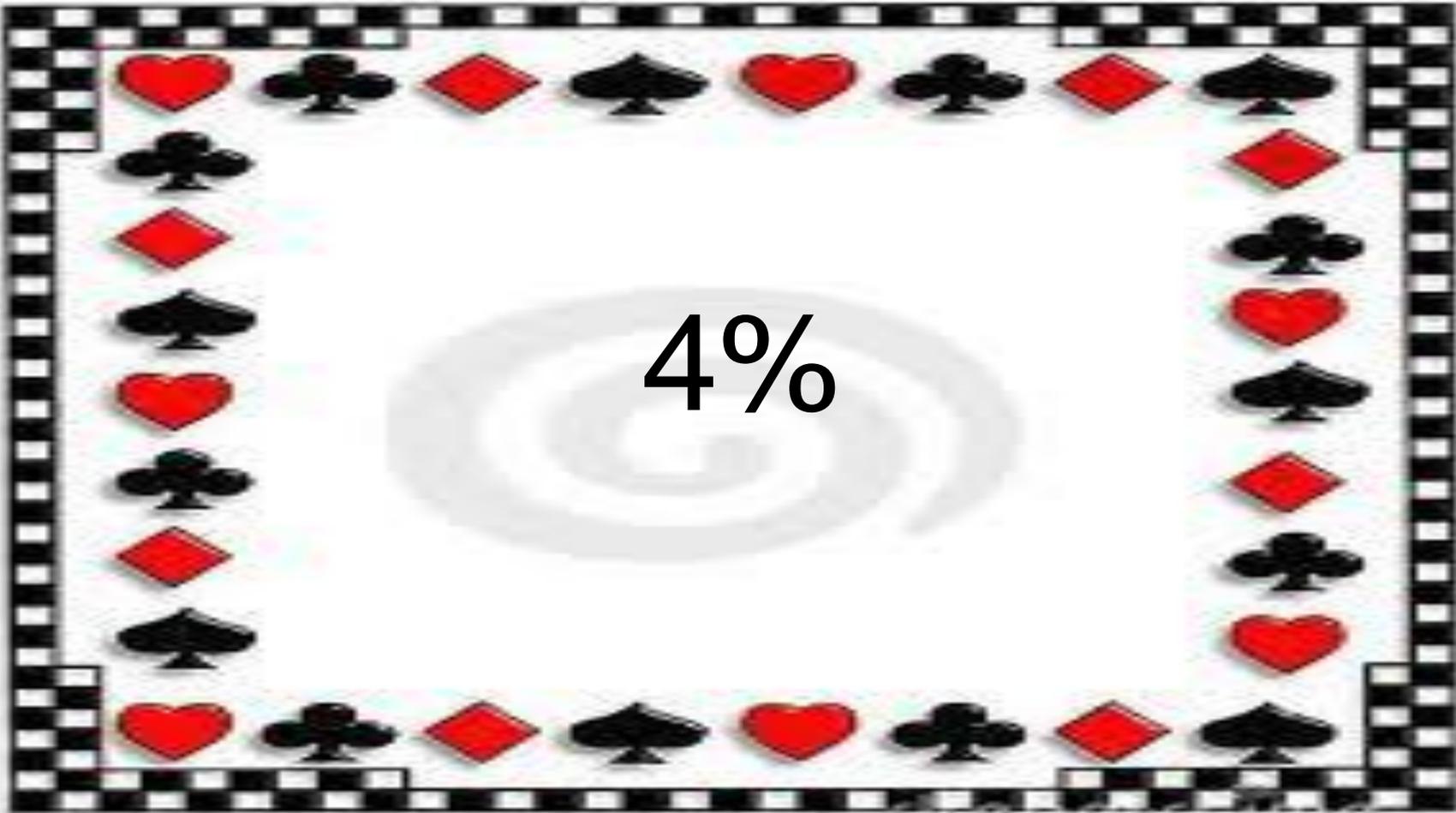
## *Question 15*

**What percentage is a vendor allowed to charge for checkout fees/convenience fees?**



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# *Answer*



4%