

WORKS QUICK TIPS

[HTTPS://PAYMENT2.WORKS.COM/WORKS/HOME](https://payment2.works.com/works/home)

ISSUING A NEW CARD

1. Click **Administration>Organization>Users**
 2. Select **Create** (the Create drop-down menu displays)
 3. Select **Create User and Account Request**
 4. Select **Parent Group** cardholder assigned from the options displayed
 5. Click **OK**
 6. Enter **First Name**
 7. Enter **Last Name**
 8. Enter **cardholders correct email address, must be the cardholders work email address**
 9. Enter **login name**
 10. Set **Activation Code** (9 characters)
 11. Select **role(s)**
 12. Select **Sub-group**
 13. Enter Default Allocation Codes, if applicable
 14. Click **Continue**
 15. Review information, if correct click Submit
Note should populate stating that card has been issued.
*Usually receive card in 3-5 days
 16. Send Account holder a **“Welcome E-Mail”**
 17. Click **Administration>Organization>Users**
 18. Find the cardholder’s name click ▼ select **Send Welcome Email** from the drop-down menu
 19. Click **OK**
- NOTE: A card request is not real time; takes approx. 24 hours to see in WORKS

DEACTIVATE A USER

Deactivating a user will deactivate any cards associated with that user; there is no option to deactivate the user only.

1. Click **Administration>Organization>Users**
2. Select the check box for each desired User Name. (Actions buttons are enabled)
3. Click **Deactivate**. The confirm Deactivate screen displays
4. Click **OK**. The User screen displays a confirmation message. The deactivated user is removed for the User list.

RESETTING PASSWORD

1. Click **Administration>Organization>Users**
2. Find the cardholder’s name click the ▼ Select **Reset Password**
3. Set a temporary password
4. Click **OK**

SEND LOGIN REMINDER

1. Click **Administration>Organization>Users**
2. Find the cardholder’s name click the ▼ Select **Send Login Name Reminder**
3. Click **OK**

VIEW TRANSACTION AUTHORIZATIONS AND DECLINES

1. From the **Home Page**, Click ▼ at the cardholder last 4 digits, select **View Auth Log**. Cardholder recent activity will appear including authorization and declines with the reason for the decline.

CREATE SPEND CONTROL PROFILES

1. Click **Accounting > Spend Control Profiles**.
2. Click **Create** ▼ select **Create Spend Control Profile**
3. Allocation Rule Name should be set up in the following format, this is an example only – CL\$20,000; STL\$1000; MCCG; xxxxcsh, xxxxtvl, xxxxrest.
4. Credit limit: should be the same as in the profile name - - this is the maximum in spendable funds for billing cycle (month)
5. Discretionary Funds: should be the same amount as your credit limit – this is base fund available for spend at any time.
6. Single Transaction Limit: should be same as STL in profile name – this is the single transaction dollar limit.
7. Select Merchant Category Code: should be the same as the profile name – this is the groupings available to this card profile.
8. Click **Save**

COPYING AN EXISTING SPEND CONTROL PROFILE

1. Click **Accounting > Allocation Profiles & Rules > Allocation Rules**.
 2. Click the desired **Rule Name**. To search a rule name, enter **Rule Name**
 3. Click **Copy**. The Copy Allocation Rule window displays.
 4. Enter a unique **Allocation Rule Name**.
 5. Click **Save**. A confirmation message displays.
- Note:** To edit the new rule, click the link displaying the rule name.

CHANGE A CARDHOLDER SPEND CONTROL PROFILE

1. Click **Accounts > Spend Control Profiles**.
 2. Click the desired **Spend Control Profile Name**.
 3. Click the **Accounts** tab.
 4. Select the check box next to each desired **Account Name**.
 5. Click **Reassign Profile**.
 6. Select the desired **Spend Control Profile Name** option.
 7. Choose whether you would like this change to be permanent, or if you would like the application to automatically move the card back to its original profile on a specific date.
- *Card is in the new profile and all changes to limits or MCC Groups are effective immediately.

MOVING A GROUP

1. Click **Administration>Organization>Groups**
 2. Select the check box for each desired Group. The action buttons are enabled.
- NOTE:** To move multiple groups to one parent group, select the check box for each Group.
3. Click **Move**. The Select Group screen displays
 4. Select the desired new parent Group option.
- Note: initially, the group will have the attributes of the parent group
5. Click **OK**. The Create Group screen displays a confirmation message. The parent group is updated within the Parent Group column.

ADDING ALLOCATION PROFILES AND RULES

1. Click **Accounting>Allocation Profiles & Rules>Allocation Rules**
 2. Click **Action>Create Allocation Rule**
 3. Enter a unique **Allocation Rule Name**
 4. Select the desired segment from the **Segment** drop-down menu.
 5. Select an option from the **Permit** drop-down menu
 6. Complete one of the following based on the option displayed in Permit
Unrestricted – go to step 9
Any Existing Segment Value – go to step 9
Any Segment Value Except – a list of applicable segment values displays. Check the check box for each desired segment value
 7. Add a custom segment value, if yes, enter the desired value in Add Custom Value.
 8. Click the right arrow. The selected values display.
- Notes: To remove a value from the list, select the value and click **Remove**. To remove multiple values from the list press and hold Ctrl while selecting the values, then click **Remove**
9. To include another segment in this rule repeat steps 4-8
 10. Click **Save**

EDITING ALLOCATION PROFILES AND RULES

1. Click **Accounting>Allocation Profiles & Rules>Allocation Rules**
 2. Click on the Parent Group to be edited (added or removed)
 3. Click **Edit**
 4. Click on the appropriate GL segment to be edited (added/removed) to/from Parent Group
 5. Click the restriction to be added to the Parent Group. Click the blue arrow to move the restriction to the Permitted field.
 6. Click **Save**. Screen confirms action has been saved.
- Note:** To remove an allocation, highlight the GL segment to be removed and click **Remove**. GL segment has been removed click **Save**.

REPORTS

WORKS DETAIL CHANGES

1. Click **Reports>Create**
 2. Select **Audit** from the Category drop-down menu
 3. Select **GL Authorization Profile Log** from the Template drop-down menu
 4. Adjust Dates, if applicable
 5. You have the option to run the report by specific profile or program administrator -(Event type class)
- This report shows all changes made with WORKS and the user that made the changes

CARD STATUS

1. Click **Reports>Create**
2. Select **Account** from the Category drop-down menu
3. Select **Status** from the Template drop-down menu
4. Edit **Selected Column** from list in **Available Column** – be sure to include the cardholders Full Name, Profile Name and Single Transaction Limit at the minimum.
5. Add filter if applicable
6. Select **Output Format**
7. Click **Submit**

CARD DECLINES

1. Click **Reports>Create**
2. Select **Account** from the Category drop-down menu
3. Select **Declines** from the Template drop-down menu
4. Edit **Selected Column** from list in **Available Column** – be sure to include the cardholders Full Name, Profile Name and Single Transaction Limit at the minimum.
5. Add filter if applicable
6. Adjust dates
7. Select **Output Format**
8. Click **Submit**

STATEMENT

1. Click **Reports>Create**
2. Select **Spend** from the Category drop-down menu
3. Select **Billing Statement** from the Template drop-down menu
4. Recommend to adding merchant name to “include” column
5. Adjust dates, if applicable
6. Click **Submit**

Note: This can be filtered for entire agency, by group or by cardholder

BILLING CYCLE PURCHASE LOG

1. Click **Reports>Template Library**
 2. Select **Billing Cycle Purchase Log**
 3. Click ▼**Modify/Run**
 4. Adjust the date
 5. Click **Submit Report**
- NOTE: Report must only be ran in PDF format

SAME DAY/SAME VENDOR

(currently available in the old URL only)

1. Go to Reports
 2. Click **Dashboard Summary**
 3. Go to **Single TXN Limit Audit**, adjust date if applicable, click **Details**
 4. Adjust dates, if applicable
 5. Data appears at top of screen
 6. Click download option at the bottom of the screen
- If there have been transactions on the same day with the same vendor which total more than the cardholders single transaction limit, a list will appear – It may take a few seconds for this process to complete.
*To view specific details of each cardholder, click on the cardholder and all individual transactions will be listed on bottom portion of screen.

SCHEDULING RECURRING REPORTS

(Follow instructions above for report you wish to schedule for recurring)

1. Go to Save Template
2. Click **Save Template**
3. Enter **Template Name**
4. Enter **Description**
5. Choose sharing
6. Go to **Scheduling and Expiration**
7. Enter **Job Name**
8. Select **recurring**, select when you want the report to run
9. Enter **number of days** for expiration
10. Click **Submit Report**

RECEIPT IMAGING

UPLOAD AND STORE A RECEIPT IMAGE

1. Click **Expenses>Receipts**
2. Click **Add**
3. Click **Browse** to locate the receipt image you wish to upload and store
4. Select the desired receipt image
5. Click **Open**. The file name displays in **File to Add**
6. Click on the calendar to enter **Receipt Date**
7. Enter a **Description** in the box
8. Click **OK**. A confirmation message displays

VIEWING STORED RECEIPT IMAGES

1. Click **Expenses>Receipts**
2. Clear the check from **Show unattached receipts only**
3. Click the desired **File Name**. The receipt image displays
4. To view the receipt image in PDF version, click **View PDF**. The receipt image displays