

## **WORKS IMPLEMENTATION QUESTIONS**

March 2, 2007

### **1. What is Works and why do I have to learn it?**

MBNA was purchased by Bank of America and Works is the online application used to update credit card transactions with the business purpose, tax information and accounting code information.

### **2. How will I get access to Works?**

A "welcome email" will be sent from Works on Monday, March 5. This email will include your User ID, initial password and link to Works.

### **3. Do our statement dates change with Works?**

Statement dates are the same as in CFO. Statements will end on the 5<sup>th</sup> and 19<sup>th</sup> of each month.

### **4. Will we continue to get paper statements from the bank?**

Paper statements are being discontinued with the implementation of Works. Our last paper statement should be the February 23, 2007 MBNA statement.

### **5. Will cardholders continue to get the email reminders about statement due dates?**

Yes, cardholders will continue to get emails advising statement due dates for documentation. Additionally, the email will have the posted dates for the transactions that should be included on the statement.

### **6. Can we change to a 30-day statement cycle?**

Purchasing has committed to all cardholders to look at changing our statement cycle to 30 days within six (6) months of our Works implementation.

### **7. How do I print a statement in Works, there is no Statements icon?**

Statements are done differently in Works. There are two (2) options for printing statements and they are fully explained on pages 36-40 of the Users Guide.

### **8. Will I get a new credit card?**

New cards will be issued in late March or early April. The 16-digit account code will remain the same; however the expiration date and CVV (3-digit security code) will change.

### **9. Do I need to do anything if I have recurring charges on my card?**

Yes, since the expiration date and CVV number are changing, you should give any supplier that has your credit card number the updated information when you receive your new card. Examples of recurring charges are typically for cell phone providers, cable and other utility companies

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#### **10. Is there a Users Manual for Works?**

There is an excellent Users Manual and it is available on the Purchasing Department website: <http://www.wfu.edu/purchasing/>

#### **11. Is there additional functionality in Works that I will have to learn?**

Works has a lot of functionality; however, we are currently only using those portions of the system that mirror what we were doing in CFO, specifically:

- A. General tab: used to update sales tax
- B. Allocation tab: used to update business purpose, split transactions and accounting code information.

#### **12. What is “Sign Off”?**

Sign off is a new term for us. Signing off a transaction signifies that you have completed all updates to the transaction. Cardholders cannot change data once a transaction has been signed off. Equally important, credit lines are not replenished until transactions have been signed off. Please reference pages 22-23 of the Users Guide for a thorough discussion of signing off a transaction.

#### **13. I fear that I will have to change something regarding my transaction before the end of the statement, is there a means where I can update without signing off?**

Yes, you may update transactions as soon as they appear in Works. If you have a high volume of transactions you may use the Allocation Complete box which when used will serve as a bookmark for transactions that you have updated. Page 23 of the Users Guide discusses how cardholders may use the Allocation Complete field.

#### **14. How do I know when a transaction has been posted to the system that I need to update?**

The Works software has an email alerts system. See Section 2.8 of the Users Manual, page 26, for information related to the email alerts.

#### **15. Will my business purpose that I enter for my card transaction show in my Cognos departmental financial reports?**

The first 35 characters of the business purpose will show in Cognos.

#### **16. How do I dispute a transaction?**

As soon as you realize you need to dispute a transaction, you should call Bank of America. They will email/fax an affidavit that should be filled out and returned to the bank as soon as possible. A copy of the affidavit should be forwarded to the Purchasing Department. Purchasing will follow up with the bank to ensure the dispute is settled.

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**17. What if I have a transaction on my card that should be charged to the Dean's Office?**

Dean's Office charges should be documented via email to Dee Perry. Dee will reply to the email with the account code to be used to update Works. Works Statements that include Dean's Office charges should be forwarded to Dee for approval before forwarding to Accounts Payable.

**18. Will my Works password expire?**

Your password will expire in ninety (90) days.