

# COV SPCC PA Guide

## Works™ Version 3.9

### Overview

This guide gives you step-by-step instructions for the process for managing Small Purchase Charge Card (SPCC) Pcards to include the process for the Works application.

Per Policy, Department of Accounts (DOA) Charge Card Administration Team is the Program Administrator for GOLD cards therefore please contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) or 804-786-9259 with any needs regarding GOLD card changes.

If an employee needs to request a SPCC card, they are to complete the Purchase Card Request form found in CAPP Topic 20355, or one that has been approved by DOA which has modifications for your agency, have their Supervisor sign off and forward to you the PA. If you approve for them to get a SPCC card, follow the steps below.

SPCC cards are sent via the method the agency elected on their Implementation Form. They could have selected Bulk Ship to the PA (delivered by FedEx) or sent directly to the cardholder (sent by US Mail with no tracking capabilities). If you are unsure of your election you can contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) or 804-786-0874.

SPCC cards have no bearing on the employee's personal credit. These cards are paid for by the agency and the cardholder is not financially responsible unless they miss use the card for personal items.

You as the PA are to log in to Works.

### Logon to the Application

#### ► To logon to the application

1. Open your Internet Browser.
2. Enter the following URL in your address bar: [payment2.works.com](http://payment2.works.com)
3. Enter your logon credentials:
  - E-mail
  - Username
  - Password

You can reset your password by clicking [Forgot Your Password?](#)

4. Click .

Now you will need to create to check and see if the employee already has a User account in Works. This could be possibly

from them having reporting access. If you are both a Pcard and Travel Card PA, you will need to first look to see if they already have a User Record created for a travel card.

Go to Organization in the left hand side of the screen then to Users



Then you have the option to scroll through the User accounts already set up or you can utilize the FILTER function at the top to drill down to a specific User.

Narrow your viewable results by expanding the **Filter** menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the criteria of the filter.

If you find the employee already has a User account (they will most likely already be a Travel cardholder or user in Works for reporting only access) then you will need only to Create A Card Request.

If you do not find the employee already listed as a User, then you will need to follow the steps to Create A User and Card Request.

### User and Card Administration

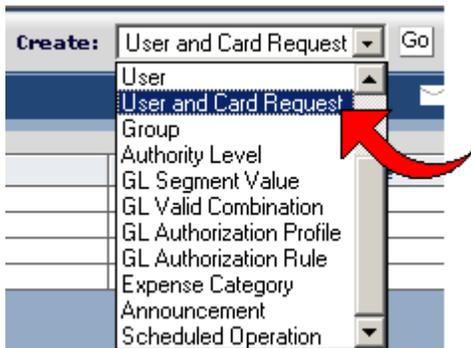
All individuals who may access the application are referred to as 'users'. Those users who have been issued cards are called 'cardholders'.

#### ► To create a user and card request

1. Select **User and Card Request** from the Create menu and click **Go**.

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Provide personal information about the user. **ONLY** provide the items listed in the box below. **DO NOT** change any other items on the Create User Screen.

**First Name** - This will be what is seen in the system as their First Name on their User Account.

**Last Name** - This will be what is seen in the system as their First Name on their User Account.

**Middle Name** - If applicable, the employee's middle name or initial.

**Email**—Enter their correct email address

**Username**—must be at least 6 characters. Normally is their email address but if their total count on the email address is greater than 30 spaces, you can use Agency Number\_First\_Last Name (i.e. 151\_Valerie\_Smith).

Assign a user to only one group by clicking  to locate and select a group name. If you are a PA for more than one Program (Pcard and Travel; or Travel for multiple agencies) make sure you pick the Group called Travel or specifically IND Travel. Do Not Select ATC or AIRLINE.

Click .

When you clicked on OK, an email is auto generated to the user with their login information and typically is sent within 2 hours. The PA will need to send the employee the Guide for how they log on and obtain their Memo statement online.

Edit fields in the **Update Request Details** screen for the card part of this procedure. Give special attention to the following fields:

**Emboss 1**—Confirm this entry, which by default is the first, middle, and last name of the user. The entry in this field will be embossed on the first line of the plastic card.

**Emboss 2**—**DO NOT CHANGE THIS FIELD.** Confirm this entry, and if there is anything wrong, please contact the CCA Team at DOA.

**Card Name**—Enter a nickname in this field if you want an additional identifier for the card used within the application. This is useful when a user may have more than 1 card (either more than one SPCC, SPCC and Travel etc). This has no bearing on anything other than it helps the cardholder in easily distinguishing which card is what when they log into Works.

**# of Cards**—This is always to be set at 1. If you need to RUSH deliver a card, mark this as 0 and then contact BOA Company Level Support (800-822-5985 option 2 or [ccs\\_team\\_servicing@bankofamerica.com](mailto:ccs_team_servicing@bankofamerica.com) to provide cardholder name and the delivery address for FedEx delivery of the card. NOTE: by doing this, if your agency is already set up for Bulk Ship to a PA (comes via FedEx) it may speed it up by 1 day so carefully determine whether it is truly a Rush need. If you are set up for cardholder delivery (US Mail) a Rush request will have to be delivered to a place where someone is able to sign for it.

**Activation Number**—Enter the 3 digits Agency Number followed by Date of Birth (MMDDYY) i.e. 151091566. Make sure you provide this to the cardholder so they know when they receive the card; they have to follow the instructions on the sticker on the front of the card and will need to have this number available.

**Choose Profile**—You need to select the Credit Limit, Transaction Limit and what restrictions need to be on the card. Remember that the profiles are sorted first by Credit Limit (lowest to highest) then transaction limit and then with restriction combinations. If there is not an exact match to an existing profile, you can use one that matches the restrictions and is close to the limits needed (group your cards into different profiles) or you can create your own profile. To create your own profile, please refer to the section in this guide pertaining to creating a profile.

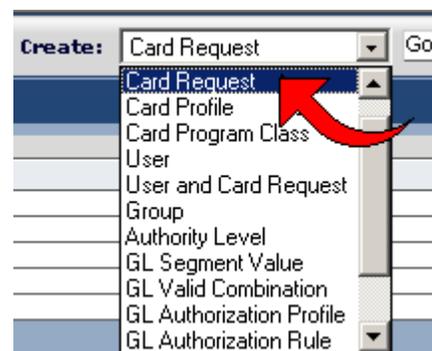
When finished providing the card information, click .

Verify that all information is correct on the resulting screen, and click .

Now the card Request has been transmitted to Bank of America and will be processed each night (Monday through Friday) at 7pm EST.

### ► To create a card request only

1. Select **Card Request** from the Create menu and click **Go**.



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- From the list of users that display, locate and check the box beside the user for whom you want to create the card request. (You may select multiple users).
- Click .
- Follow steps at **Update Request** in the previous procedure.

### How do I activate a card?

The PA will may see cards in the Action Required section called Activate. These are the cards which have already been approved by the PA and have completed the Bank's processing but do not have a Profile assigned to it. The Profile must be assigned in order to set the applicable limits and restrictions on the card.

Once the PA assigns a profile then they will Activate the card which means the PA is giving permission to open the limits (Credit, Transaction and restrictions) to be ready to go as soon as the cardholder calls the bank to activate the card per the sticker on the front of the card.

Click on the line stating Activate and the cards awaiting your activation will appear.

You can click on each card in the top half of the screen and the details for that card will then appear in the bottom half of the screen for your review.

The first part to PA Activation is to set the profile. This will set any applicable Credit Limit, Single Transaction Limit and any applicable Restrictions. Remember all cards must at least have the Fraud restriction on them.

At the bottom of the page, click on **SET PROFILE**. Select the profile from the list of available profiles. Remember that the profiles are sorted first by Credit Limit (lowest to highest) then transaction limit and then with restriction combinations. If there is not an exact match to an existing profile, you can use one that matches the restrictions and is close to the limits needed (group your cards into different profiles) or you can create your own profile. To create your own profile, please refer to the section in this guide pertaining to creating a profile. To select a Profile, click the radio button to the left of the profile needed and click **FINISH**.

You can assign the same profile to multiple cards at once by clicking at the top of the screen to **TABLE** and use the check boxes on the left for all those you want to assign the same profile, click on **SET PROFILE** and assign the applicable profile.

Once the profile has been set, then you can click on the **ACTIVATE** button on the bottom right. Once that is done the card is now ready for the cardholder to activate it once

they receive the card by following the instructions on the sticker on the front of the card.

You can activate multiple cards at once by clicking at the top of the screen to **TABLE** and use the check boxes on the left for all those you want to activate then click on the **ACTIVATE** button in the bottom left.

### How do I process a card awaiting assignment?

Occasionally you may see under your Action Required heading on the home page, Assign. This means that the Bank had to perform a manual step in the card application process and you the PA need to assign the card to a User in the system.

Until a card is assigned, posted transactions will not show in reporting.

A card awaiting assignment typically occurs when a card has been reported as lost/stolen to the issuer, and the issuer has generated a replacement card account. Notification of the new account is typically reported to the application the following day.

When a card needs to be assigned, new card account will be included in the "Assign" action items displayed on the *Home* page.

Action Required >	Count <	Type >
Sweep	2	Transaction
Sign Off	3	Transaction
Close	1	Reimbursement
Assign	1	Card Request

#### ► To assign a card

- Under **Action Required** on the *Home* page, select the 'Assign' action to display all cards awaiting assignment.
- Select a card and note the embossed name on the card in the Card Info tab of the details.
- Click  to locate the name of the user to whom you want to assign the card. Typically this name matches the embossed name you noted in step 2.
- Enter or confirm the Card Name.
- Add any default GL codes in the fields provide.
- Click  to return to the previous page.
- Click  and then select the appropriate card profile to which the card should belong.
- Click  to return to the previous page.
- Click  to execute the assignment and remove the card(s) from the 'Assign' queue.

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If the card is a replacement for a card that has been reported as lost or stolen, at this point, you may want to confirm that the original card account has been cancelled within the application. This should have automatically occurred when the application received the replacement card from the bank.

### How do I handle a lost or stolen card?

Deactivate the card from within the application, by selecting the appropriate deactivation option and then contact the issuing bank to notify them that the card is considered lost or stolen.

Such a deactivated card is no longer usable or accessible within the application, but transactions that have already occurred will still post to the application.

The account is left open so that the issuing bank can monitor card activity and ultimately generate a replacement card with the appropriate balances.

After the bank generates a replacement card, the account automatically closes within the application, and the new card will appear in the *Ready to Assign* queue. You can then assign the new card to the user and the appropriate card profile.

Do not request a replacement card for the deactivated card. Requesting a replacement card should only be used for replacing damaged cards because the resulting card will only replaces the physical card not the original account.

#### ► To Disable a lost or stolen card within the application

1. Under the **Administration** section of your Navigation bar, click **Card Program**, and select **Cards**.



1. A list of cardholders will display, sorted alphabetically by Card Name.
2. Sort the list by any element indicated in a column heading by clicking directly on the column heading.

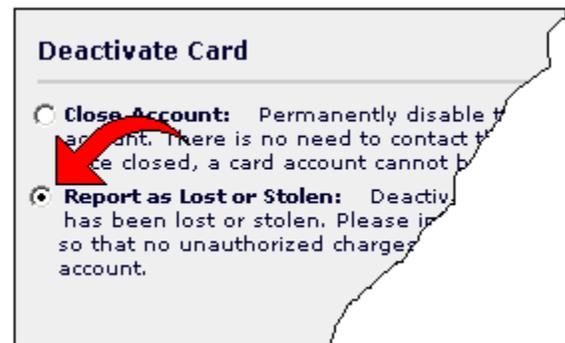
Toggle the sort order between ascending and descending order, by continuing to click the column name. Each time you click the sort order changes.

View the next page of items, by using the controls in the center of the screen: Page 1 of 3

Change the number of cardholders displayed per page by using the drop-down in the center of the screen Show 100 per page

Narrow your viewable results by expanding the Filter menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the filter chosen.

3. Click on the line to view the details of the card.
4. To mark the card as lost/stolen in the application, click **Deactivate**.
5. Click the **Report as Lost or Stolen** option, and then click **OK**.



### How do I request a replacement card?

Program Administrators can request a replacement card for an existing card if, for example, a cardholder's name has changed or the card has been damaged. When you request a replacement card, you have the option of changing the name(s) embossed on the card. However, all other card information (such as plastic type, account number, expiration date, and card address) remains the same as the card that is being replaced.

**NOTE:** This is not the same as requesting a replacement card for a lost or stolen card. The bank must be contacted directly to replace a lost or stolen card, and the replacement card that is issued is a new card/account-- not an existing card/account.

Go to Administration, Card Program, Cards in the left hand Navigation bar.

(Optional) To filter the list of cards in the List section, click the arrow in the **Filters** field and select the desired List filter.

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Click (to highlight) the card you want to replace in the List section.

On the **General** tab in the Detail section, Click **Replace**.

Enter the new name to be embossed on the card in the **Emboss 1** field if changed. The default value for this field is the same as the Emboss 1 field on the current card.

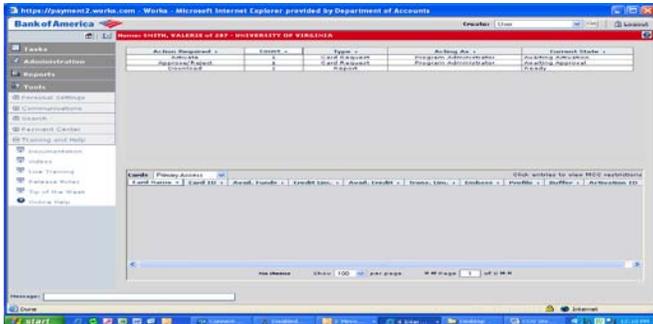
**NOTE:** The name you enter in the Emboss fields can be up to 25 characters long and can only include:

- Spaces
- Alphabetic characters (**A** through **Z**)
- Numeric characters (**0** through **9**)

When done, Click **OK**. A new plastic will be issued and sent via the delivery method selected for replacement cards on the Implementation form by your agency.

### How do I approve a card?

There will be times when you will need to Approve a Pcard request. This may happen when the Bank has to manually perform a function to get a card request to process.



From the home page, if you have any cards waiting for Approval, you will see a line called Approve/Reject under Action Required.

Click on the line stating Approve/Reject and the cards awaiting you review will appear.

You can click on each card in the top half of the screen and the details for that card will then appear in the bottom half of the screen for your review.

When you are ready to Approve the card, you go to the lower half of the screen on each card and hit the **APPROVE** button. It will open a box which asks you that you really want to approve the application. It also gives you a memo box to enter any notes you want to put with the card application. When you are ready click on the **OK**.

Once hit the second **OK** button, the card request will then process to the bank for issuance.

You can approve multiple cards at once by clicking at the top of the screen to **TABLE** and use the check boxes on the left for all those you want to approve and then hit the **APPROVE** button on the bottom right.

### How do I move a card to a different profile?

You may temporarily or permanently move a user's card to a different profile. This is the easiest way to modify the limits and restrictions on the card without having to modify the attributes of a profile.

#### ► To move a card to a different profile

2. Under the **Administration** section of your Navigation bar, click **Card Program**, and select **Cards**.



1. A list of cardholders will display, sorted alphabetically by Card Name.
2. Sort the list by any element indicated in a column heading by clicking directly on the column heading.

Toggle the sort order between ascending and descending order, by continuing to click the column name. Each time you click the sort order changes.

View the next page of items, by using the controls in the center of the screen: Page 1 of 3

Change the number of cardholders displayed per page by using the drop-down in the center of the screen Show 100 per page

Narrow your viewable results by expanding the Filter menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the filter chosen.

3. Click on the line to view the details of the card.

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4. At the bottom of the page, click **Move**.
5. Select the new profile from the list of available profiles and click **Finish**. Remember that the profiles are sorted first by Credit Limit (lowest to highest) then transaction limit and then with restriction combinations. If there is not an exact match to an existing profile, you can use one that matches the restrictions and is close to the limits needed (group your cards into different profiles).
6. Choose whether you would like this change to be permanent, or if you would like the application to automatically return the card to its original profile on a specific date.

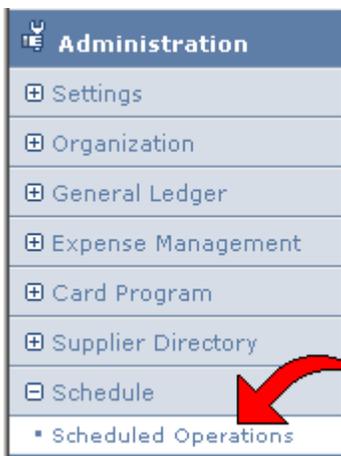
The card will automatically move back to its original profile at 3:30 a.m. Central on the date you specify for the return.

7. Click **OK**. The card immediately moves to the new profile, and all MCC (Merchant Category Code) blocking in the new profile are immediately effective.

### How do I edit or cancel scheduled card moves?

#### ► To edit a scheduled card move

1. Under the **Administration** section of your Navigation bar, click **Schedule**, and select **Scheduled Operations**.



2. Review the card(s) affected in the scheduled move by selecting the scheduled move in the List section and then clicking the **Affected List** tab in the Details section.



3. Click **Edit** below the Details section.
4. Modify the date or click **Profile** to change the destination profile on the scheduled date.
5. When finished, click **Save**.

#### ► To cancel a scheduled card move

6. Follow steps 1 and 2 in the procedure above titled "To edit a scheduled card move".
7. Click **Cancel**. The card will remain in its current card profile.

If you wish to remove a single card from a scheduled operation that contains multiple cards, you need to cancel the entire operation and schedule it again.

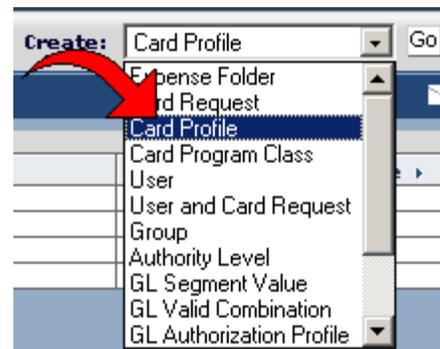
**Note:** A card may be included in more than one scheduled operation.

### How do I create a new card profile?

You may create a card profile from scratch.

#### ► To create a card profile from scratch

1. From the **Create** menu, click **Card Profile** and then **go**.



2. The resulting page is divided into sections. First enter the information requested in the General Information section.

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**Name**—Try to incorporate relevant information in the name such as Credit Limit, Single Transaction Limit, etc. IE. CL\$10k; STL\$5k; Fraud, Gas for a \$10,000 Credit Limit, \$45,000 Single Transaction Limit, Fraud table on, and Gas restriction on.

**Bound to Group**—Select the program you need – i.e. Pcard, ATC etc.

3. Enter the information requested in the *Spending Controls* section.

**Credit Limit** is the maximum in spendable funds for a billing cycle. Cannot be greater than \$100,000 otherwise contact DOA.

**Discretionary Funds** must be the same as Credit Limit.

**ATM Cash Limit Percentage** must always be 0

**Transaction Dollar Limit** is the maximum amount spendable in a single transaction. Cannot be greater than \$5,000 otherwise contact DOA.

**Restore Discretionary Funds** determines what action within the application will trigger the refresh of Discretionary funds. The default is "Cardholder" and "Immediately". **LEAVE AS THE DEFAULT SETTINGS.**

4. Enter information requested in the *Incremental Funds* Section. This section only displays to organizations using the purchase request feature. **LEAVE THIS SECTION AS IT IS – NO CHANGES NEEDED.**

**Incremental Buffer**—The percentage above the requested amount of the incremental funds that the user can spend ALWAYS IS 0.

**Maximum Buffer Dollar Amount**—The dollar amount that the buffer cannot exceed. Always \$0.00.

**Require all transaction to be attached to a purchase request**—ALWAYS TO BE NOT CHECKED.

**Max. number of days to maintain incremental funds...**—ALWAYS TO BE BLANK.

5. Enter information requested in the *Automated Reconciliation* section. These controls determine the conditions, if any, under which the application automatically signs off transactions. Unless set up in Implementation differently, follow the steps below.

Check the box for Automatically sign off on all unmatched transactions.

Check the box to Always sign off on all matched transactions.

Check the box to Always sign off on all credit transactions.

**Automatically sign off all transactions below**—If you enter an amount in this field, when a transaction exceeds the limit specified, no other transactions for that user will be automatically signed off until the user manually signs off the transaction that exceeded the specified limit.

### **ALWAYS LEAVE AS THE DEFAULT – NEVER WILL BE CHECKED.**

**Never**    **One-to-one**    **Many-to-one**

6. Adjust Merchant Category Code settings in the MCC Settings section. Since the Commonwealth has Custom MCC Tables you must follow these directions.

Under Other Available Custom MCC Groups, using the drop down box, you can add which restrictions are needed. REMEMBER the FRAUD TABLE must be on each card.

The Custom MCC groups override any of the standard MCC groups listed next on the screen. Once you have added all the State restrictions, you need under Standard MCC Groups to:

CASH – ALWAYS PROHIBIT

TRAVEL & ENTERTAINMENT – ALWAYS ALLOW

GENERAL PURCHASE – ALWAYS ALLOW

VEHICLE FLEET – ALWAYS ALLOW

UNUSUAL – ALWAYS ALLOW

7. Click  to save your profile settings.

### **How do I set up a User?**

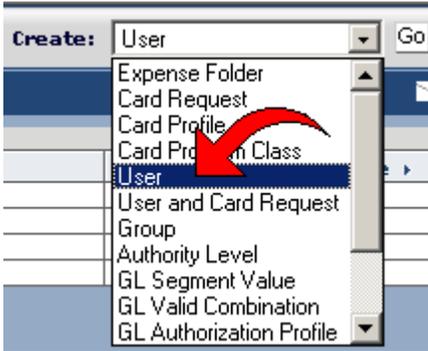
**You the PA will be responsible for setting up anyone with Works access to have view only access to card data and to reports. This will include anyone who needs access to acquire the monthly bill for the agency, such as fiscal staff. You are to always have a User Request form on file to add a user as well as some documentation to delete a user. This information should be kept on file by you for audit purposes. A sample Request form is located in CAPP Topic 20355.**

#### **► To create a user only**

1. Select User from the *Create* menu and click **Go**.

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1. Provide personal information about the user. ONLY provide the items listed in the box below. DO NOT change any other items on the Create User Screen.

<p><b>First Name</b> – This will be what is seen in the system as their First Name on their User Account.</p> <p><b>Last Name</b> - This will be what is seen in the system as their First Name on their User Account.</p> <p><b>Middle Name</b> – If applicable, the employee's middle name or initial.</p> <p><b>Email</b>—Enter their correct email address</p> <p><b>Username</b>—must be at least 6 characters. Normally is their email address but if their total count on the email address is greater than 30 spaces, you can use Agency Number_First_Last Name (i.e. 151_Valerie_Smith).</p>
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2. Assign a user to only one group by clicking  to locate and select a group name. If you are a PA for more than one Program (Pcard and Travel; or Travel for multiple agencies) make sure you pick the Group called Travel or specifically IND Travel. Do Not Select ATC or AIRLINE.
3. Click  to return to the previous page.

The system will auto generate an email with the users log on information within 2 hours.

If this user needs access to pull up the exact copy of the Monthly Consolidated Pcard bill for your agency, they will need access to Payment Center.

Payment Center is within the Works application but does require and additional setup to be able to access the system.

Payment Center set up instructions is available in the separate Payment Center Guide for PA's. If you have not received the guide, you can contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) to receive the Payment Center Guide for PA's.

### How do I send login information to users?

You may send the following system-related login information:

- Username Reminder
- Reset Password
- Welcome E-mail

#### ► To send login related e-mail messages

1. Under the **Administration** section of your Navigation bar, click **Card Program**, and select **Cards**.



1. A list of cardholders will display, sorted alphabetically by Card Name.
2. Sort the list by any element indicated in a column heading by clicking directly on the column heading.

Toggle the sort order between ascending and descending order, by continuing to click the column name. Each time you click the sort order changes.

View the next page of items, by using the controls in the center of the screen:

Change the number of cardholders displayed per page by using the drop-down in the center of the screen

Narrow your viewable results by expanding the  menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the filter chosen.

3. Click on the line to view the details of the card.

In the Details section, several buttons will allow you to perform the appropriate function.

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**Username Reminder**—Click **Send Username** to send a user information that will remind the user of the username.

**Reset Password**—Click **Change User Password** and specify a temporary password. To force the user to reset the temporary password once it has been used, you can either select the “force reset” option or specify that the temporary password be the same as the user’s username. Clicking Finish generates an email to the user with the message that the Administrator has updated the password.

**Welcome E-mail**—Click **Send "Welcome" Mail** if the user has deleted the welcome e-mail that is automatically generated when you create the user. This will re- send the initial link to log into the application.

There are times when its best to change the User Password and make it the same as their login and just email the cardholder with the user ID, password and the website (see page 1) and have them login.

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