Works® Administrator's Guide

Glossary

This glossary provides descriptions of terms that may appear within Works. Not all terms will apply
to your organization or to your assigned user role. A term followed by (*) refers to a licensed feature.

Term Name	Definition
A	
Account	Credit card accounts can be assigned to users with or without physical cards. Account describes an association to a user and to a program type.
Account ID	The last four digits of the account number.
Account Name/Custom (purchasing card)	The accountholder name (first, middle, and last name) for which an account request is being created. The name will be embossed on the first line of a issued card if Custom is not indicated.
Account Name Line 2/Custom	As a default, your organization's name that will be embossed on the second line of the credit card. This is the name of the highest entry in the organizational hierarchy. This field may be customized.
Account Nickname (purchasing card)	By default, this is the Account Name. The account nickname can be edited to differentiate one account from another when a user has multiple accounts. For example, the user may have a card named Travel and another named Office Supplies. Account nicknames can enable the user to easily select the correct account when creating a purchase request or when viewing transaction information.
Account Reports	All reports are divided into categories which determine what data can be included in the report. Account Reports provide data specific to accounts. Refer to Report Category for more information.
Accountholder	A user who is assigned at least one account. In Works, the Accountholder column displays the full name of the primary accountholder.
Accounting Code	An internal accounting code (max 75 characters) used by some organizations. This code, known as the Master Accounting Code (MAC), can be assigned to the account and recognized by the card processing platform, Total Systems (TSYS).
Acting As	For users assigned multiple roles (for example, Accountholder, Approver, Administrator, Accountant, Purchaser), this refers to the role the user is currently acting as in Works.
Active Account	An account that has not yet been closed (deactivated) within the application. An account is considered active even if no purchase activity has occurred.

Term Name	Definition
All tab (queue)	Use the All tab to search for all items available to a user regardless of the status. The advanced search filters available in the All tab vary by component and user role. The default date filter displays the last 100 days of data available. The All tab is available for Expenses queues (Transactions, Expense Reports, and Purchase Requests).
Allocating	The act of entering codes to identify what sector of the organization's General Ledger (GL) will be charged for a transaction, purchase request, or reimbursement request.
Allocation Coder	A role assigned to a user or group that allows the user to edit allocation codes on transactions. To edit allocation codes on Purchase Requests, the user must also be assigned the Purchase Requester role.
Allocation Segment	One portion of an allocation combination that represents an element in the organization's chart of accounts and is unique for each organization. A segment can represent, for example, a cost center, department, expense code, project number, or work order number.
Allocation Segment Configuration	The act of naming segments, setting length parameters, and assigning other options for the values in an allocation segment.
Approver	This term is synonymous with the term Group Approver. Group Approver (one or more per group) is a group official role that allows the user to sign off on transactions and reimbursement requests and approve purchase requests that either: ▪ Originated from a member of the group or its subgroups to which the Group Approver has been assigned ▪ Originated from a member of a different group that has routing permissions to the Group Approver's groups
Audit Log	A real-time record of changes made to application elements (for example, addition of users, change to spend control profile limits, or change to global settings).
Audit Report	A report that displays data about modifications to the application, including who made the changes and what elements of the application were affected. Refer to Report Category for more information.
Authorization Log (Auth Log)	A real-time record of approve/decline activity associated with an account as reported to Works by the card processor.
Authorized Allocation	An indication that the allocation codes entered for an allocation are authorized for use by the allocation profile that is assigned to either the primary accountholder or the accountholder's group. Refer to Authorized Allocation Codes for more information.

Term Name	Definition
Authorized Allocation Codes	Allocation code values that are authorized by the allocation profile for a user or group.
Available Credit	The maximum amount that can be spent on the account in the remaining billing cycle. This amount is calculated as the amount of the assigned Credit Limit (maximum that can be spent in a billing cycle) minus the total amount of all transactions currently reported to the application for the billing cycle.
B	
Basic Reporter*	A role assigned to a user that limits the use of configurable reports to those distributed by the Administrator or Accountant. The user cannot edit the column configurations of these reports.
Batch	Batching adds selected transaction data to export as a text file for use in the organization's third-party accounting software.
Batch File*	A file in which accountants may place designated transactions or reimbursements for download to a comma-delimited text (.txt) file that can be exported to third-party accounting software.
Billing Statement	A standard company report that indicates amounts involved in transaction activity for a designated period of time.
Bind	An action performed by the global administrator that restricts the visibility of profiles by Scoped Administrators to a specific set of spend control profiles.
C	
Card Counts	A list of the total number of active cards and inactive cards that belong to an organization.
Card Request Log	A real-time record of all card requests submitted to Works.
Card Status	A standard company report that displays the attributes of one or more cards including when the primary accountholder was created and the date of the last transaction performed with the card.
Category	Refer to Report Category for more information.
Columns	A list of all data columns available to display within a table. Clicking the Columns link in a table allows a user to select from the list which columns to display and which columns to remove from their view.
Company Number	The 16-digit number that identifies the corporate account.
Complete Allocation	The indication that all required allocation segments contain a valid value. Refer to Valid Allocation Code for more information.

Term Name	Definition
Corporate Account	A name or code that identifies the company-level account associated with an individual account. The overall company credit limit of the corporate account defines the maximum that can be spent from the account in a billing cycle. If the accumulative total of all accounts associated with the corporate account reaches that credit limit, spending with those accounts will be temporarily suspended.
Credit Limit	The maximum spend or ceiling allowed on an account in one month.
CRI Reference	The Customer Reference Identifier (CRA) is a unique code applied to each transaction by the vendor. If used in conjunction with a Virtual Payables card account, the code will be transferred to the respective purchase request when the file of invoices from the vendor is converted to purchase requests.
Current Limit	The spend potential of the account. This amount is calculated as the amount of the assigned discretionary funds (per billing cycle) plus unspent approved incremental funds, minus the amount of all transactions that have been reported to the application but have not yet restored to the account. Note: The current limit is available on the account but is not necessarily available to the accountholder for the current billing cycle. Of the current limit available on the account, the accountholder can spend only the available credit.
CVV	The Category Verification Value (four digits) located on the back of a card plastic.
Cycle to Date	The period of time from the beginning of the current cycle to the current date in the cycle.
D	
Dashboard Reports	A selection of commonly requested reports represented in chart or table format.
Data Filter	A filter is a tool that allows a user to restrict the selection of elements (for example, users, accounts, transactions) to only those that meet a criteria of chosen attributes.
Deactivate	The act of closing an account within the application. After it is closed, the account cannot be reactivated.
Default Allocation	The act of associating allocation codes to a designated element such as an Account, User, Group, MCC, Expense Category, or Supplier. After it is mapped to an element, the application attempts to enter default allocation codes mapped to that element whenever the transaction includes the element. If allocation codes are mapped to multiple elements, the application uses a predefined hierarchy to determine which codes to enter.

Term Name	Definition
Default Allocation Codes	Allocation codes assigned by the application to the allocation of purchase requests and payable documents (for example, transactions and reimbursements).
Delete Date	The Delete Date is the date the account is closed within Works.
Discretionary Funds	An amount funded to the account that can be spent at the user's discretion (for example, without approval). For all practical purposes, the term discretionary funds is synonymous with the term base funds. At a predefined time during the reconciliation process, spent discretionary funds are restored back to the card. For example, Works can be set up to restore the funds after accountholder sign-off or after approver sign-off.
Dispute	The act of marking a transaction as disputed in Works. Works will notify the bank, but the user will need to communicate with Bank of America Merrill Lynch to resolve the issue.
Divide	The act of dividing a transaction into multiple transactions within Works. This is normally done to attach portions of the transaction to multiple purchase requests.
Document	A unique number assigned sequentially to each of the following elements processed in the workflow of the application. ▪ Transactions (for spend on an account) ▪ Reimbursement requests (for out-of-pocket cash spend) ▪ Purchase requests (for incremental funds) ▪ Expense reports (a group of transactions and reimbursements) The number is independent of the Document ID associated with a barcode schema.
Downloading	Displaying/saving data in a format that can be viewed or exported to another software program (for example., .txt or pdf file).
E	
Editing Rights	The rights granted by the global administrator to a spend monitor official that allows the official to edit the attributes of the spend monitor.
Employee ID*	A number used within some organizations to identify each employee.

Term Name	Definition
Expense Category	A category of spend that can be applied to all or portions of a transaction or reimbursement. These assist the breakdown of day-by-day spend of transaction in an expense report. Additional information can be requested for each category. For example, if the expense category is fuel, a field requesting mileage may be included below Expense Category on the Allocation screen. Refer to Expense Category Mapping for more information.
Expense Report	A report created by a user to group transactions and reimbursements for review by an approver. Transactions and reimbursement requests may be added to Expense reports to organize documents and can enable users to perform a single task on those documents at one time. Expense reports display a summary of transaction and reimbursement items as well as a day-by-day spend report that groups spend by expense categories.
Export File	A CSV (Comma Separated Value) text file that contains data about closed payable documents that can be exported to third-party accounting software.
Extended Transaction*	Level 3 (L3) data about a transaction returned by the merchant that is specific to the type of business offered by the merchant (for example, flight information).
F	
Filter	Refer to Data Filter for more information.
Flag	The act of marking a transaction for further review or comment. When a transaction is flagged by either the approver or accountant, all three of the following individuals receive notification: ▪ Accountholder ▪ Approver ▪ Accountant Any of the three individuals can remove the flag.
Force Reset	A password setting that requires the user to reset a password after a single use.
Forced Signoff	A setting that allows Works to perform the accountholder and approver sign-off when the accountant sweeps a transaction or reimbursement request into the accountant Open queue.
Funds Restore Delay	The option to delay the restore of discretionary funds to cards until a number of days after the billing cycle.
G	
Ghost Account	An account set up without issuing the physical credit card. 0 (zero) cards must be indicated in the Physical Cards field.
General Ledger Audit Log	A real-time record of modifications made to allocation configuration.

Term Name	Definition
GL#	There are 10 segments available, each one will be titled with the GL# and the Description (for example, GL01: Division, GL02: Cost Center, and more).
Goods & Services	The total of all taxable items in a transaction. Works calculates this amount, but the user can edit that amount in the Reference & Tax section of the allocation details of the transaction, if necessary.
Group	A collection of users within Works grouped by departments, projects, or other units defined by the organization. Groups can enable an organization to easily assign default controls for various levels of users and maintain defined approval points during the workflow of the application.
Group Address	The mailing address associated with the group. By default, members of the group inherit this address. A custom mail address can be assigned directly to a user if desired.
Group Approval Rules	Refer to Approval Rules for more information.
Group Approver	A group official role that allows the user to sign off on payable documents and approve purchase requests that fit one of the following cases: ▪ Originated from a member of the group or its subgroups to which the Group Approver has been assigned. ▪ Originated from a member of a different group that has routing permissions to the Group Approver's groups.
Group Allocation Mapping	The act of mapping allocation codes to a specific group so Works will, by default, apply the codes when allocating transactions made by group members.
Group Hierarchy	A graphical representation of the organization that indicates hierarchal layout of all groups in the organization and lists the users in each group.
Group Owner	A group official role that allows the user to set the group's approval rules and if global settings allow, initiates the addition of a new user and respective account request.
I	
In Scope Accounts	Refers to all individual accounts that a user has the ability to view and maintain. The In Scope tab lists the individual accounts that a user has the ability to view and maintain.
Item Detail (purchasing account)	The description given by the accountholder describing the purchase.
L	
Last Run Settings	A setting option available for configurable reports. The setting allows a user to run the report using the template as it was last configured.

Term Name	Definition
Level 1 Data	The following basic information about a transaction that can be reported to Works by the merchant/vendor. ▪ Name of business ▪ Address ▪ Amount of transaction ▪ Date transaction was authorized ▪ Date transaction was posted to the financial institution ▪ Socio economic indicators ▪ Exchange rate (if applicable)
Level 2 Data	Information about a transaction that can be reported to Works by the merchant/vendor. This level of information includes all Level 1 data plus sales tax amount and CRI code.
Level 3 Data	Information about a transaction that can be reported to Works by the merchant/vendor. This level of information includes all Level 1 and 2 data plus line item details, item description, quantity, and cost per unit.
Line Type	A filter included in the standard company reports that gives the user the option to either include all line items on a transaction or only those line items that relate to the selected report. For example, a user can choose only airline-specific line items for the Airline Spend Detail report.
Login Name	The name a user of the application (with or without an account) enters to log in to the application. A Login Name and Password are required when logging into Works.
M	
Managed (card program)	Indication that the application manages the card program used by the card processor of the issuing bank. The result is that the following automatic spend controls are available in spend control profiles: ▪ Discretionary fund controls ▪ Incremental buffer setting ▪ Fund restore setting ▪ Single transaction limit override ▪ Automatch rules ▪ Fund expiration setting Note: The Managed attribute of the application is set up during implementation. Refer to Unmanaged, Semi-managed, and Payment Type for more information.
Master Accounting Code	An internal accounting code (max 75 characters) assigned to the account and recognized by the card processor. Refer to Accounting Code for more information.

Term Name	Definition
MCC	The four-digit Merchant Category Code (MCC) assigned by Visa and MasterCard to merchants that identify the product or line of business of each merchant. Although airlines, hotels, and rental car companies are given their own MCC, all other similar businesses are grouped into like categories.
MCCG	A grouping of Merchant Category Codes (MCCG) into one of five standard categories by Works: ▪ Cash ▪ Travel & Entertainment ▪ General Purchase ▪ Vehicle/Fleet ▪ Unusual In the spend control profile details, a global administrator can indicate whether an account is permitted or prohibited from use at merchants in that category. Additional custom MCCGs can be set up during implementation.
Memo Statement	A statement of the account balance for an account issued to an employee.
Merchant	The name of the business listed on the transaction reported to Works. For all practical purposes, this term is synonymous with the term Vendor.
N	
Number of Accounts	The count of all accounts that a user has access to (primary and secondary).
O	
Org Reports	All reports are divided into categories which determine what data can be included in the report. Org Reports provide data specific to an organization. Refer to Report Category for more information.
P	

Term Name	Definition
Password	The unique entry required by each user to access Works. The default minimum character length of the password is eight characters, but the global administrator may modify this setting in the global Administration settings. Password Reset Forgot Login Name - If a user forgets his or her Login Name, an Administrator can send a Login Name Reminder email which provides the Login Name. Forgot Password - If a user forgets his or her Password, the user can click Forgot your password? on the Login page. The user is then prompted to enter a Login Name and submit. The application sends an email to the user with instructions for creating a new password. The user must know the answers to the security validation questions to create a new password. If a user does not know the answers to the security validation questions, the Administrator can reset the password which allows the user to select new security validation questions and answers. When an Administrator resets a password, the new temporary password displays to the Administrator within the confirmation message. After the password is reset, a temporary password email is sent to the user with the
Payee ID	Refer to Payable Controls for more information.
Payee Name	Refer to Payable Controls for more information.
Pending Sign Off Transaction	Transactions that are not yet in the accountant's queue because the required sign-offs by accountholder and/or approver have not been completed.
Personal Templates	A set of reports that refers to the spend of the accountholder currently logged on to the application. Personal and Shared Templates may be accessed in the Template Library (Reports > Template Library).
Plastic Type	Card design (logo, color, text).
Posting Date	The date the transaction was posted to the financial institution liable for payment. This term is sometimes used interchangeably with the date the transaction was reported to Works. There is actually a delay (approximately 24 hours) between when the transaction is posted to the financial institution and when it is posted (reported) to Works.
Primary Accountholder (purchasing card)	The name of the user Works associates with an account. By default, the user's name will be embossed on the card unless a custom name is entered on the account request.
Profile	Refer to Spend Control Profile for more information.
Profile Change Log	A record of changes made to spend control profiles.
Program Administrator	A role assigned to a user that authorizes the user to performs all administrative and account maintenance tasks in Works. Refer to Scoped Administrator for more information.

Term Name	Definition
Program Type	An instance of Works used for a specific purpose (for example, purchase, travel, etc.)
Proxy Reconciler	A group official role that gives the user permission to access reports, to submit reimbursements and reconcile transactions on behalf of any user in a designated group. Group Proxy Reconciler is the only role that allows a user to submit reimbursements on behalf of another user.
Purchase Date	The date on which the goods or services were purchased. This is synonymous with the term Doc Date in the exported batch file.
R	
Receipts Imaging*	A licensed feature in Works that can enable Primary and Secondary Accountholders and Proxy Reconcilers to upload receipt images to Works from their computer's desktop in addition to faxing receipts. Receipt images can be attached directly to a transaction or expense report or stored in the Receipts queue to be processed later.
Reconciliation	The process of reviewing and signing off on payable documents. Sometimes this must be accomplished at several levels (for example, accountholder, approver, and accountant).
Reference	If used by your organization, this is an internal ID entered into the Reference field of transaction details during reconciliation to associate multiple documents. The Reference field if populated, is exported in the batch file under the column heading Doc Ref.
Replace Card Request	A request to reissue a physical plastic card for an existing account. The card will retain the same account number, user, and profile. Note: This is not the same as a requesting a replacement account for a missing or stolen card. It is a request to replace a card that is not physically functional. Name changes are no longer permitted which impacts practices such as opening cards as "future use" or other naming conventions with the intent of performing a name change before utilizing the card account.
Report Category	All reports are divided into the following categories which determine what data can be included in the report: ▪ Audit Reports - Display data specific to audit reports ▪ Account Reports - Data specific to accounts ▪ Org Reports - Display data specific to an organization ▪ Request Reports - Data specific to purchase requests ▪ Spend Reports - Data specific to spend within an account or company.
Report Template	A preformatted report without content.
Request PIN	The option to allow the user to create a PIN for use with receiving cash advances.

Term Name	Definition
Request Reports	All reports are divided into categories which determine what data can be included in the report. Request Reports provide data specific to purchase requests. Refer to Report Category for more information.
Restricted User	A Scoped Administrator who is restricted to one or more corporate accounts.
Role	A predefined element of Works that can be assigned to users to identify the tasks of a user. There are general user roles, group official roles, and miscellaneous roles.
S	
Scoped Administrator	A group official role that allows the user to perform most of the tasks associated with a Program Administrator but only for the accountholders in the group to which the official is assigned and its subgroups.
Scoped Permissions	Permission to assume the group official role or perform tasks for a specific group and its subgroups.
Secondary Accountholder	A user other than the Primary Accountholder who has authority to reconcile and report on all transactions associated with an account. Note: Secondary Accountholder role does NOT provide a user with the authority to submit reimbursements on behalf of another user. The Group Proxy Reconciler role is the only role that allows a user to submit reimbursements on behalf of another user.
Secure Email	A feature for Virtual Payables card programs that gives the user the ability to provide card account information (full 16-digit card account number and expiration date) to vendors encrypted in a remittance advice email.
Semi-Managed (card program)	Indication that the application manages some aspects of the card program used by the card processor of the issuing bank. The result is that only the following automatic spend controls are available in spend control profiles: ▪ Single transaction limit override ▪ Auto-match rules (for transactions made with semi managed cards only) ▪ Fund expiration setting Note: The Semi-Managed attribute of the application is set up during implementation.
Shared Template	A configurable report template that has been configured by the global administrator or accountant and shared for use company-wide. Shared Templates may be accessed in the Template Library (Reports > Template Library).
Sign off	Acknowledgement that review and reconciliation by an accountholder or approver is complete and the document may progress in the workflow.
Single Transaction Limit	The maximum amount that can be spent on a single transaction with the card.

Term Name	Definition
Source Amount	Amount expressed in the currency (for example, dollars, euros, pesos) used in the original transaction.
Spend	Amount allocated to a sector of the General Ledger and reported to Works.
Spend Control Profile	The settings that control the funding, spending, and reconciliation process for a group of accounts. Each account must belong to a single spend control profile.
Spend Reports	All reports are divided into categories which determine what data can be included in the report. Spend Reports provide data specific to the spend on an account. Refer to Report Category for more information.
Subject to Use Tax	An option in the Tax Status drop-down menu in the Allocation Details of a transaction. When allocating a transaction, select this option to indicate the items in the transaction are subject to tax but were purchased from another state that does not tax those items.
Summary Data	Data that can be totaled (usually involving an amount). In a configurable report, a user can display a summary in relation to another element in the report. For example, a user can display the sum of spend for each user in the report.
Supplier	An arbitrary group of vendors that allow the organization to conveniently accomplish the following for all vendors in the group: ▪ Include all the vendors in aggregate spending report. ▪ Define default allocation codes for all the vendors.
Sweep	Sweeping moves transactions to the accountant's queue for processing before the accountholder and/or approver have performed sign-off. This does not apply to reimbursement requests. The required sign-offs must occur, and then Works moves the reimbursement request to the Open queue of the accountant.
T	
Tax Status	The tax status of items purchased in a transaction. Works defaults to Sales Tax Included, but the user may select a different option from the drop-down menu in details of the transaction: ▪ Subject to use Tax - Select this option if tax was not included on the invoice and must be paid. ▪ Non taxable Purchase - Select this option if tax does not apply to the item. ▪ Sales Tax Included (defaults) - Select this option if the tax has already been paid.
Tax Type	A filter used in company reports that allows the user to include transactions in the report that have a specific tax status. Refer to Tax Status for more information.

Term Name	Definition
Template Library	Personal and Shared Templates may be accessed in the Template Library (Reports > Template Library).
Transaction Controls	A group of spend control profile settings that control the maximum dollar amount of a transaction, the maximum dollar amount of all transactions per day, and the maximum number of daily transactions.
Transaction Limits	A group of spend control profile settings that control the transaction spend for all accounts with that profile.
Transaction Status	Where the transaction is currently queued in the workflow from the perspective of the acting as role of the current user.
Type (purchase)	A field that displays on the Allocations screen if your organization has been set up to use types of purchases. The user can select the type of purchase being allocated (for example, lodging, food, entertainment, gas) from a drop-down menu beside the field.
U	
Unknown Account	An account that is unknown to Works if it did not originate from an account request created within the application. For example, Bank of America Merrill Lynch issues an account to replace a previously lost or stolen card reported to the organization by the accountholder. This account will be reported to Works in the Cards Awaiting Assignment queue. It will remain there until the Program Administrator assigns it to a user and spend control profile.
Unlocked Batch File	A file that contains document details ready for export but still allows modifications to the financial data. After it is locked, the financial data cannot be modified.
Unrestricted User	Refers to a Scoped Administrator that is not restricted to the administration of a particular corporate account.
User	Any employee assigned a login name and password that allows access to Works.
User Lockout	A user is allowed six attempts (occurring within a five-minute time frame) to log in to Works. A login attempt fails if the user enters an incorrect Login Name or password on the Login page. After a user's login attempt fails five times, a message displays warning the user that another failed attempt will lock the user out of the application. This lockout remains in effect for 30 minutes. After 30 minutes, the user can attempt to log in again. Program Administrators cannot unlock users. If necessary, Works Customer Service can reset the lock for the user.

Term Name	Definition
User Profile ID	This field may be left empty on the Create User screen. The User Profile ID may be the same as the Verification ID or it may be different because User Profile ID is used for informational purposes and not to activate an account. User Profile ID is 1 – 15 alphanumeric characters of your choice. No special characters may be used and the values cannot be all the same character. Note: For information protection, never use Social Security Numbers for User Profile IDs. Important: The User Profile ID value defaults in the Verification ID field on the Create Account screen. Verification ID can be edited when creating a card account. However, after the account is created, the Verification ID can only be changed by contacting the bank. Verification ID is used to activate the card at the bank.
User Roles	A role assigned to users or groups of users to determine what tasks beyond the basic accountholder tasks can be performed. Accountholders do not require an assigned role in order to reconcile (review and sign off on) their own transactions.
V	
Valid Allocation	An allocation (single segment or combination) that is included in the valid values of the database.
Valid MCCs	A list of MCCs on a spend control profile that indicate at which types of businesses the account can be used.
Variance	A discrepancy between the total allocated and the purchase amount. A Global allocation setting determines whether transactions that have a variance can be signed off on by the accountholder or approver or closed by the accountant. If not, the transaction must be fully allocated.
Vendor	A business with whom your company has conducted business before using an account entered into the system. For all practical purposes, this term is synonymous with the term merchant.

Term Name	Definition
Verification ID	Verification ID is 1 – 15 alphanumeric characters that is used to activate the account at the bank. No special characters may be used and the values cannot be all the same character. The Verification ID field defaults the values from the User Profile ID field on the User Details screen but the Verification ID can be edited when creating the card account. However, after the account is created, the Verification ID can only be changed by contacting the bank. The program administrator must tell the accountholder the Verification ID. As a best practice, the Verification ID should be customized for each user and it is best to keep it simple. For example, you could use the user's business phone number. For information protection, never use Social Security Numbers for Verification IDs.

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