**ACCOUNTHOLDER INSTRUCTIONS**

This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

* Allocate or edit a transaction and enter a description
* Sign off on a transaction
* Dispute a transaction
* Remove a flag on a transaction
* View Authorization Log

Each of the above topics includes step-by-step instructions for performing a specific task. You can review all of the tasks in this guide or review the task that is specific to your interest.

**Allocate or Edit a Transaction and Enter a Description**

**Procedure:**

1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link.



These are the transactions ready for accountholder or approver sign off.

1. Click the desired **Document** number**.** A menu displays.



1. Select **View Full Details.** The **Transaction Detail** screen displays.



1. Select the **Allocation & Detail** tab.



1. Select the **Allocation & Detail** tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated
* GL01: Fund/Agency/Organization
* GL02: Activity
* GL03: Object
* GL04: Sub-Object
* GL05: Agency/Reporting Category
1. To add additional lines of funding, click on the **Add** button and choose how many additional lines you need.



1. Fill in the amount, description, account number, and coding for the additional lines of funding.



1. Click **Save**.
2. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.



1. Click **Sign Off**. The **Confirm Sign Off** screen displays enter a description of the transaction.



1. Click **OK**.
2. This completes the procedure.

**Disputing a Transaction**

**NOTE:**

* Accountholders will only be able to dispute their transactions
* Approvers/Managers/Supervisors will only be able to dispute for accountholders they have been assigned to approve, depending on the agency workflow configuration.
* Accountants will be able to dispute Accountholders transaction after the transaction has been swept.

**Procedure:**

To dispute a transaction, complete the following:

1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click on the **Pending** link.



1. Click the desired **Document** number. A drop-down menu displays.



1. Click **Dispute**. The **Dispute Transaction** screen displays.



1. Enter the **Dispute Amount**, if different from the purchase total.
2. Select the **Reason for Dispute** from the drop-down menu.

**Note:** Depending on the **Reason for Dispute**, additional information may be required.

1. Enter **Comments**, if desired.
2. Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.
3. Click **OK**. The screen displays a confirmation message.
4. This completes the procedure.
5. NOTE: You must inform your agency LaCarte Program Administrators that you have a dispute

**Remove Flag**

To remove a flag, complete the following:

1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.



1. Select the check box for the **Document** you wish to “un-flag.” The action buttons at the bottom of the screen become enabled.



1. Click **Remove** **Flag**. The **Confirm Remove Flag** window displays.



1. Enter a **Comment.** You will not be able to remove the flag unless you enter a comment.
2. Click **OK**.
3. This completes the procedure.

**VIEW AUTHORIZATION LOG**

The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page**, **Accounts Dashboard**, click on the last 4 digits of your account ID.

**NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.**



1. Click on the **Actions** link in the upper right corner**.**



1. Click **View Auth Log**.



1. The next screen will be your **Authorization Log**.

