

How to check your Authorization Log in BOA Works:

*This is a real-time inquiry that returns information on approved authorizations and declines as of that moment.

1. Log into Works <https://payment2.works.com/works/> . Remember your username is your agency number plus your UVA email ID (ex: 207_ssd9x or L207_ssd9x if you have a Local Funds Pcard). If you have never logged in before you can email card@virginia.edu or call the Works Technical Help Desk a 1-888-589-3473 set up your password.
2. Under Accounts Dashboard, click on the Account ID (last 4 digits of your credit card).

The screenshot displays the Bank of America Works interface. At the top, there are navigation tabs for Home, Expenses, and Reports. Below this is the 'Action Items' section, which is currently empty. The main section is the 'Accounts Dashboard', which shows a table of accounts. The table has columns for Account Name, Account ID, Credit Limit, Current Balance, Available Credit, and % of Credit Limit Used. The account 'SANDY DUNES' is listed with an Account ID of 7364..., a Credit Limit of 20,000.00, a Current Balance of 165, Available Credit of 9,834.90, and 0% of the credit limit used. A red arrow points to the 'Current Balance' value. The page also shows pagination information: '1 item', 'Show 10 per page', and 'Page: 1 of 1'.

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
SANDY DUNES	7364...	20,000.00	165	9,834.90	0%

3. Select "View Auth Log."

Bank of America Merrill Lynch | Works®

Home Expenses Reports

Action Items

Action	Acting As	Count	Type	Current Status
No data available in table				

0 items Show 10 per page Page: 1 of 0

Accounts Dashboard

In Scope

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
SANDY DUNES	7364...	20,000.00	165.10	19,834.90	0%

1 item View Full Details View Auth Log

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- The Authorization Log will show declines or authorized charges that are current. An authorized charge will eventually post to your account if the transaction is completed by the vendor. An authorized charge that is not completed by the vendor or a declined charge will remain on the Authorization Log for 5-7 days.

*The Balance amount in the upper left is the amount of posted transactions cycle-to-date on the card account.

*The Available Funds amount in the upper right is the amount of available credit (also termed Available Monies); is the credit limit minus posted transactions *and* minus approved authorizations. This amount may not always correct, so it should not be used.

Authorization Log - SANDY DUNES (7364)							
Current Balance: 165.10		ATM Cash Limit: 0.00		Available Funds: 20,000.00			
Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
01/20/14 09:33:07 EST	BOB'S BIKES	1234	\$123.40	Authorized	012345		
01/20/14 09:33:07 EST	BOB'S BREADS	1234	\$123.40	Reversal	012345		
01/20/14 09:33:07 EST	BOB'S BUICKS	2345	\$12.34	Declined	ZMB	Overlimit	\$10.00
01/20/14 09:33:07 EST	BOB'S BOOKENDS	3456	\$1.23	Declined	NJA	CVV mismatch	\$1.00
01/20/14 09:33:07 EST	BOB'S BOCCONCINI	4567	\$1,234.00	Declined	ARR	Invalid expiration date	\$1,000.00
01/20/14 09:33:07 EST	BOB'S BIKES	1234	\$123.40	Authorized	012345		
01/20/14 09:33:07 EST	BOB'S BREADS	1234	\$123.40	Reversal	012345		
01/20/14 09:33:07 EST	BOB'S BUICKS	2345	\$12.34	Declined	ZMB	Overlimit	\$10.00
01/20/14 09:33:07 EST	BOB'S BOOKENDS	3456	\$1.23	Declined	NJA	CVV mismatch	\$1.00
01/20/14 09:33:07 EST	BOB'S BOCCONCINI	4567	\$1,234.00	Declined	ARR	Invalid expiration date	\$1,000.00

79 items Show 10 per page Page: 1 of 8

OK

5. Here are some of the most common types of decline codes and the reasons:

- 0002 Closed Account
- 0048 Not Enough Available Money
- 0125 Invalid CVV
- 0134 CRV Status (card not activated)
- 0557 Watch status (call the Fraud Department 1-866-500-8262)
- 0803 MCCG Excluded (vendor is included in a restriction on your card- restaurant, hotel, etc)
- 0805 Exceeded Account Single Transaction Limit
- 0808 Exceeded MCCG Single Transaction Daily Limit
- 0813 Exceeds account velocity limit
- 0818 Exceeds MCCG velocity limit
- 0823 MCC not in Include MCCG
- 0870 DECLINED BY SCORE 1 (suspected fraud, call Fraud Department 1-866-500-8262)

*If you have any questions after reviewing your authorization log, please contact BOA at 1-888-589-3473 for assistance.

*If you need a higher limit to accommodate your monthly or single transactions please complete a Card Change Request [form](#).

