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 pcardadmin@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).

3. Select “View Auth Log.”
4. 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 is 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.
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  Suspicious Transaction/Fraud Restriction

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