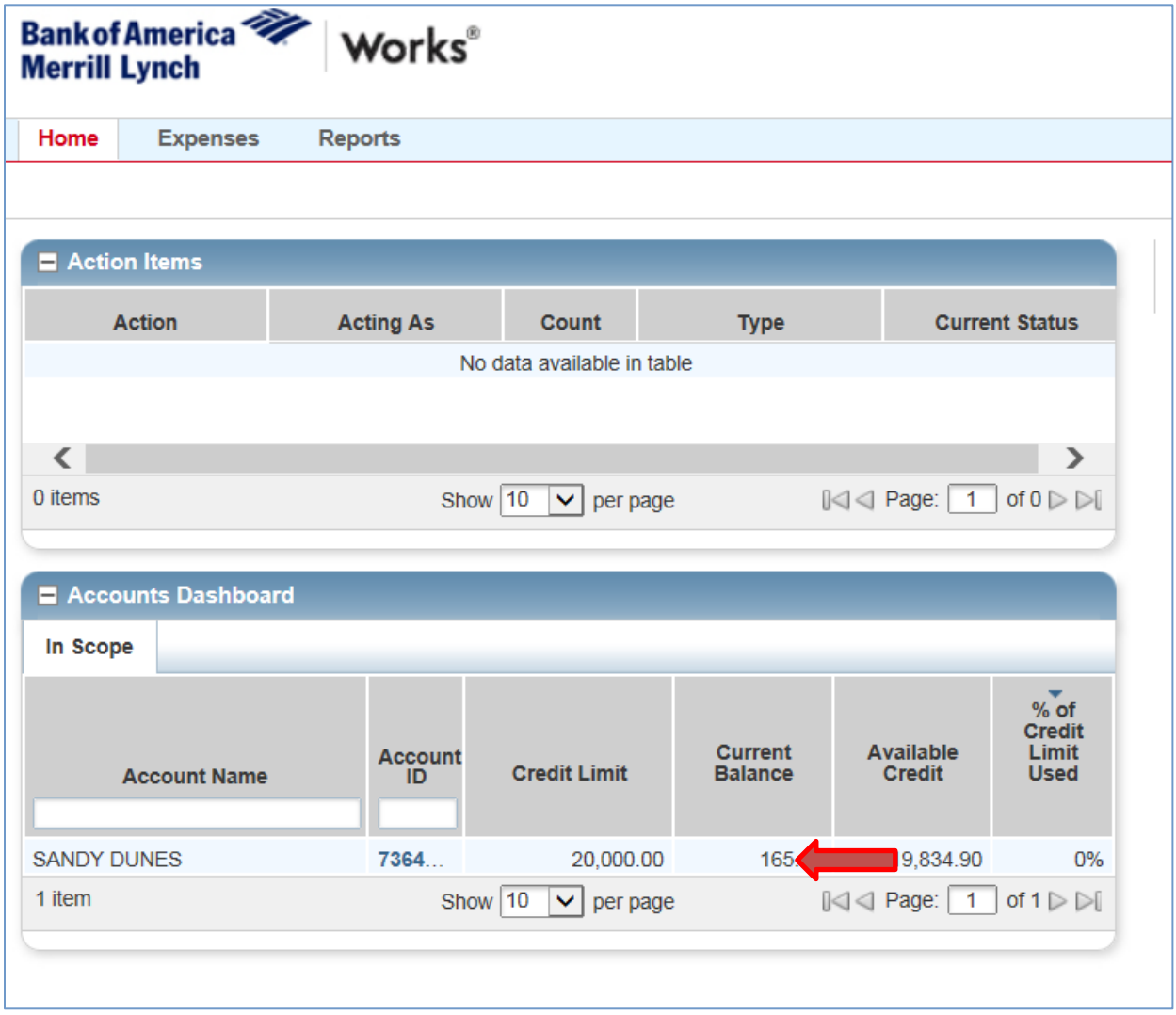
How to check your Authorization Log in BOA Works:

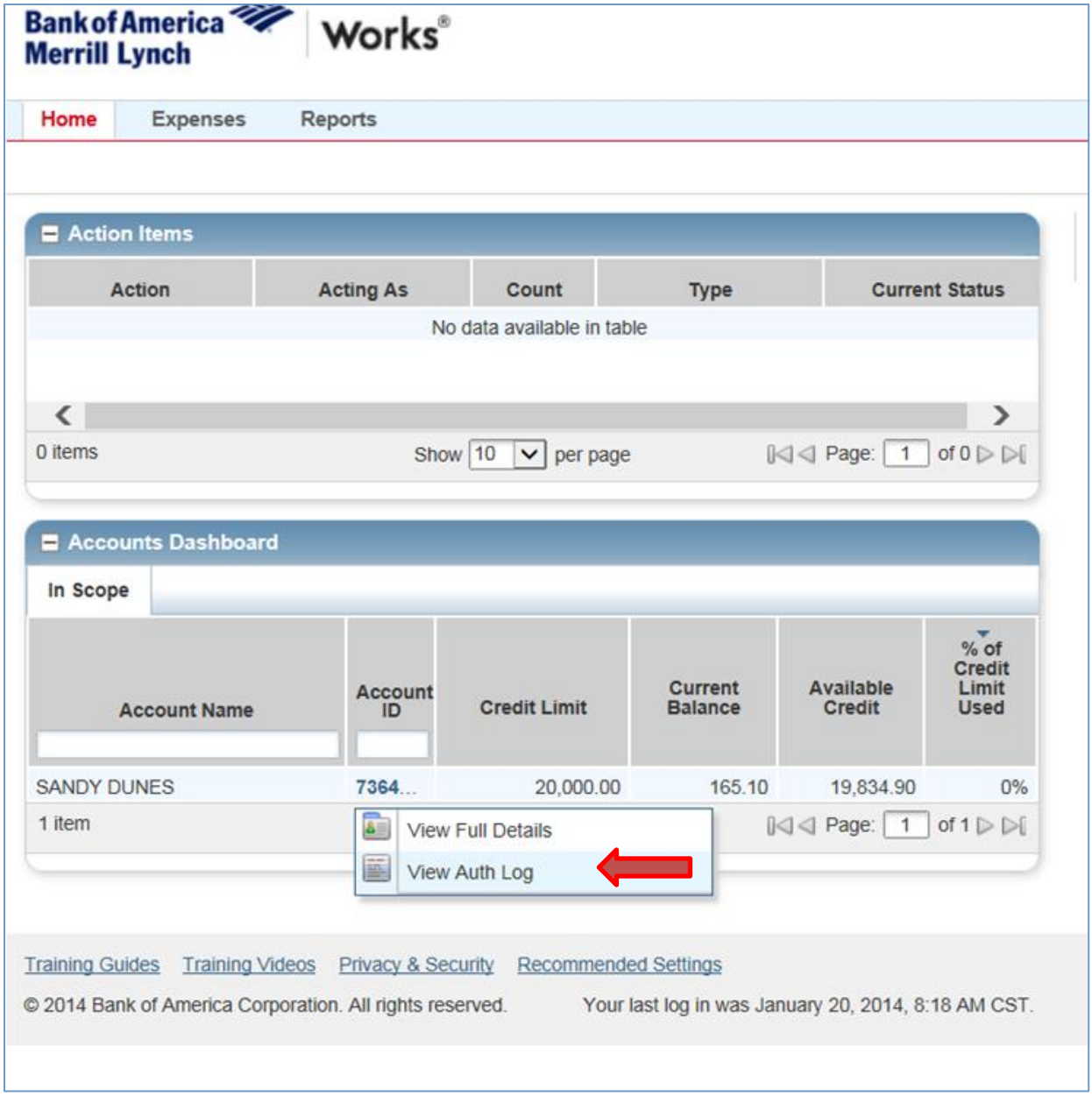
*This is a real-time inquiry that returns information on approved authorizations and declines as of that moment.

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).



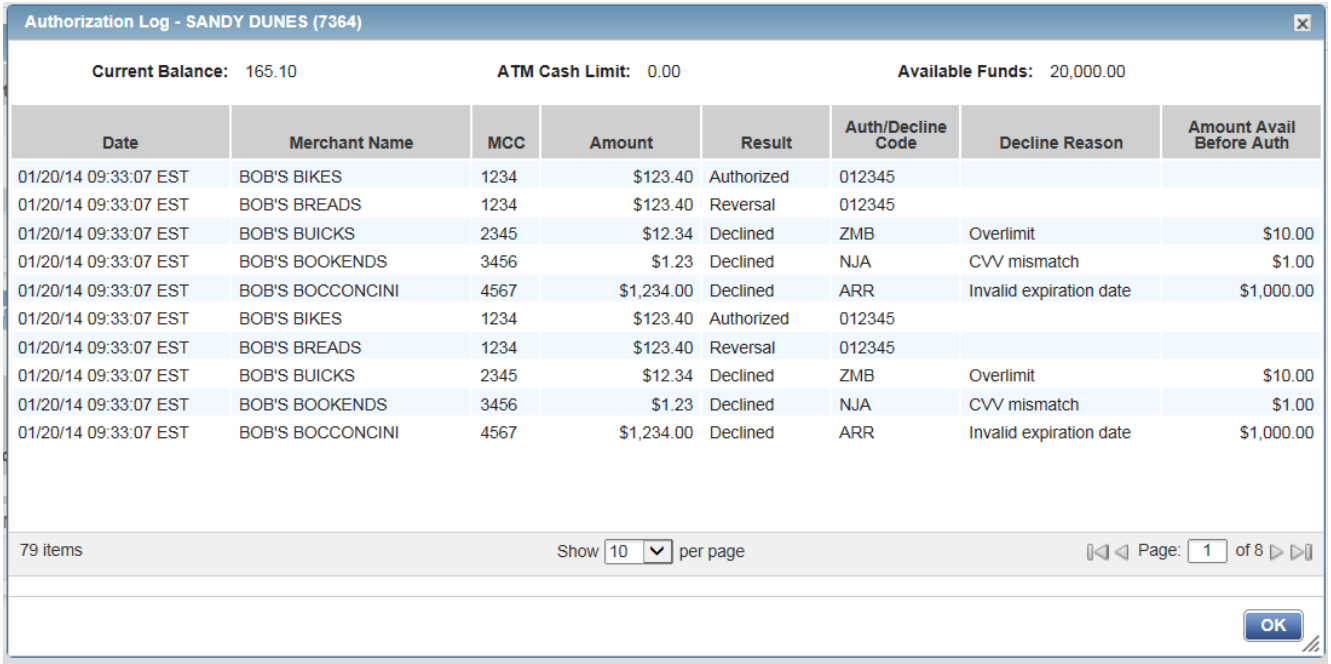
3. Select “View Auth Log.”



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 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.