

Helpful Hints

- Works
 - Is a Web-based application – No software to download; can access anywhere you have internet
 - Need to be able to receive emails from @Works.com
 - Times out after 10 minutes of inactivity (SAS/70, Visa/MC mandate)
 - While there is not a Smartphone app if you have a browser (e.g. Safari) that takes you to the internet you can access the application.
 - Getting Access to the Application
 - Will receive a Welcome Email
 - 2 credentials provided (User Name and Email)
 - Password is not Provided rather Created by User
 - Can't Share Welcome Emails
 - Welcome Emails allow one-time only access
 - Welcome Emails expire in 60 days
 - User Name is Case Sensitive and must be at least 6 characters
 - Company Policy dictates how often your Password expires
 - Authentication Error
 - Happens when people enter the wrong e-mail/username OR share PCs
 - If received, carefully review the e-mail address and username presented in the Welcome message

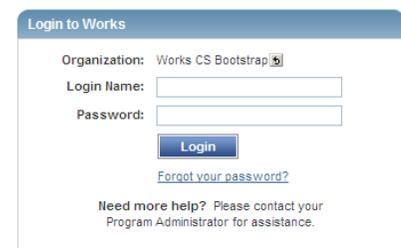
Logon to the Application

► **Logging On to the Application (assumes you've used the Welcome Email to establish your password). If you did not receive your Welcome Email, please contact [PA].**

1. Open your Internet Browser.
2. Enter the following URL in your address bar: www.bankofamerica.com/worksonline
3. Enter your logon credentials (case sensitive):

- Username
- Password

Click 



If you forget your Password, Click [Forgot your password?](#)

System Generated Email

Various events occur during the administration of the application and the process of reconciling transactions. For a number of these events, the application sends a system-generated email message to inform a User of a Task to Perform. These emails come from @Works.com.

Once you are in the system this is the Landing Page

Bank of America Merrill Lynch | Works®

Welcome, Works Support - [Log Out](#)
Elaine Lamplugh - [End Proxy](#)

Home Expenses Accounts Reports Accounting Administration Bank User

Elaine's PCard Demo (March 2012)

Action Items

Action	Acting As	Count	Type	Current Status
Sweep	Accountant	7	Transaction	Pending

1 item Show 10 per page Page: 1 of 1

Accounts Dashboard

Account Portfolio

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
JOE CARDHOLDER	1375	25,000.00	9,946.27	15,053.73	39%

1 item Show 10 per page Page: 1 of 1

Alerts

Your password is going to expire today. [Change it now.](#)

My Announcements

No announcements at this time.

Works Announcements

Welcome to the new Works!

The new UI gives our comprehensive card management tool a new look and feel with a focus on simplified usability for all Works users. The improved user interface is meant to streamline your daily workflow. Take time to explore the new navigation, quick reference guides, training videos, and page level online help.

Contact the Technical Help Desk, 1.888.589.3473, for questions and service issues regarding both the current and new Works UI.

As always, we appreciate your business and hope you enjoy the streamlined look and feel to the enhanced Works platform.

Assigned Tasks (appear under Action Items)

The Action Items section of the *Home* page lists tasks that you must complete such as a transaction that requires your sign off.

Verification

By clicking on the **Account ID** hyperlink (last 4 digits of Card) under the Accounts Dashboard then clicking on the Account tab (Accounts > Account Portfolio > Account Details) you will see the address/phone number on file for you. Please become familiar with this information as you may need this when verifying billing address or when contacting Customer Service.

Check for Multiple Pages

On some screens there will be a count (e.g. 1 of #). Next to that is a # per Page with the ability to drop down and change. You can either change the drop down to be greater than the # or make sure you click to the next page to see all available options.

- To resolve, click on the arrow up on Login Screen and re-enter email, username and password.

Reconciling Transactions

Reconciling a transaction involves confirming that the information about the transaction is correct, and signing off the transaction so that it can continue in the workflow. If necessary, you may edit or add information about the transaction.

Transactions - Accountholder								
>> Pending Sign Off Signed Off Flagged All								
		Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount
<input type="checkbox"/>		<input type="text"/>					<input type="text"/>	
<input checked="" type="checkbox"/>	+	TXN00001006	1886	none	01/17/2013	01/17/2013	Cardholder, Joe (Demo)	1,015.4
<input type="checkbox"/>	+	TXN00001008	1886	none	01/17/2013	01/17/2013	Cardholder, Joe (Demo)	888.8
<input type="checkbox"/>	+	TXN00001010	1886	none	01/17/2013	01/17/2013	Cardholder, Joe (Demo)	626.4

1 Selected | 3 items Show 10 per page

To reconcile a transaction:

- From the Home page, click [Pending](#) under Current Status
- Click + then [View Full Details](#) when in the Transactions table to reach the “Allocation & Detail” tab.

TXN00001019 Source Amount: 2,529.07 USD Actions						
Purchase Amount: 2,529.07		Allocation Variance: 0.00				
Post Date: 04/11/2013		Comp Val Auth: x ✓ ✓				
Vendor Name: STATIONERY, OFFICE SUPPLIE CO.		Sign Off History: None				
MCC: 5111 (STATIONERY, OFFICE SUPPLIES, PRINTING AND WRITING PAPER)						
Transaction	Allocation & Detail		Dispute			
Allocation Purchase Amount: 2,529.07 Allocation Total: 2,529.07 100% Variance: 0.00						
	Comp Val Auth	Value Amount	GL01: Entity/GASB	GL02: Activity	GL03: Program	GL04: Object
<input type="checkbox"/>	x ✓ ✓	2,352.04				53110
0 Selected 1 item						
<input type="button" value="Remove"/> <input type="button" value="Add"/> <input type="button" value="Duplicate"/>						
Reference & Tax						
Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP	
<input type="text"/>	Sales Tax Included	2,352.04	177.03	0.00	05601	

Quick Reference for Accountholders Using Works

- Here is where you code your transaction. The Comp/Val/Auth column verifies if you've entered all required codes
- Click **Save** to apply that change.

Note: If there is a GL value that you need to code to that does not appear as an option, please contact your Program Administrator to have it added. Do not pick the closest one. Many of the GL values will default; however it is the Accountholder's responsibility to ensure that transactions are coded to the proper segment values prior to signing off.

- If you are having an issue during allocation process it's suggested that you start over by selecting the **Expenses>Transactions** link again in the Ribbon without hitting the "Save" button
- Once you select "Save" you can also **attach a receipt** to a transaction. Select the hyperlink to the under the "Uploaded Receipt" column and browse for your receipt on your computer by selecting the "Add" button.

Transactions - Accountant										
>> Pending Sign Off Open Ready to Batch Flagged All										
		Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Uploaded Receipt
<input type="checkbox"/>										All
<input type="checkbox"/>	+	TXN00001003	2988	none	01/10/2017	01/10/2017	Accountholder, Leonard	15.61	US Postage	No

100236769424 - Receipts							
	Upload Date	Uploaded By	Receipt Date	File Name	File Size	Description	Document ID
<input checked="" type="checkbox"/>	01/23/2017	Accountholder, Leonard		Receipt	60.6 KB		TXN00001006

1 Selected | 1 item | 60.6 KB Show 10 per page Page: 1 of 1

- Once the Transaction has been saved, you can sign off on the Transaction by selecting the Actions dropdown link at the top of the table, and choosing Sign Off. If your GL segments are not completed correctly, an error will pop up at the top of the page, saying that the sign off has failed.

Reviewing Transactions Already Signed Off

To review your transactions (Pending, Signed Off, Flagged or All) click on Expenses > **Transactions**

Transactions - Account Holder									
>> Pending Sign Off Signed Off Flagged All Clear Filters Columns ▼									
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Account Holder	Purchase Amount	Vendor	Comp Val Auth
No data available in table									

Bulk Coding (Editing the Allocation of Multiple Transactions)

To expedite the allocation process, the same allocation can be applied to multiple transactions at one time.

To bulk edit allocation information for transactions:

- Click the check boxes on the left hand side when in the Expenses>Transactions table
 - Click the **Mass Allocate** button.
 - Enter the GL values into the GL segments displayed in the *Mass Allocate table*.
 - (optional and rarely used) If you *want* current values replaced by blank fields, select **Delete original codes** option.
 - Click **OK** to apply the GL codes to all the selected transactions.
- If you are charging more than one Activity, for example, you can split the transaction.
 - Select a single Transaction by selecting the + Icon next to the Transaction, and clicking on the View Full Details link. Select the "Allocation & Detail Tab"
 - First code as much of the transaction as you can and delete the value that is changing. Next click on the Add button and choose the # of different GL's you'll be charging (# of times the transaction is to be split). For example, if you are charging 3 additional groups (4 in total), select 3 lines.
 - If only a few GL segments are changing when you split transactions, you can select the

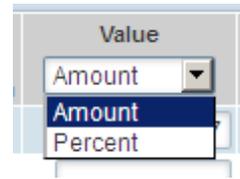
Transactions - Account Holder		
>> Pending Sign Off Signed Off		
	Document	Account ID
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	TXN00001006	1886
<input checked="" type="checkbox"/>	TXN00001008	1886
<input checked="" type="checkbox"/>	TXN00001010	1886

Remove	Add ▼	Duplicate ▼
<input type="checkbox"/> Reference &		
Reference		
Tax Sta		
Sales Tax Includ		

Quick Reference for Account Holders Using Works

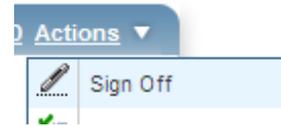
Duplicate button instead of the Add button to copy the selected GL values already listed. Once duplicated you can make the change.

You can allocate by amount or percentage of the purchase for each line item, do so by selecting Amount or Percentage from the Value dropdown.



- Click **Save** to save your allocation entries or edits

To complete the process and submit the transaction, click Sign Off from the actions link.



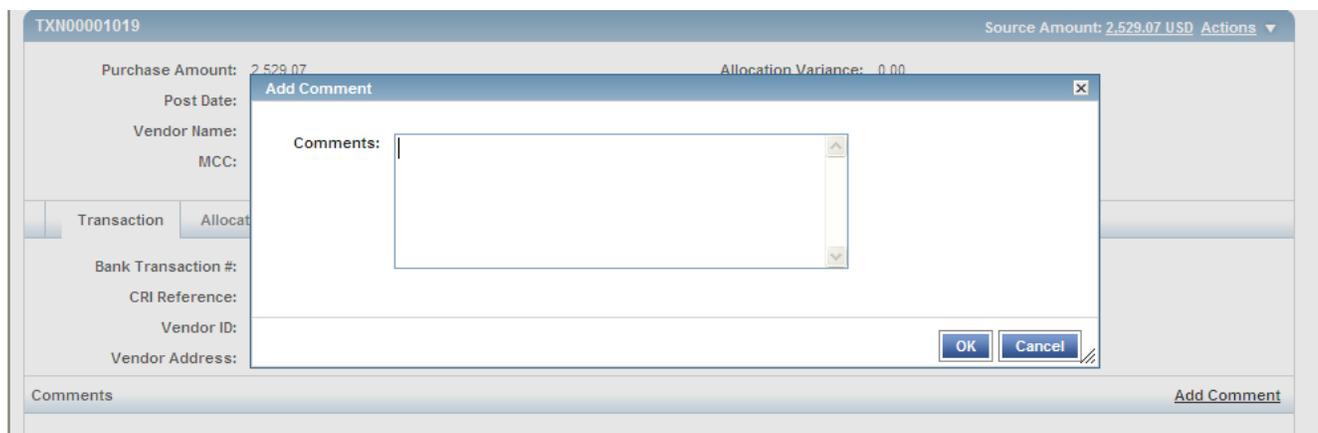
Accountant Review

- As a reminder, Accountholders cannot sign off unless all required GL segments are complete and validated (3 green checks).
- While Accountants have the same capabilities as an Accountholder and they have all the same views/tabs as the Accountholder if there are no changes to coding it's as simple as selecting all transactions (clicking Box in header) to **Select All** and clicking **Close**.
 - If an Accountant needs to change a code it might be best practice to flag back to Accountholder since notification of the change does not happen/good education for next time.

Adding a Comment to a Transaction (not Required)

To add a comment to a transaction (not required but could be used to notify the Accountant pertaining to something about the transaction):

While in **Transaction Detail** under Expenses > Transactions click Add Comment

The image shows a screenshot of a software interface for transaction management. At the top, it displays 'TXN00001019' and 'Source Amount: 2,529.07 USD'. Below this, there are fields for 'Purchase Amount: 2,529.07' and 'Allocation Variance: 0.00'. A modal dialog box titled 'Add Comment' is open in the center, featuring a large text area labeled 'Comments:' and 'OK' and 'Cancel' buttons. The background interface includes tabs for 'Transaction' and 'Allocat', and various fields like 'Post Date:', 'Vendor Name:', 'MCC:', 'Bank Transaction #:', 'CRI Reference:', 'Vendor ID:', and 'Vendor Address:'. At the bottom right of the main window, there is an 'Add Comment' link.

Type the comment into the **Comments box** provided.

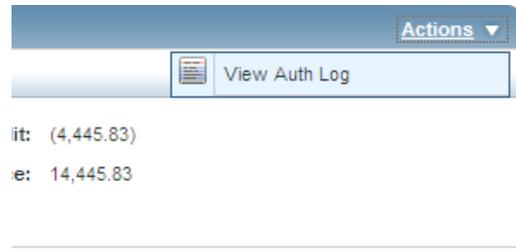
Click OK to return to the previous page and view the comment in the Comments section.

You will also be prompted to add a comment as part of the sign-off (not required either) but another chance/place to enter something about the transaction before routing onto Accountant.

Reviewing Authorizations/Declines

- If you get declined, you can review reason by clicking on the Account ID hyperlink (last 4 digits of Card) then clicking the Actions Drop Down (top right corner) and selecting View Auth Log

A window will appear showing Current Balance, Available Funds and recent transactions (some of which may have already posted). Decline Reason will be listed.



Current Balance: 14,445.83

ATM Cash Limit: 0.00

Available Funds: (4,445.83)

Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
04/11/13 21:15:23 EDT	BOB'S BIKES	1234	\$123.40	Authorized	012345		
04/11/13 21:15:23 EDT	BOB'S BREADS	1234	\$123.40	Reversal	012345		
04/11/13 21:15:23 EDT	BOB'S BUICKS	2345	\$12.34	Declined	ZMB	Overlimit	\$10.0
04/11/13 21:15:23 EDT	BOB'S BOOKENDS	3456	\$1.23	Declined	NJA	CVV mismatch	\$1.0
04/11/13 21:15:23 EDT	BOB'S BOCCONCINI	4567	\$1,234.00	Declined	ARR	Invalid expiration date	\$1,000.0
04/11/13 21:15:23 EDT	BOB'S BIKES	1234	\$123.40	Authorized	012345		
04/11/13 21:15:23 EDT	BOB'S BREADS	1234	\$123.40	Reversal	012345		
04/11/13 21:15:23 EDT	BOB'S BUICKS	2345	\$12.34	Declined	ZMB	Overlimit	\$10.0
04/11/13 21:15:23 EDT	BOB'S BOOKENDS	3456	\$1.23	Declined	NJA	CVV mismatch	\$1.0
04/11/13 21:15:23 EDT	BOB'S BOCCONCINI	4567	\$1,234.00	Declined	ARR	Invalid expiration date	\$1,000.0

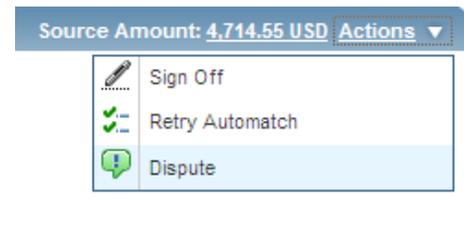
Guidelines for Disputing a Transaction

- Disputes should be submitted within 60 days from the billing close date (that is the date of the billing statement in which the transaction appears).
- Access the desired transaction from the appropriate queue
- Only the following reasons will prevent the dispute form from displaying. In each case, a message will inform the user of the reason:
 - The transaction is older than 60 days.
 - The statement date or merchant code is not available on the transaction.
 - The transaction has already been disputed.
 - The transaction is a credit transaction.
 - The transaction was made with a lost or stolen card.

NOTE: Be sure that the information you are submitting is correct because you are allowed to submit only one dispute per transaction, and the information submitted cannot be edited. If you need to modify submitted information, you will need to contact the bank.

Disputing a Transaction

- While in Transaction Detail, Click the Actions Drop Down and select Dispute
- Once selected a pre-populated Dispute Form will appear.
- Completed the additional information and Click OK to submit.



To view information about the dispute, click the **Dispute** tab (also in the Transaction Detail section).

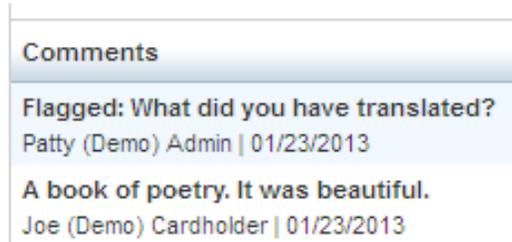
Removing a Flag

An Accountant can flag a transaction back to the Accountholder to request additional information about the transaction.

An Accountant can flag a transaction back to the Accountholder to request additional information about the transaction.

To remove a flag:

- Access the desired payable document in the appropriate queue. For example, access a flagged transaction in the flagged queue by clicking **Expenses>Transactions** then choosing the **Flagged Tab**.
- Click the + icon to display more details, including Comments.
- View the **Comments** portion of this detail to determine why the transaction was flagged, you can then edit the information as appropriate in the desired field(s) by selecting the **View Full Details** link.
- Click **Remove Flag**.
- In the resulting confirmation page, enter a comment explaining the actions you took to clear the flag in the **Comments** field.
- Click **OK**.



Quick Reference for Accountholders Using Works

Modifying your Viewable Columns/Order (use drop down/drag and drop)

- You can add columns to your view by clicking the Columns drop down, selecting/deselecting and clicking Save.
- You can also change where the column appears using Drag and Drop.

Home Expenses Accounts Reports Accounting Administration Bank User

Expenses > Transactions > Accountant Elaine's PCard Demo (March 2012)

Transactions - Accountant

>> Pending Sign Off Open Ready to Batch Flagged All Clear Filters Columns

<input type="checkbox"/>	<input type="checkbox"/>	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Ven
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001002	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	1,788.72	SIMMONS AIRL
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001003	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	1,572.05	ACCOUNTING, A
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001004	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	304.95	POSTAGE STA
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001005	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	754.33	GROCERY STO
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001006	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	730.14	CLUB MED CO.
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001007	1375	none	03/09/2012	03/09/2012	Cardholder, Joe	1,987.18	EUROP CAR CO
<input type="checkbox"/>	<input type="checkbox"/>	TXN00001008	1375	none	04/28/2012	04/28/2012	Cardholder, Joe	500.00	UNITED

Columns

Account ID

Account Nickname

Allocation

Amount Allocated

Attached To Purchase Requ...

Bank Dispute Status

Bank Transaction #

Barcode Index

Batch Status

...

Save