Works® Quick Reference Guide

Managing Transactions for Accountholders (Cardholders)

Bank of America Merrill Lynch

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About this Guide

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

- Upload and Attach Receipt Images to Transactions.
- Allocate or edit a transaction.
- Sign off on a transaction.
- Dispute a transaction.
- Remove a flag on a transaction.

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.

Note: You can print each topic individually for your convenience, if desired.

Step 1: Uploading and Attaching a Receipt Image to a Transaction

Introduction

This section provides the information needed to upload a new image from your desktop and attach to a transaction in Works®.

Note:

- Receipt Image uploads must be performed one at a time.
- Each receipt image must be less than one MB to upload.

Procedures

To upload a receipt image from your desktop into Works and attach it to a transaction,:

1. Complete the following:

To...	Then...
Upload a receipt image and attach it to a transaction	a. Click **Expenses** > **Transactions** > **Accountholder**. Transactions Pending Sign Off display. **Note**: To select transactions in another queue, click the desired transactions tab. b. Click **Document** of the transaction associated with the receipt image. The single-action menu displays. c. Go to step 2.

2. Select **Manage Receipts.** The Receipts window displays (Figure 1).

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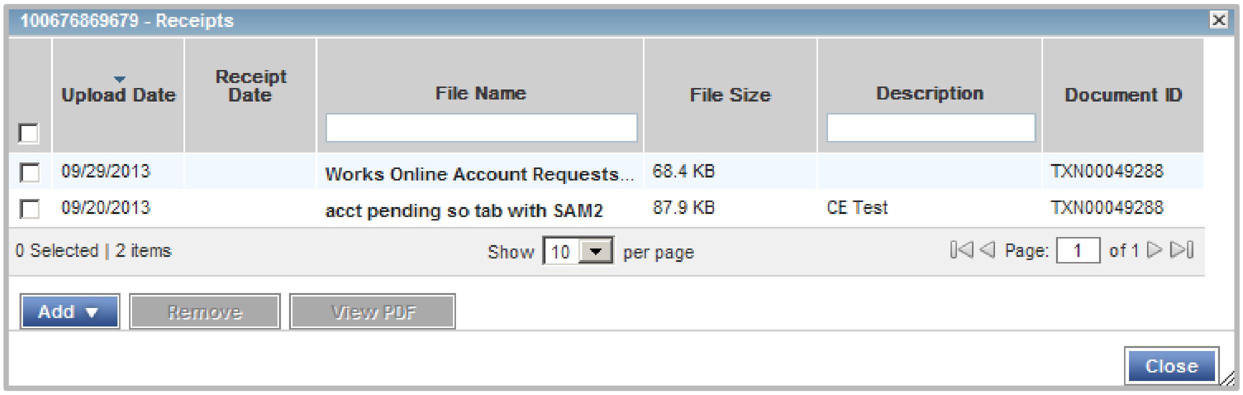

Figure 1: Receipts Window

3. Click **Add**. A drop-down menu displays.
4. Complete the following:

To...	Then...
Attach a New Receipt	a. Select **New Receipt**. The **Add Receipt** window displays (Figure 2). b. Click **Browse** to locate the receipt image you wish to upload. i. Select the desired receipt image. ii. Click **Open**. The file name displays in **File to Add**. c. Click the calendar to enter a **Receipt Date**. d. Enter a **Description** in the box. e. Click **OK**. A confirmation message displays. This completes the procedure.

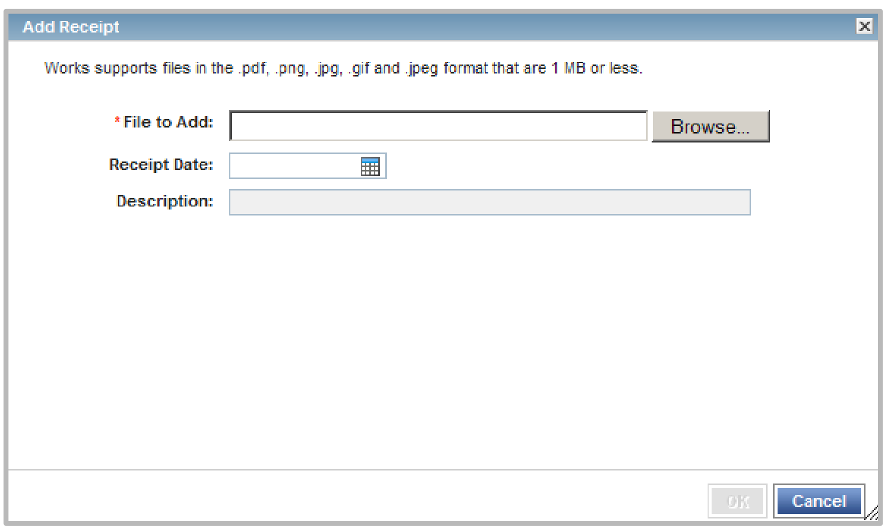

Figure 2: Add Receipt Window

Step 2: Allocating or Editing a Transaction

Introduction

This card provides the information needed to allocate and/or edit a transaction within Works®.

Procedure

To allocate and/or edit a transaction, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. The Pending Sign Off screen displays by default (Figure 1).

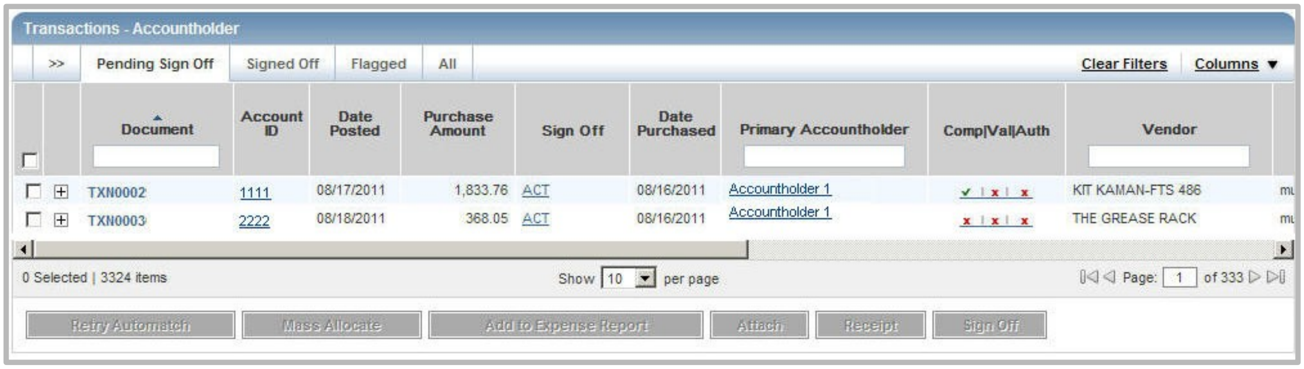

Figure 1: Pending Sign Off Screen

Notes:

- The following steps can also be performed from the **Signed Off** or **Flagged** screens.
- From the Signed Off screen, only a single transaction can be allocated.

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2. Do you wish to allocate a single transaction or multiple transactions?

To...	Then...
Allocate a single transaction	Go to step 3.
Allocate multiple transactions	a. Select the check box for each desired **Document**. The action buttons become enabled. b. Click **Mass Allocate**. The Mass Allocate window displays. c. Enter an allocation code in each GL# text box to identify how the segment will be allocated. **Note:** If you are restricted to using predefined codes, click the browse icon ( ) to select a code from the allocation pick list. d. Select an option from **Empty Segment Field(s)**: ▪ **Retain original codes(s)** - maintains the current value if a GL segment is left blank when allocating. ▪ **Delete original codes(s)** - replaces the current value with a blank field if a GL segment is left blank when allocating. e. Click **OK**. The Pending Sign Off screen displays a confirmation message. **Note:** If the allocation and/or edit was performed on a screen other than Pending Sign Off, that screen will display. This completes the procedure.

3. Click the desired **Document** number. A menu displays.
4. Select **Allocate / Edit**. The Allocation Details screen displays (Figure 2).

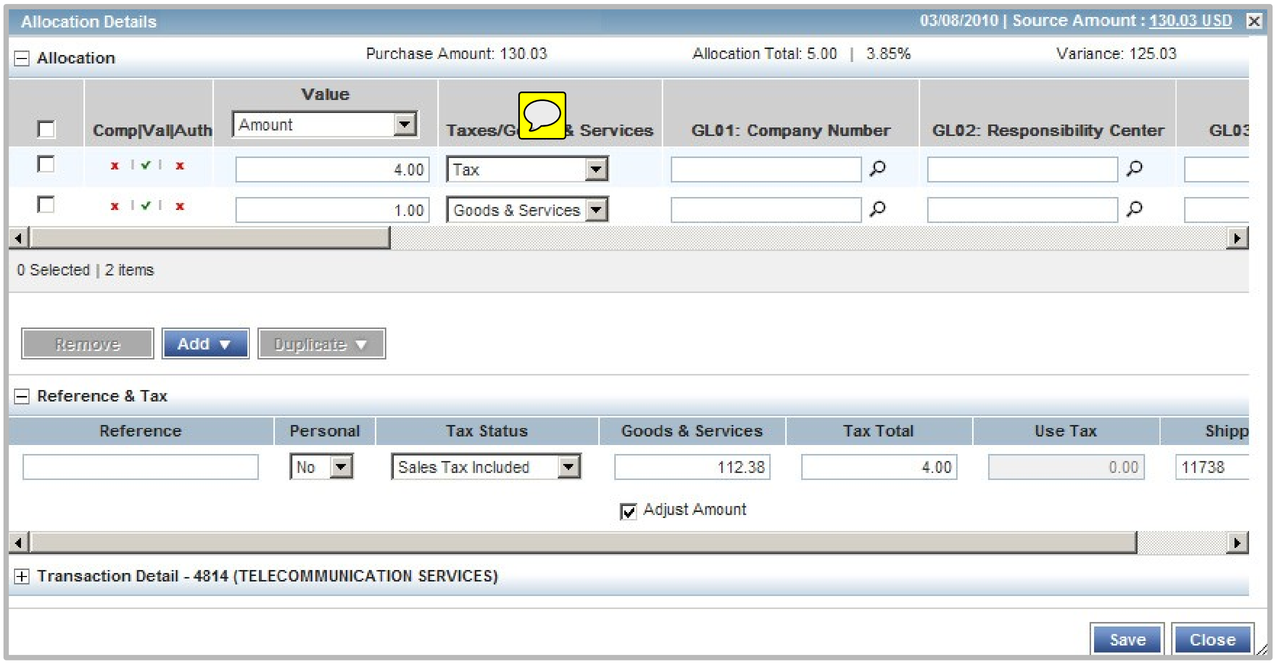

Figure 2: Allocation Details Screen

5. Complete **one** of the following:

To...	Then...
Add an allocation line	a. Click **Add**. A drop-down menu displays. b. Select the number of allocation lines you wish to add. The new line(s) are added to Allocation. c. Go to step 6.
Remove an allocation line	a. Select the check box beside the allocation line you wish to remove. b. Click **Remove**. The line(s) are removed from Allocation. c. Go to step 6.
Duplicate an allocation line	a. Select the check box beside the allocation line you wish to duplicate. b. Click **Duplicate**. A drop-down menu displays. c. Select the number of allocation lines you wish to add. The new line(s) are added to Allocation and contain the allocation information from the original duplicated line. d. Go to step 6.
No action needed	Go to step 6.

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6. Do you wish to edit an allocation line?

If...	Then...
Yes	a. Select an option to allocate by from the **Value** drop-down menu, if needed. b. Enter the amount or percentage of the total purchase to be allocated in the **Value** text box, if needed. **Note:** As allocation amounts/percentages are edited, other allocation lines may need to be edited to maintain a 100% **Allocation Total**. c. Enter an allocation code in each **GL** text box to identify how the segment will be allocated. d. Select an option from the expense **Category** drop-down menu, if needed. **Notes:** ▪ To view all Allocation columns, use the scroll bar. ▪ A comment may be required, depending on your organiztion's configuration. e. Go to step 8.
No	Go to step 8.

7. Do you wish to edit Reference & Tax?

If...	Then...
Yes	a. Click the expand icon (+) next to **Reference & Tax**, if needed. The Reference & Tax fields display. b. Enter comments in the **Reference** text field, if needed. c. Select the desired option from the **Tax Status** drop-down menu, if needed. Options are: ▪ **Subject to Use Tax** - Items purchased are subject to use tax, but it has not been applied. ▪ **Non Taxable Purchase** - Items in the transaction are not subject to either sales or use tax. ▪ **Sales Tax Included** - Items are subject to sales tax, and it has been applied.

If... (continued)	Then...
No	Go to step 8.

8. Click **Save**. The Allocation Details screen displays a confirmation message.
9. Click **Close**. The Pending Sign Off screen displays.

   Note: If the allocation and/or edit was performed on a screen other than Pending Sign Off, that screen will display.

This completes the procedure.

Step 3: Signing Off on a Transaction

Introduction

This card provides the information needed to sign off on a transaction within Works®.

Procedure

To sign off on a transaction, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. The Pending Sign Off screen displays by default (Figure 1).

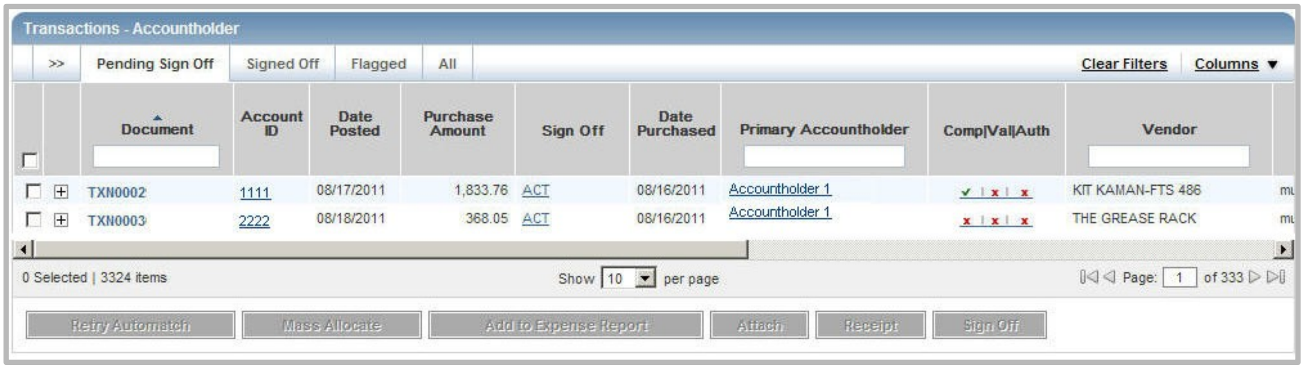

Figure 1: Pending Sign Off Screen

2. Select the check box for each desired **Document**. The action buttons become enabled.
3. Click **Sign Off**. The Confirm Sign Off screen displays.
4. Enter **Comments**, if desired.
5. Click **OK**. The Pending Sign Off screen displays a confirmation message, and the transaction is removed from the Pending Sign Off queue.

This completes the procedure.

Disputing a Transaction

Introduction

This card provides the information needed to dispute a transaction within Works®.

Note: To dispute a transaction that is more than 60 days old, please call Bank of America Merrill Lynch at 800-673-1044.

Procedure

To dispute a transaction, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. The Pending Sign Off screen displays by default (Figure 1).

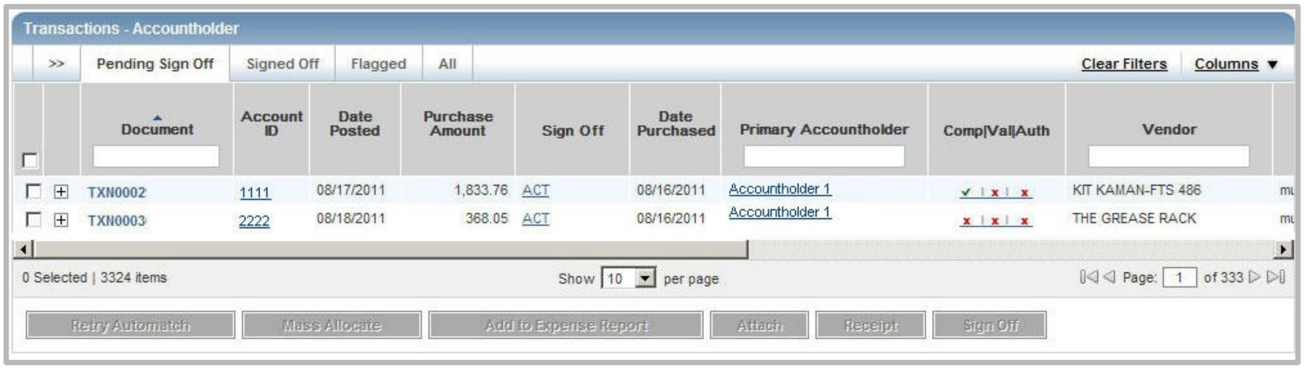

Figure 1: Pending Sign Off Screen

Note: The following steps can also be performed from the **Signed Off** and **Flagged** screens.

2. Click the desired **Document**. A drop-down menu displays.
3. Click **Dispute**. The Dispute Transaction screen displays (Figure 2).

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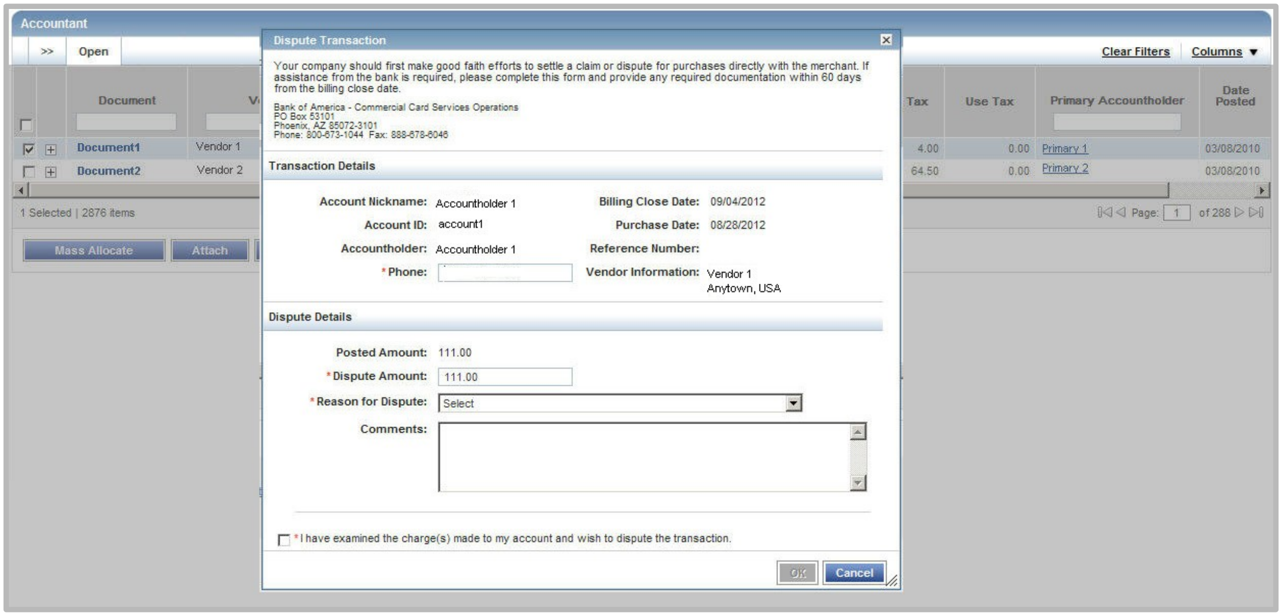

Figure 2: Dispute Transaction Screen

4. Enter the Dispute Amount, if needed.
5. Select the Reason for Dispute from the drop-down menu.

   Note: Depending on the Reason for Dispute, additional information may be required.
6. Enter **Comments**, if desired.
7. Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.

   Note: If the check box is not selected, OK is not activated.
8. Click **OK**. The Open screen displays a confirmation message. The Dispute Submitted column for the selected transaction displays an **X**.

   Note: If the dispute was performed on a screen other than Pending Sign Off, that screen will display.

This completes the procedure.

Removing a Flag

Introduction

This card provides the information needed to remove a flag on a transaction within Works®. Flags indicate transactions needing attention. Once the transaction is reviewed and action taken, the flag is removed.

Note: Flagging a transaction does not change its location in the workflow.

Procedure

To remove a flag, complete the following:

1. Click **Expenses** > **Transactions** > **Accountholder**. The Pending Sign Off screen displays by default.
2. Click **Flagged**. The Flagged screen displays the transactions with a flagged status (Figure 1).

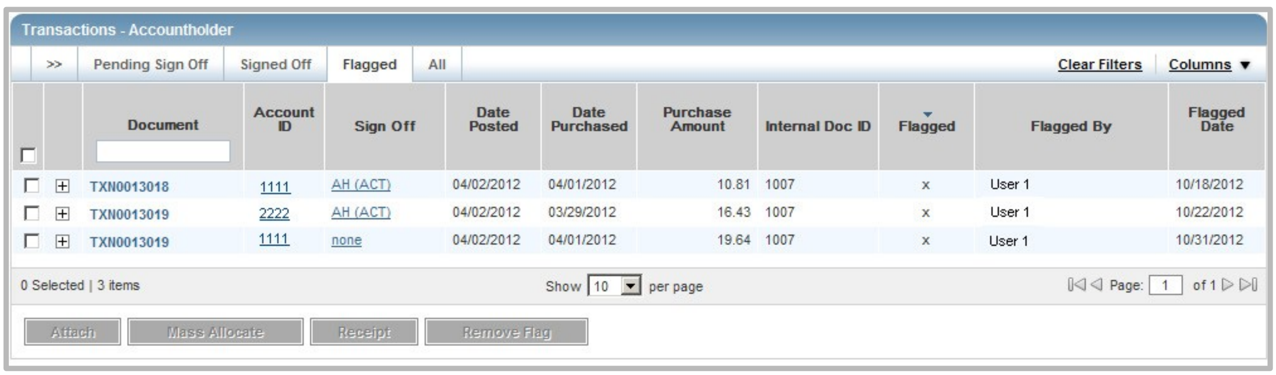

Figure 1: Flagged Screen

3. Select the check box for each desired **Document**. The action buttons become enabled.
4. Click **Remove Flag**. The Confirm Remove Flag window displays.
5. Enter **Comments**, if desired.
6. Click **OK**. The Flagged screen displays a confirmation message, and the transaction no longer displays on the Flagged screen.

This completes the procedure.