

Works®

Bank of America  
Merrill Lynch 

## Works® Quick Reference Guide

### Managing Transactions for Accountholders

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# Works®

## 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:

- Allocate or edit a transaction.
- Add a transaction to an expense report.
- Manage the receipt status on a transaction.
- Sign off on a transaction.
- Dispute a transaction.
- Divide 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.

**Important:** For additional procedures on managing purchase requests, refer to *Managing Purchase Requests for Accountholders*.

## Works®

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Please contact your Program

Administrator for assistance.

## 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).

Transactions - Accountholder										
>>		Pending Sign Off	Signed Off	Flagged	All	Clear Filters Columns				
		Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp Val Auth	Vendor
<input type="checkbox"/>										
<input type="checkbox"/>	+	TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   x   x	KIT KAMAN-FTS 486
<input type="checkbox"/>	+	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	x   x   x	THE GREASE RACK
0 Selected   3324 items										
				Show	10	per page		Page: 1 of 333		
Retry Automatch		Mass Allocate		Add to Expense Report		Attach		Receipt		Sign Off


**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.

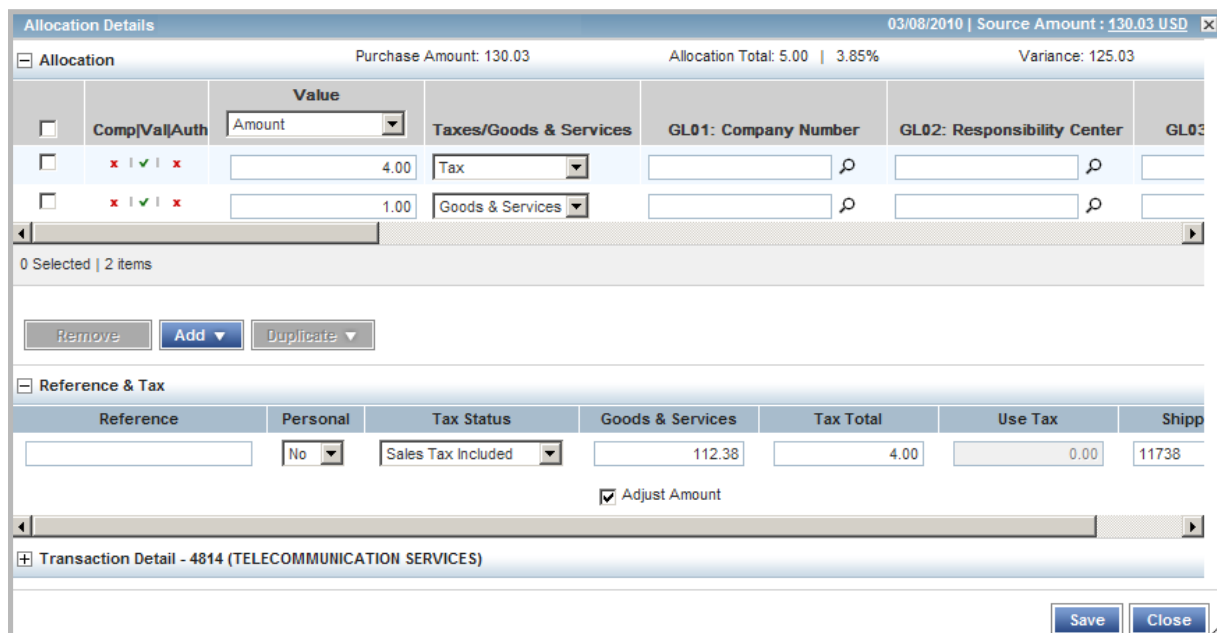
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2. Do you wish to allocate a single transaction or multiple transactions?

To...	Then...
Allocate a single transaction	Go to step 3.
Allocate multiple transactions	<p>a. Select the check box for each desired <b>Document</b>. The action buttons become enabled.</p> <p>b. Click <b>Mass Allocate</b>. The Mass Allocate window displays.</p> <p>c. Enter an allocation code in each GL# text box to identify how the segment will be allocated.</p> <p><b>Note:</b> If you are restricted to using predefined codes, click the browse icon (  ) to select a code from the allocation pick list.</p> <p>d. Select an option from <b>Empty Segment Field(s)</b>:</p> <ul style="list-style-type: none"> <li>▪ <b>Retain original codes(s)</b> - maintains the current value if a GL segment is left blank when allocating.</li> <li>▪ <b>Delete original codes(s)</b> - replaces the current value with a blank field if a GL segment is left blank when allocating.</li> </ul> <p>e. Click <b>OK</b>. The Pending Sign Off screen displays a confirmation message.</p> <p><b>Note:</b> If the allocation and/or edit was performed on a screen other than Pending Sign Off, that screen will display.</p> <p>This completes the procedure.</p>

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 <b>Add</b> . 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 <b>Remove</b> . 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 <b>Duplicate</b> . 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.

6. Do you wish to edit an allocation line?

If...	Then...
Yes	a. Select an option to allocate by from the <b>Value</b> drop-down menu, if needed. b. Enter the amount or percentage of the total purchase to be allocated in the <b>Value</b> text box, if needed. <b>Note:</b> As allocation amounts/percentages are edited, other allocation lines may need to be edited to maintain a 100% <b>Allocation Total</b> . c. Enter text in <b>Description</b> for the allocation line. d. Enter an allocation code in each <b>GL</b> text box to identify how the segment will be allocated. <b>Note:</b> If you are restricted to using predefined codes, click the search icon (  ) to select a code from the allocation pick list. e. Select an option from the expense <b>Category</b> drop-down menu, if needed. <b>Notes:</b> <ul style="list-style-type: none"> <li>▪ To view all Allocation columns, use the scroll bar.</li> <li>▪ A comment may be required, depending on your organization's configuration.</li> </ul> f. Go to step 7
No	Go to step 7.

7. Do you wish to edit Reference & Tax?

If...	Then...
Yes	<p>a. Click the expand icon (+) next to <b>Reference &amp; Tax</b>, if needed. The Reference &amp; Tax fields display.</p> <p>b. Enter comments in the <b>Reference</b> text field, if needed.</p> <p>c. Select the desired option from the <b>Personal</b> drop-down menu, if applicable.</p> <p>d. Select the desired option from the <b>Tax Status</b> drop-down menu, if needed. Options are:</p> <ul style="list-style-type: none"><li>▪ <b>Subject to Use Tax</b> - Items purchased are subject to use tax, but it has not been applied. For example, if the items were purchased from another state that did not collect tax on the items, this option may be selected.</li><li>▪ <b>Non Taxable Purchase</b> - Items in the transaction are not subject to either sales or use tax.</li><li>▪ <b>Sales Tax Included</b> - Items in the transaction are subject to sales tax, and sales tax has been applied (tax has been applied and remitted by the merchant).</li></ul> <p>e. Enter the <b>Goods &amp; Services</b> amount, if needed.</p> <p><b>Note:</b> Select the <b>Adjust Amount</b> check box to activate the <b>Goods &amp; Services</b> field, if needed.</p>
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.

## THIS FEATURE IS NOT YET AVAILABLE

Need help?

Please contact your Program

Administrator for assistance.

### Adding a Transaction to an Expense Report

### Introduction

This card provides the information needed to add a transaction to an expense report within Works®.

#### Notes:

- Transactions can be added to expense reports by either the primary or secondary accountholder.
- Proxy Reconcilers can only add transactions to expense reports they have created on the accountholder's behalf.

### Procedure

To add a transaction to an expense report, complete the following:

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

Transactions - Accountholder									
>>		Pending Sign Off	Signed Off	Flagged	All				
								Clear Filters	Columns ▼
	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp Val Auth	Vendor
<input type="checkbox"/>									
<input type="checkbox"/>	TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   x   x	KIT KAMAN-FTS 486
<input type="checkbox"/>	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	x   x   x	THE GREASE RACK
0 Selected   3324 items									
				Show	10	per page		Page: 1 of 333	
Retry Automatch		Mass Allocate		Add to Expense Report		Attach		Receipt	Sign Off

**Figure 1:** Pending Sign Off Screen

#### Notes:

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

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2. Select the check box for each desired **Document**. The action buttons become enabled.
3. Click **Add to Expense Report**. The Add to Expense Report window displays.
3. Do you wish to add the transactions to an existing expense report?

If...	Then...
Yes	<ol style="list-style-type: none"> <li>a. Select <b>Existing Expense Report</b> from the <b>Add expense documents to</b> drop-down menu, if needed. The existing expense reports display.</li> <li>b. Select the option for the <b>Expense Report Name</b>.</li> <li>c. Select <b>Signoff on report and all expense report documents</b>, if desired.</li> <li>d. Click <b>OK</b>. The Pending Sign Off screen displays a confirmation message.</li> </ol> <p><b>Note:</b> If the addition was performed on a screen other than Pending Sign Off, that screen will display.</p> <p>This completes the procedure.</p>
No	<ol style="list-style-type: none"> <li>a. Select <b>New Expense Report</b> from the <b>Add expense documents to</b> drop-down menu.</li> <li>b. Enter the <b>Expense Report Name</b>.</li> <li>c. Enter a <b>Description</b>, if desired.</li> <li>d. Select <b>Signoff on report and all expense report documents</b>, if desired.</li> <li>e. Click <b>OK</b>. The Pending Sign Off screen displays a confirmation message.</li> </ol> <p><b>Note:</b> If the addition was performed on a screen other than Pending Sign Off, that screen will display.</p> <p>This completes the procedure.</p>

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## Managing Receipt Status

### Introduction

This card provides the information needed to manage a transaction's receipt status within Works®.

**Note:** Proxy Reconcilers can only view receipts on expense reports they have created on the accountholder's behalf.

### Procedure

To manage receipt status, complete the following:

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

Transactions - Accountholder									
<a href="#">&gt;&gt;</a> <a href="#">Pending Sign Off</a> <a href="#">Signed Off</a> <a href="#">Flagged</a> <a href="#">All</a> <a href="#">Clear Filters</a> <a href="#">Columns</a>									
	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp/Val/Auth	Vendor
<input type="checkbox"/>	TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   ✗   ✗	KIT KAMAN-FTS 486
<input type="checkbox"/>	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	✗   ✗   ✗	THE GREASE RACK

0 Selected | 3324 items      Show 10 per page      Page: 1 of 333

[Retry Automatch](#)
[Mass Allocate](#)
[Add to Expense Report](#)
[Attach](#)
[Receipt](#)
[Sign Off](#)

**Figure 1:** Pending Sign Off Screen

**Note:** The following steps can also be performed from the **Flagged** screen.

2. Select the check box for each desired **Document**. The action buttons become enabled.
3. Click **Receipt**. The Receipt screen displays.

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4. Select the desired receipt status option.
5. Enter **Comments**, if desired.
6. Click **OK**. The Pending Sign Off screen displays a confirmation message.

**Notes:**

- If the receipt status was performed on a screen other than Pending Sign Off, that screen will display.
- Depending on the option selected in step 4, a yes or no indicator displays in the Receipt column.

This completes the procedure.

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## 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).

	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp/Val/Auth	Vendor
<input type="checkbox"/>	TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   ✗   ✗	KIT KAMAN-FTS 486
<input type="checkbox"/>	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	✗   ✗   ✗	THE GREASE RACK

0 Selected | 3324 items      Show 10 per page      Page: 1 of 333

[Retry Automatch](#)
[Mass Allocate](#)
[Add to Expense Report](#)
[Attach](#)
[Receipt](#)
[Sign Off](#)

**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.

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## 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).

Transactions - Accountholder									
<div> <div>&gt;&gt;</div> <div>Pending Sign Off</div> <div>Signed Off</div> <div>Flagged</div> <div>All</div> <div>Clear Filters</div> <div>Columns ▼</div> </div>									
	Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp Val Auth	Vendor
<input type="checkbox"/>									
<input type="checkbox"/>	TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   x   x	KIT KAMAN-FTS 486
<input type="checkbox"/>	TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	x   x   x	THE GREASE RACK
<div>0 Selected   3324 items</div> <div>Show 10 per page</div> <div>Page: 1 of 333</div>									
<div> <div>Reiny Automatch</div> <div>Mass Allocate</div> <div>Add to Expense Report</div> <div>Attach</div> <div>Receipt</div> <div>Sign Off</div> </div>									

**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.

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3. Click **Dispute**. The Dispute Transaction screen displays (Figure 2).

Accountant

>> Open

Document

Vendor

Document1 Vendor 1

Document2 Vendor 2

1 Selected | 2876 Items

Mass Allocate Attach

**Dispute Transaction**

Your company should first make good faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from the bank is required, please complete this form and provide any required documentation within 60 days from the billing close date.

Bank of America - Commercial Card Services Operations  
PO Box 53101  
Phoenix, AZ 85072-3101  
Phone: 800-873-1044 Fax: 888-878-8046

**Transaction Details**

Account Nickname: Accountholder 1 Billing Close Date: 09/04/2012  
Account ID: account1 Purchase Date: 08/28/2012  
Account Number: Accountholder 1 Reference Number:  
\* Phone: Vendor Information: Vendor 1  
Anytown, USA

**Dispute Details**

Posted Amount: 111.00  
\* Dispute Amount: 111.00  
\* Reason for Dispute: Select  
Comments:

☐ \* I have examined the charge(s) made to my account and wish to dispute the transaction.

OK Cancel

Tax	Use Tax	Primary Accountholder	Date Posted
4.00	0.00	Primary 1	03/08/2010
64.50	0.00	Primary 2	03/08/2010

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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.

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## Dividing a Transaction

## Introduction

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

## Procedure

To divide a transaction, complete the following:

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

Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp/Vall/Auth	Vendor
TXN0002	1111	08/17/2011	1,833.76	ACT	08/16/2011	Accountholder 1	✓   x   x	KIT KAMAN-FTS 486
TXN0003	2222	08/18/2011	368.05	ACT	08/16/2011	Accountholder 1	x   x   x	THE GREASE RACK

**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 **Divide**. The Divide Transaction screen displays (Figure 2).

The screenshot shows the 'Divide Transaction' dialog box in the 'Accountant' application. The dialog box is titled 'Divide Transaction' and has a 'Purchase Amount' of 130.03. It contains a table with three columns: 'Parts', 'New TXN Number', and 'Value'. The table lists two parts: '1 TXN000000001-A' and '2 TXN000000001-B'. The 'Value' column has a dropdown menu set to 'Amount'. Below the table, it says 'Remaining: 130.03'. There are 'OK' and 'Cancel' buttons at the bottom. The background shows a list of transactions with columns like 'Off', 'Dispute Submitted', 'Source Currency', 'Sales Tax', 'Use Tax', 'Primary Accountholder', and 'Date Posted'.

**Figure 2:** Divide Transaction Screen

4. Enter the number of **Parts** into which the transaction will be divided. The desired lines display.
5. Select the value from the **Value** drop-down menu.
6. Enter the **Value** amount next to each New TXN Number.

**Note:** The divided transaction must total the original transaction amount or 100%.

7. Click **OK**. The Pending Sign Off screen displays a confirmation message.

**Notes:**

- The divided transaction displays as multiple transactions within the screen. The original transaction number is retained with a letter assignment for each divided entry.
- If the division was performed on a screen other than Pending Sign Off, that screen will display.

This completes the procedure.



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## 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).

Transactions - Accountholder												
>>		Pending Sign Off	Signed Off	Flagged	All	Clear Filters						Columns ▼
<input type="checkbox"/>		Document	Account ID	Sign Off	Date Posted	Date Purchased	Purchase Amount	Internal Doc ID	▼ Flagged	Flagged By	Flagged Date	
<input type="checkbox"/>	+	TXN0013018	1111	<a href="#">AH (ACT)</a>	04/02/2012	04/01/2012	10.81	1007	x	User 1	10/18/2012	
<input type="checkbox"/>	+	TXN0013019	2222	<a href="#">AH (ACT)</a>	04/02/2012	03/29/2012	16.43	1007	x	User 1	10/22/2012	
<input type="checkbox"/>	+	TXN0013019	1111	<a href="#">none</a>	04/02/2012	04/01/2012	19.64	1007	x	User 1	10/31/2012	
0 Selected   3 items												
					Show 10 per page		Page: 1 of 1					
Attach		Mass Allocate		Receipt		Remove Flag						

**Figure 1:** Flagged Screen

3. Select the check box for each desired **Document**. The action buttons become enabled.

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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.

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