Bank of America Merrill Lynch

WORKS®

APRIL 2013

The Works platform provides a comprehensive card management tool to you, our Card clients, to better enable program management, reconciliation and approval of card payments both fast and efficiently. To continue to meet the needs of our clients, we continue to improve the Works platform through enhancements that focus on simplifying usability. Below you will find more information on these key initiatives and how they can help your company.

A NEW LOOK FOR WORKS IN 2013

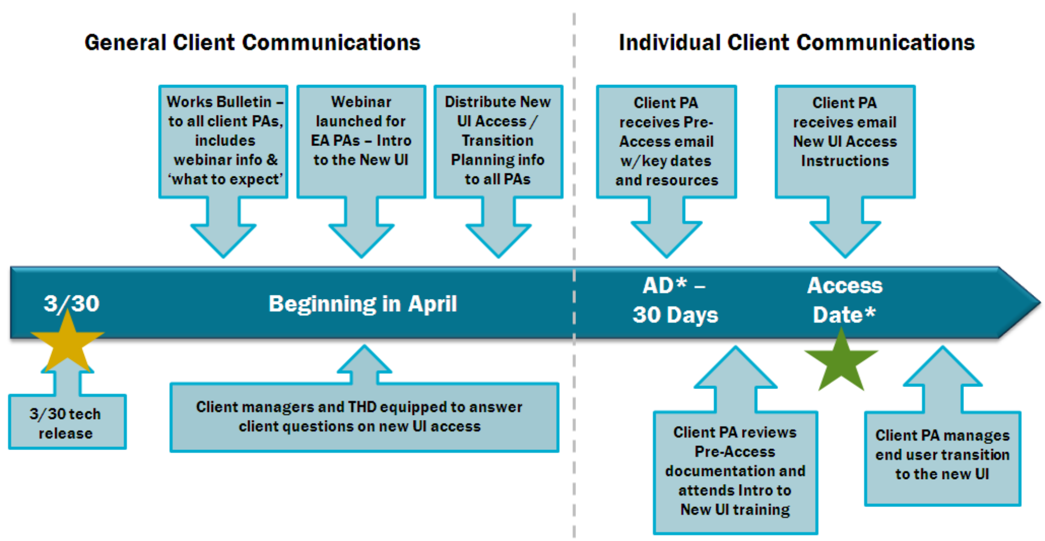
As of March 30, 2013, all technical development on the New Works User Interface is complete! Beginning mid-May, clients will be able to experience all that Works has to offer through a state-of-the-art new user interface (UI). As we make it easier for our Works users — program administrators, accountants, accountholders and approvers — to do business, they will benefit from our new design, which focuses on:

- Enhanced usability for every user type
- Streamlined workflows and presentation of data
- Additional search and filter features
- More efficient navigation

Without affecting any of your current data, Works will also offer new features and functionality in the new UI, in addition to the ones you currently use.

New UI Access – Approach

Clients will be granted access to the new UI in a series of 'waves.' Client Program Administrators (PA) will receive notification of pending access approximately 30 days prior to their scheduled access date. Your dedicated client manager or team servicing will have the access schedule available by late April 2013. On the access date, the client PA will receive login instructions to the new UI. PAs are expected to plan and execute their end user transitions to the new UI. As the current and new UI will both be available for some time, you can feel confident there is plenty of time to move your end users over to the new platform to begin using the new UI at that time — even if extended time is needed.



**AD = Access Date, when the PA receives first time login instructions to the new UI.*
The PA manages their end user transition. Full end user transition could take 6-12 months for larger clients.

Questions

Please reach out to your card account manager, treasury sales officer, team servicing or the technical help desk, 1.888.589.3473, for additional questions you may have about the new UI.

CLIENT PREPARATION

As you plan for your initial access to the new UI and your future end user transition, here are a few points to keep in mind:

Simplicity

- No conversion required. The launch does not require any type of data migration or systems conversion, and all of your source data will remain the same.
- Both the current and new UI will be available for some time. You can go back and forth between the two as you become comfortable with the new system.
- Your current sign-on and password will work for both systems.

Flexible approach

- We will establish a transition schedule based on what we know about your Works usage and program needs. You will be notified 30 days prior to your access date and reminded seven days prior to your access date. Your access date represents the date when your PAs will receive first-time login instructions to the new UI and can begin to use the interface.
- Additional pre-access resource materials will be provided to PAs via the pre-access notification process.
- If the date is not convenient for you, simply let us know and we'll find a suitable alternative. Card account managers will be reviewing the transition schedule and ensuring that the timing works for both you and BofAML. We anticipate having our access schedule ready to share by mid-April. If you have concerns or wish to discuss the new UI transition activities, please contact your Card Account Manager, team servicing or the technical help desk.

Preparation

- Take time now to prepare yourself for future access to the new UI. Included with this bulletin is a **New UI Access Guide** meant to help client PAs gain a more detailed view of the new system. If you desire an advanced look at pre-access materials, please contact the help desk on or after May 15 for a copy of the various resource materials.
- Plan to attend the new webinar entitled **"Navigating the New Works User Interface"** for a hands-on look at the new platform and the benefits it provides to our clients. This course is designed for PAs and is available now. View details via the training resource link within the current Works application.

Comprehensive

The Works platform provides a comprehensive card management tool for our Card clients, in which they can better manage, reconcile and approve card payments faster and more efficiently.

Capability

We enhanced Works with receipts imaging, secure email and push payments. We continue to enhance Works with ePayables reconciliation and automating files, in addition to Chip and PIN capabilities.

Simplified

The new Works UI focuses on simplifying the usability of the system:

- Enhanced usability for every user type
- Streamlined workflows and presentation of data
- Additional search and filter features
- More efficient navigation

NEW UI PREPAREDNESS

Things to consider prior to your initial access to the new UI:

- ✓ Discuss any questions/concerns you have with your card account manager or team servicing representative.
- ✓ Validate the initial New UI access date works with your business calendar (schedule to be available in late April 2013).
- ✓ Remember that you will use the same user ID and password for both the current and new UI; both the current UI and new UI will be available for your use into 2014.
- ✓ Review various resource materials provided with your pre-access notification (delivered to PAs 30 days before your scheduled access date). If you wish to preview these materials well in advance of your access date, you may contact the technical help desk anytime after May 15 for the documentation.

Things to consider prior to providing your end users access to the new UI:

- ✓ Review your company's end user training/documentation. Following your initial access to the new UI, explore the various help guides, etc. to determine how to best update any customized materials you may have within your company.
- ✓ Formulate a pre-UI access timeline for your end users, including training plans, videos, resources to review, etc.
- ✓ Provide New UI Access Guide and other reference sources to your end users prior to their first time login.
- ✓ Consider sending your end users an email reminder to prompt them about training, resources, and new UI login instructions.
- ✓ Remember, your access date is just the beginning. The access date is when the program administrator can begin to explore the new UI and all of its features/functionality. You have plenty of time to plan out and execute your end-user transition once you are on the new UI and comfortable with its features and workflows.