



# Program Administrator Disaster Contingency 2011 Guidelines

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## Mission Statement

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Bank of America Commercial Card Servicing and the Technical Help Desk are poised to provide assistance through Commercial Card Services and Customer Servicing resources before, during and after a disaster. Commercial Card Servicing and the Technical Help Desk are devoted to executing the appropriate practices available when disasters occur, providing a positive client experience quickly and intelligently.

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## Purpose

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This guide is available to assist Program Administrator's in identifying and utilizing Commercial Card Servicing and the Technical Help Desk resources prior to, during and following a disaster.

This contingency guide does not supersede internal procedures set forth by your company.

The term "disaster" defined as an event that causes significant injury, loss, disruption of operations or death. Types of disasters can include but are not limited to the following:

Natural

Floods  
Hurricanes  
Tornadoes  
Winter Storms  
Earthquakes  
Fires  
Bird Flu

Unnatural

Terrorist Attacks  
Explosions  
Hazardous Material/ Radiological Incidents  
Civil Disturbances  
War

Commercial Card Servicing and the Technical Help Desk are committed to address each event within the context of its impact and the severity to our clients and cardholders. Further, we are dedicated to executing the appropriate practices available when disasters occur and providing a positive client experience quickly and intelligently. In an effort to support you in the disaster, Commercial Card Servicing and the Technical Help Desk provide easy 800 number access for our clients and cardholders.

In response to Hurricanes Katrina, Rita and Wilma in 2005, Card Services assisted with processing over 1,173 new account setups, 6,817 credit limit increases and 5,207 activations. Bank of America mobilized ATM units in impacted areas and banking centers were fully staffed to assist customers with their banking needs.

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# Bank of America Retail Footprint

Bank of America provides unmatched convenience in the United States, serving approximately 57 million consumer and small business relationships with 5,900 retail-banking offices, and more than 18,000 ATMs and award-winning online banking with 29 million active users. Bank of America is a Global Leader in Corporate & Investment Banking and trading across a broad range of asset classes serving corporations, governments, institutions and individuals in more than 150 countries and has relationships with 97 percent of the U.S. Fortune 500 companies and 79 percent of the Global Fortune 500.

## Coast to Coast Retail Footprint



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# Bank of America Commercial Card Products

			
<p><b>Purchase Card</b></p>	<p><b>Corporate Travel Card</b></p>	<p><b>Corporate Card</b></p>	<p><b>Commercial Card</b></p>
<p>A charge card delivering a convenient, cost efficient alternative to the time-consuming, labor-intensive management of the purchase order. Visa® or MasterCard® products are available</p>	<p>A charge card that delivers a convenient, cost efficient and organized approach to track, reconcile and allocate official travel-related expenditures. Visa® or MasterCard® products are available</p>	<p>A charge card that delivers enhanced efficiency across the entire fleet process: purchase, payment monitoring and control of fuel and vehicle maintenance expenditures. Visa® or MasterCard® products are available.</p>	<p>A charge card that delivers an integrated approach to the entire purchase, travel and fleet expenditure process. Effectively combines the features of the Purchase, Travel and Fleet Card into one payment. Visa®</p>
<ul style="list-style-type: none"> <li>▪ Commercial authorization spending controls including merchant blocking and ability to set spending limits based on business needs</li> <li>▪ Accepted anywhere Commercial or Business Cards are accepted</li> <li>▪ Line item detailed information provided when captured by participating merchants</li> <li>▪ Improves accountability (transaction processing, cost allocation, invoice reconciliation and online reporting for all transactions within Works®)</li> <li>▪ Leverages buying power</li> <li>▪ Tax reporting available (1099)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Commercial authorization spending controls including merchant blocking and ability to set spending limits based on business needs</li> <li>▪ Accepted anywhere Commercial or Business Cards are accepted</li> <li>▪ Line item detailed information provided when captured by participating merchants</li> <li>▪ Improves accountability (transaction processing, invoice reconciliation and online reporting for all transactions within Works®)</li> <li>▪ <b>Travel Rewards</b> allows individual cardholders to earn individual Travel Rewards. Reward accounts earn one point for every net dollar spent on travel &amp; entertainment purchases. Rewards can be redeemed for air travel with no blackout dates, travel certificates, cruise discounts, merchandise via catalog and merchant certificates.</li> <li>▪ <b>Payment Center Access</b> enables Individual Bill/Individual Pay cardholders to view their card activity and make payments online at no cost</li> </ul>	<ul style="list-style-type: none"> <li>▪ Commercial authorization spending controls including merchant blocking and ability to set spending limits based on business needs</li> <li>▪ Line item detail information provided when captured by participating merchants</li> <li>▪ Account and transaction information available through Works®</li> <li>▪ Accepted anywhere Commercial or Business Cards are accepted</li> <li>▪ <b>Executive Corporate Card</b> - Clients can designate up to ten company officers for our Executive Gold Card. Individual credit lines can be as high as the company credit line. Concierge Service offers 24-hour assistance for nearly all of an Executive's entertainment, travel and business plans.</li> <li>▪ <b>Payment Center Access</b> enables Individual Bill/Individual Pay cardholders to view their card activity and make payments online at no cost</li> </ul>	<ul style="list-style-type: none"> <li>▪ Commercial authorization spending controls including merchant blocking and ability to set spending limits based on business needs</li> <li>▪ <b>Visa Extras®</b> is an option program that enables owners to choose between two point-earning options: Company Level Rewards whereby all reward points are credited to a single company account and Individual Level Rewards whereby each participating cardholder account is credited with their own reward points</li> <li>▪ <b>Executive Commercial Card</b> - Clients can designate up to ten company officers for our Executive Gold Card. Individual credit lines can be as high as the company credit line. Visa Concierge Service offers 24-hour assistance for nearly all entertainment, travel, and business plans. Examples: hotel reservations, event tickets, restaurant recommendations, airline reservations, pre-trip arrangements and business services</li> <li>▪ <b>Payment Center Access</b> enables Individual Bill/Individual Pay cardholders to view their card activity and make payments online at no cost</li> </ul>
<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes by eliminating purchase orders</li> <li>▪ Customized electronic invoice file supports posting of transactions within financial systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes</li> <li>▪ Customized electronic invoice file supports posting of transactions within financial systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes and improves accountability</li> <li>▪ Preferred vendor/supplier acceptance and implementation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes by eliminating purchase orders</li> <li>▪ Customized electronic invoice file supports posting of transactions within financial systems</li> </ul>

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<p><b>CashPay</b> A card based solution used to deposit reoccurring payroll or entitlements (where person is entitled to full cash access of funds)</p>	<p><b>Commercial Prepaid</b> A electronic disbursement solution for clients disbursing checks, cash and gift certificated for a variety of business reasons including Insurance, rewards, petty cash, and relocation</p>
<ul style="list-style-type: none"> <li>▪ Recurring payroll or payroll-related funds - Disability, Workers Compensation, Unemployment. In addition, Child Support and Unemployment for Government deals, as well as student financial aid funds and recurring federal benefits.</li> <li>▪ <b>Ownership of Funds</b> – Individual</li> <li>▪ <b>Funding Method</b> -ACH standard direct deposit (can use existing file; separate batch or file not needed); Web Exception Funding for last-minute errors in pay also available for clients with approved ACH exposure</li> <li>▪ Full funds access via Visa debit merchant purchases, cash-back at PIN POS terminals, ATMs, over-the-counter cash access or Emergency Cash Transfer via Western Union</li> </ul>	<ul style="list-style-type: none"> <li>▪ Insurance claims and disbursements, Employee rewards, recognition and benefits disbursements, Business travel and entertainment, Petty cash, Per Diems, Relocation, Gift and loyalty programs</li> <li>▪ <b>Ownership of Funds</b> – Individual or Corporate</li> <li>▪ <b>Funding Method</b> -Notify via prepaid administration tool (PAT) either individual loads or multiple loads via a csv file upload of amount to be loaded to each cardholder account; Wire amount to BAC DDA account Prior day . Direct debit to BAC account the day after value loads occur. Must provide 100% funding for all cards loaded and must have an intraday limit established for cpc product.</li> <li>▪ Visa purchases, Cash Back at pinned POS terminals (Visa only through Interlink), Over the Counter and ATM withdrawals limited to \$1500 per day(can be negotiated)</li> </ul>
<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Streamlines administrative processes</li> </ul>

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# Preparation Timeline

Whenever possible, Commercial Card Servicing and the Technical Help Desk' contingency planning begins prior to the onset of a disaster, by monitoring events and weather patterns, and through regular communications with Card Account Managers (CAMs) and Client Managers (CMs).

The preparation timeline below outlines recommended actions to be taken prior to, during and following disasters. The purpose of the timeline is to provide Program Administrators with pertinent information to assist them in identifying and delivering proactive disaster contingency recommendations for clients/cardholders.

Timeframe		Action	Owner	
Disaster Status	Days		Commercial Card Services	PA's
Pre-Disaster Preparation	1 through 3	Track disaster	X	X
		Confirm potential impacted areas	X	X
		Contact clients to determine special needs and business requirements	X	
		Advise agencies to ensure that all PAs are listed in Works®	X	
		Secured Messaging Enrollment – see page 12 for details		X
		Identify need for new or replacement travel cards		X
		Verify and update cardholder's information via Works®, VIM, SDOL, or email/phone (to Commercial Card Servicing or the Technical Help Desk)		X
	Determine if additional credit or cash increases are necessary		X	
	4 through 14	CCS will be processing your requests expeditiously	X	
During Disaster	15 through 30	When requested, Bank of America CCS will provide the following statistical data to companies impacted by disaster: <ul style="list-style-type: none"> <li>• New accounts</li> <li>• Reopened accounts</li> <li>• Credit and/or cash limit increases</li> <li>• Timeframe of increases</li> <li>• Stop date of credit and/or cash limit increases</li> <li>• Average increase amount</li> <li>• Maximum increase amount</li> <li>• Merchant Category Code (MCC) overrides</li> <li>• Forced authorizations</li> </ul>	X	

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# Program Administrator’s Disaster Preparatory Questions & Actions Checklist

The questions and actions listed below are available to assist PAs in the proactive and effective identification and facilitation of cardholder requirements in preparation for disaster.

PA Question	Recommended Actions for PAs
1. Does your company have any personnel, installations and/or offices in the areas affected by the disaster whereby relocation is necessary?	<ul style="list-style-type: none"> <li>• If yes, will the impacted personnel need travel cards to relocate?</li> <li>• Identify personnel in the affected areas</li> <li>• Identify personnel who have cards and/or need new accounts</li> </ul>
2. Is your company sending personnel to assist in the disaster area?	<ul style="list-style-type: none"> <li>• Identify personnel who have cards and/or need new accounts</li> </ul>
3. Will your company need additional accounts set up for personnel, either relocating from the disaster or assisting in the disaster area.	<ul style="list-style-type: none"> <li>• Identify personnel who have cards and/or need new accounts</li> <li>• Run an account listing report from Works®, VIM or SDOL to determine needed course of action for each account listed under your hierarchy</li> <li>• Complete online applications in Works®, VIM, or SDOL or fax new applications to the “Disaster Team” at 704.719.5423. Scanned applications will be accepted and sent via email at <a href="mailto:CCS_team_servicing@bankofamerica.com">CCS team servicing@bankofamerica.com</a>.</li> </ul>
4. Does your company have alternative addresses for existing and/or new account holders who are either leaving or assisting with the disaster relief?	<p>If yes, please do one of the following:</p> <ul style="list-style-type: none"> <li>• Identify cardholders</li> <li>• Identify and provide the card delivery location information to CCS</li> <li>• Submit request(s) (choose one): <ul style="list-style-type: none"> <li>○ Email to: CCS at <a href="mailto:CCS_team_servicing@bankofamerica.com">CCS team servicing@bankofamerica.com</a> or THD at <a href="mailto:CommCardTHD@bankofamerica.com">CommCardTHD@bankofamerica.com</a></li> <li>○ Fax to: 704.719.5423– Attention: Disaster Team</li> <li>○ Contact CCS at 800.822.5985 or THD at 1.888.589.3473 (option 1 password reset or option 4 Works, VIM, SDOL or Payment Center)</li> </ul> </li> </ul>
6. Will your cardholders need additional convenience checks?	<ul style="list-style-type: none"> <li>• Identify cardholders needing Convenience Checks</li> <li>• Determine single purchase limit, number of books and shipping address</li> <li>• Submit request(s) (choose one): <ul style="list-style-type: none"> <li>○ Email to: CCS at <a href="mailto:CCS_team_servicing@bankofamerica.com">CCS team servicing@bankofamerica.com</a> or THD at <a href="mailto:CommCardTHD@bankofamerica.com">CommCardTHD@bankofamerica.com</a></li> <li>○ Fax to: 704.719.5423 – Attention: Disaster Team</li> <li>○ Contact CCS at 800.822.5985</li> </ul> </li> </ul>
7. Does your company need assistance with Works®, VIM or SDOL access for PA and/or cardholders?	<ul style="list-style-type: none"> <li>• Contact Works® technical assistance (choose one): <ul style="list-style-type: none"> <li>○ 1.888.589.3473</li> <li>○ Email <a href="mailto:CommCardTHD@bankofamerica.com">CommCardTHD@bankofamerica.com</a></li> </ul> </li> </ul>
8. Will the PA’s need assistance with any reports?	<ul style="list-style-type: none"> <li>• Determine and outline requirements</li> <li>• Contact the Technical Help Desk for technical assistance (choose one): <ul style="list-style-type: none"> <li>○ 1.888.589.3473 (option 1 password reset or option 4 Works, VIM, SDOL or Payment Center)</li> <li>○ Email <a href="mailto:CommCardTHD@bankofamerica.com">CommCardTHD@bankofamerica.com</a></li> </ul> </li> </ul>

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# Critical Functions

## Quick Reference Guide

Commercial Card Servicing or the Technical Help Desk offers the following quick reference guide to assist PAs in managing their card programs during a disaster by outlining critical functions necessary to execute requests expeditiously.

Critical Functions	Account Number	Activation Date	Address	Books (quantity)	Cardholder Name	Checks per book (10, 20, 50)	Cash Limit Amount	Credit Limit Amount	Deactivation/Closure Date	Delivery Method	Works	VIM	SDOL	Form/Application Needed	MCCG Name	Ship to Address	Single Purchase Limit	Start Date	Stop Date
Activate Account	X	X			X														
Card Replacement	X				X					X	X	X	X			X			
Cardholder Information (Updates)	X		X		X						X	X	X						
Cash Limit Increase	X				X		X				X	X	X					X	X
Convenience Checks Reorder	X			X	X	X				X						X	X		
Credit Limit Increase	X				X			X			X	X	X					X	X
Deactivate/Close Account	X				X				X		X	X	X						
Hierarchy Changes	X				X														
New Account Setup											X	X	X	X					
MCCG Changes	X				X						X	X	X		X				
Authorized Contacts	X										X	X	X	X					
Reopen a Closed Account	X		X		X														

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## Secured Messaging IronPort/PostX

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Bank of America has implemented a Secured Messaging system, which allows the encryption of sensitive e-mail text and attachments. Secured Messaging allows Bank of America to communicate to external customers and/or suppliers while protecting information through encryption technology.

To enroll and use the IronPort/PostX Secured Messaging tool read the Recipient Guide for Secure Messaging and follow the steps required:

1. Submit your request through [CommCardTHD@bankofamerica.com](mailto:CommCardTHD@bankofamerica.com) or [CCS team servicing@bankofamerica.com](mailto:CCS_team_servicing@bankofamerica.com)
2. Provide your first and last name, Company name and e-mail address

Program Administrators will receive a secured message sent from Bank of America to start your secured messaging.

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# Contact Matrix

Commercial Card Services is committed to providing WORLD CLASS customer service to your company/organization. The below matrix will assist PA's with contact and payment information in time of disaster.

Bank of America Department	Contact Information	Hours of Operation
Bank of America ATM Locator	<ul style="list-style-type: none"> <li>• <a href="http://www.bankofamerica.com">www.bankofamerica.com</a></li> </ul>	
PA Company Support – Disaster Team	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:CCS_team_servicing@bankofamerica.com">CCS_team_servicing@bankofamerica.com</a></li> <li>• Phone <b>CCS at 800.822.5985, option 2</b></li> <li>• Fax at <b>704.719.5423</b>– Attn: Disaster Contingency Team</li> </ul>	Monday through Friday 7:00 AM to 9:00 PM EST
Cardholder Customer Service	<ul style="list-style-type: none"> <li>• Phone: <b>888.449.2273</b></li> <li>• TTY / TDD: 800.500.6267 (TTY / TDD)</li> <li>• Toll Free Fax: (888) 958-2273</li> </ul>	24 hours x 365 days
Claims	<ul style="list-style-type: none"> <li>• Phone: <b>1-800-410-6465</b></li> <li>• Toll Free Fax: (602) 597-5271</li> </ul>	Monday through Friday 7:30 AM to 4:30 PM MT M-F
Collections	<ul style="list-style-type: none"> <li>• Phone: <b>877.321.4862</b></li> </ul>	Monday through Friday 7:00 AM to 5:00 PM MT
Customer Protection (Fraud Prevention)	<ul style="list-style-type: none"> <li>• Phone: <b>877.451.4602</b></li> </ul>	24 hours x 365 days
Technical Help Desk	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:Commcardthd@bankofamerica.com">Commcardthd@bankofamerica.com</a></li> <li>• Phone: <b>888.589.3473 Option 1 (resets) Option 4 (WORKS, VIM, SDOL, Payment Center)</b></li> </ul>	Monday through Friday: 7:00 AM to 9:00 PM EST
MasterCard Assistance	<ul style="list-style-type: none"> <li>• Web: <a href="http://www.mastercard.com/atm">www.mastercard.com/atm</a></li> <li>• Phone: 800.622.7747</li> </ul>	24 hours x 365 days
Recovery	<ul style="list-style-type: none"> <li>• Phone: <b>800.327.0163 (ext 59404 or 58471)</b></li> </ul>	Monday through Thursday: 8:00 AM to 8:00 PM EST  Friday: 8:00 AM to 5:00 PM EST
Visa International	<ul style="list-style-type: none"> <li>• Web: <a href="http://www.visa.com">www.visa.com</a></li> <li>• Phone: 800.847.2911</li> </ul>	24 hours x 365 days

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# Payment Information

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## Appendix

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### Quick Reference Guide for Administrators Works Version 17

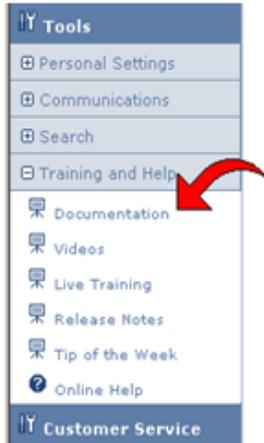
This guide provides step-by-step instructions for common Administrator tasks performed within the Works application.

For detailed instructions, please see the Administrator's Guide. That guide is available to download from within the application under the **Tools > Training and Help > Documentation** section of the Navigation Bar.

## Overview

This guide gives step-by-step instructions for common Administrator tasks performed within the Works application.

For detailed instructions, please see the Administrator's Guide. That guide can be downloaded from within the application under the **Tools > Training and Help > Documentation** section of the Navigation Bar.



## Logon to the Application

► To logon to the application

1. Open your Internet Browser.
2. Enter the following URL in your address bar: [payment2.works.com](http://payment2.works.com)
3. Enter your logon credentials:
  - E-mail
  - Username
  - Password

You can reset your password by clicking [Forgot Your Password?](#)

4. Click

## User and Card Administration

All individuals who may access the application are referred to as 'users'. Those users who have been issued cards are called 'cardholders'. Each card issued to a cardholder is associated with a card profile that provides card control for a single card or a group of cards.

Below are the most often performed administrative tasks relating to user and card administration.

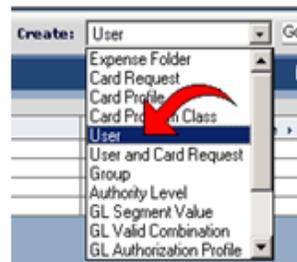
### How do I add a new user and /or card request?

You have the following three options when creating users and card requests:

- Create a user only
- Create a user and card request simultaneously
- Create a card request only

► To create a user only

1. Select **User** from the *Create* menu and click **Go**.



2. Provide personal information about the user. Give special attention to the following fields:

**User name**—must be at least 6 characters.

**Email**—If you do not want the application to send the Welcome E-mail, either enter [customermail@works.com](mailto:customermail@works.com) or [deunull@works.com](mailto:deunull@works.com).

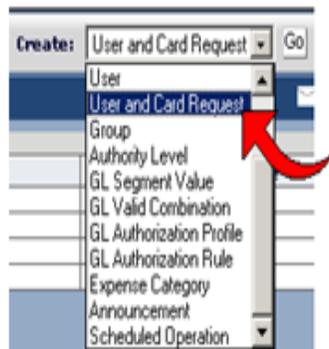
**Payee ID**—Enter this ID if you want to match the user to an individual identified in your accounting software for reimbursement purposes.

**Authority Level**—If available, select one of these predefined levels for any user who will be assigned the Group Approver role. This role authorizes the user to approve purchase requests up to a pre-defined

- Assign a user to only one group using either of these methods by clicking **Go Group** to locate and select a group name.
- Click **Finish** to return to the previous page.
- Assign a user to one or more roles by selecting the appropriate boxes. For definitions of these roles, see Chapter 4 of the Administrator's Guide.
- Click **Next >>**.
- Choose one of the following options to determine the user's address. Typically, this is the address where cards and statements will be sent:
  - Leave the default Group address chosen.
  - Click the button beside **Customize** and enter a address other than the default Group address.
- Click **Finish**.
- On the confirmation page, click **Close**.

► To create a user and card request

- Select **User and Card Request** from the **Create** menu and click **Go**.



- Follow steps 2 through 7 in the previous procedure to provide information for the user part of this procedure.
- Click **OK**.
- Edit fields in the *Update Request Details* screen for the card part of this procedure. Give special attention to the following fields:

**Emboss 1**—Confirm this entry, which by default is the first, middle, and last name of the user. The entry in this field will be embossed on the first line of the plastic card.

**Card Name**—Enter a nickname in this field if you want an additional identifier for the card used within the application.

**# of Cards**—Determine how many plastic cards will be mailed for the account. For a Ghost Card, which involves no physical plastic card, enter "0". Be sure, however, to contact your issuer directly for the card number.

**Activation Number**—Enter a 9-digit security that the issuing bank will request when inquiries are made about the card and when activating the card. The number could include the cardholder's Social Security Number, Employee ID, etc.

**Choose Profile**—Most Administrators will select a profile at this time, instead of deferring the task until after the card has been issued.

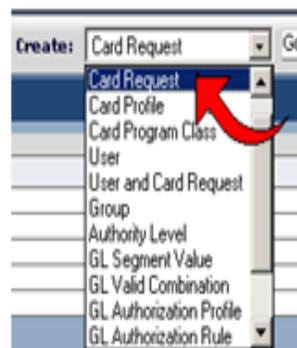
**GL Defaults**—Enter any GL codes that will, by default, be displayed in the GL segments associated with all transactions made with this card.

See the Administrator's Guide to review how the application assigns GL codes that have been mapped to several additional entities such as users, groups, and card profiles.

- When finished providing the card information, click **OK**.
- Verify that all information is correct on the resulting screen, and click **Finish**.

► To create a card request only

- Select **Card Request** from the **Create** menu and click **Go**.



- From the list of users that display, locate and check the box beside the user for whom you want to create the card request. (You may select multiple users).
- Click **Finish**.
- Follow steps 4 through 6 in the previous procedure.

## How do I change users' roles?

► To change user roles

1. Under the **Administration** section of your Navigation bar, click **Organization** and select **Users**.



2. A list of users will display, sorted alphabetically by Last Name.

Sort the list by any element indicated in a column heading by clicking directly on the column heading.

Toggle the sort order between ascending and descending order, by continuing to click the column name. Each time you click the sort order changes.

View the next page of items, by using the controls in the center of the screen: \*\*\*Page 1 of 3\*\*\*

Change the number of users displayed per page by using the drop-down in the center of the screen Show 100 per page

Narrow your viewable results by expanding the Filter menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the criteria of the filter.

3. Once you have found the user to modify, click the user's name to display information about the user in the Details section.
4. Click the **Roles** tab.



5. Add or remove a check to change any of the following roles.

**Program Administrator**—can perform all administrative and card maintenance tasks. See the Administrator's Guide for a detailed list.

**Accountant**—can review and edit all GL coding on transactions and reimbursement requests. The accountant may flag, dispute, or divide a transaction after the cardholder has signed off the transaction or after sweeping the transactions into the accountant work flow prior to cardholder signoff.

**Purchaser**—can receive approved purchase requests on behalf of other users. Once received, the purchaser may choose to complete, reject, or reassign the purchase request.

**Requester**—can create purchase requests for additional (incremental) funds.

**GL Coder**—can access and change GL codes on purchase requests, transactions, and reimbursement requests on their own cards or within their scope of management.

**Auditor**—can access and export all company reports and review all data for the entire organization.

## How do I send login information to users?

You may send the following system-related login information:

- Username Reminder
- Reset Password
- Welcome E-mail

- ▶ To send login related e-mail messages

1. Follow steps 1 through 3 in the procedure above titled *How do I change users' roles?*
2. In the Details section, several buttons will allow you to perform the appropriate function.

**User name Reminder**—Click [Send Username](#) to send a user information that will remind the user of the username.

**Reset Password**—Click [Change User Password](#) and specify a temporary password. To force the user to reset the temporary password once it has been used, you can either select the “force reset” option or specify that the temporary password be the same as the user’s username. Clicking Finish generates an email to the user with the message that the Administrator has updated the password.

**Welcome E-mail**—Click [Send “Welcome” Mail](#) if the user has deleted the welcome e-mail that is automatically generated when you create the user. This will re-send the initial link to log into the application.

### How do I handle a lost or stolen card?

Deactivate the card from within the application, by selecting the appropriate deactivation option and then contact the issuing bank to notify them that the card is considered lost or stolen.

Such a deactivated card is no longer usable or accessible within the application, but transactions that have already occurred will still post to the application.

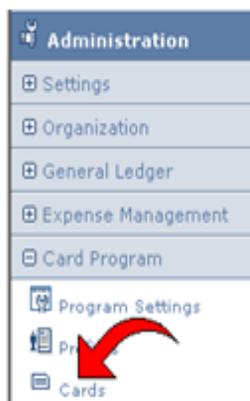
The account is left open so that the issuing bank can monitor card activity and ultimately generate a replacement card with the appropriate balances.

After the bank generates a replacement card, the account automatically closes within the application, and the new card will appear in the *Ready to Assign* queue. You can then assign the new card to the user and the appropriate card profile.

Do not request a replacement card for the deactivated card. Requesting a replacement card should only be used for replacing damaged cards because the resulting card will only replace the physical card not the original account.

- ▶ To Disable a lost or stolen card within the application

1. Under the **Administration** section of your Navigation bar, click **Card Program**, and select **Cards**.



2. A list of cardholders will display, sorted alphabetically by Card Name.
3. Sort the list by any element indicated in a column heading by clicking directly on the column heading.

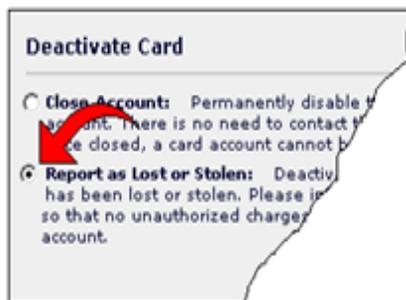
Toggle the sort order between ascending and descending order, by continuing to click the column name. Each time you click the sort order changes.

View the next page of items, by using the controls in the center of the screen: **\*\* Page 1 of 3 \*\***

Change the number of cardholders displayed per page by using the drop-down in the center of the screen **Show 100 per page**

Narrow your viewable results by expanding the **Filter** menu and choosing a filter. All entries will be filtered out of the list except for the ones that pertain to the filter chosen.

4. Click on the line to view the details of the card.
5. To mark the card as lost/stolen in the application, click [Deactivate](#).
6. Click the **Report as Lost or Stolen** option, and then click **OK**.



## How do I move a card to a different profile?

You may temporarily or permanently move a user's card to a different profile. This is the easiest way to modify the limits of the card without having to modify the attributes of a profile.

- ▶ To move a card to a different profile
- 1. Follow steps 1 through 4 of the previous procedure titled *How do I handle a lost or stolen card?*
- 2. At the bottom of the page, click **Move**.
- 3. Select the new profile from the list of available profiles and click **Finish**.
- 4. Choose whether you would like this change to be permanent, or if you would like the application to automatically return the card to its original profile on a specific date.

The card will automatically move back to its original profile at 3:30 a.m. Central on the date you specify for the return.

- 5. Click **OK**. The card immediately moves to the new profile, and all MCC (Merchant Category Code) blocking in the new profile are immediately effective.



- 3. Click **Edit** below the Details section.
- 4. Modify the date or click **Profile** to change the destination profile on the scheduled date.
- 5. When finished, click **Save**.

- ▶ To cancel a scheduled card move

- 1. Follow steps 1 and 2 in the procedure above titled "To edit a scheduled card move".
- 2. Click **Cancel**. The card will remain in its current card profile.

If you wish to remove a single card from a scheduled operation that contains multiple cards, you need to cancel the entire operation and schedule it again.

Note: A card may be included in more than one scheduled operation.

## How do I edit or cancel scheduled card moves?

- ▶ To edit a scheduled card move

- 1. Under the **Administration** section of your Navigation bar, click **Schedule**, and select **Scheduled Operations**.



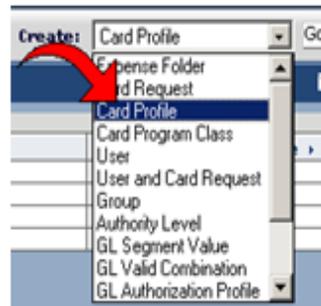
- 2. Review the card(s) affected in the scheduled move by selecting the scheduled move in the List section and then clicking the **Affected List** tab in the Details section.

## How do I create a new card profile?

You may create a card profile from scratch or by editing a copy of an existing profile.

- ▶ To create a card profile from scratch

- 1. From the **Create** menu, click **Card Profile** and then **Go**.



- 2. The resulting page is divided into sections. First enter the information requested in the General Information section.

**Name**—Try to incorporate relevant information in the name such as Credit Limit, Single Transaction Limit, etc.

**Bound to Group**—Leave the default setting of 'none' unless your organization uses this feature. In those cases, review the *Administrator's Guide* before modifying this setting.

3. Enter the information requested in the *Spending Controls* section.

**Credit Limit** is the maximum in spendable funds for a billing cycle.

**Discretionary Funds** are the base funds available for spend at any time.

**ATM Cash Limit Percentage** will only appear for companies licensed for the feature.

**Transaction Dollar Limit** is the maximum amount spendable in a single transaction.

**Reset Discretionary Funds** determines what action within the application will trigger the refresh of Discretionary funds. The default is "Cardholder" and "Immediately".

4. Enter information requested in the *Incremental Funds* Section. This section only displays to organizations using the purchase request feature.

**Incremental Buffer**—The percentage above the requested amount of the incremental funds that the user can spend

**Maximum Buffer Dollar Amount**—The dollar amount that the buffer cannot exceed

**Require all transaction to be attached to a purchase request**—If this box is checked, the cardholder will not be able to sign off a transaction if it is not attached to a purchase request.

**Max. number of days to maintain incremental funds...**—Number of days that may pass before purchase requests expire.

5. Enter information requested in the *Automated Reconciliation* section. These controls determine the conditions, if any, under which the application automatically signs off transactions.

**Automatically sign off all transactions below**—If you enter an amount in this field, when a transaction exceeds the limit specified, no other transactions for that user will be automatically signed off until the user manually signs off the transaction that exceeded the specified limit.

These controls also determine how the application will attempt to automatically match incoming transactions to purchase requests.

Never  One-to-one  Many-to-one

6. Adjust Merchant Category Code settings in the MCC Settings section. These settings specify whether the cardholder can purchase goods and/or services with the card at vendors in each of the standard 5 Merchant Category Code groups (MCCG). For each MCCG, you can select one of the following options:

- Permitted
- Prohibited
- Permitted with administrator notification

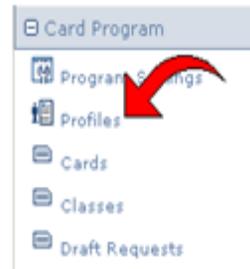
If your organization is setup with Custom MCCGs, they can also be added to a card profile

For each MCCG, you can also set the Standard Transaction Limit and Daily Transaction Limit allowed.

7. Click **OK** to save your profile settings.

► To create a profile from a copy of an existing profile

1. Under the **Administration** section of the Navigation bar, click **Card Program**, and select **Profiles**.



2. From the resulting list of profiles, click the name of a card profile in the List section to view profile information in the Details section.
3. Click **Copy** and enter a new name for the profile in the **New profile name** field.
4. Click **OK** to return to the previous screen with the new profile name now included in the List section.
5. Click the name of the new profile.
6. Click each tab in the Details section to review the profile attributes. When available, click **Edit** to edit those attributes in a popup screen.

Be sure to click **OK** or **Finish** after revising attributes in a popup screen to apply those revisions to the profile.

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## How do I process a card awaiting assignment?

When cards are created outside of the application, they need to be assigned to a user and a profile within the application.

Until a card is assigned, posted transactions will not show in reporting, nor will they enter your workflow.

A card awaiting assignment typically occurs when a card has been reported as lost/stolen to the issuer, and the issuer has generated a replacement card account. Notification of the new account is typically reported to the application the following day.

Although the replacement account has a temporary credit limit, it needs to be assigned in the application before the application can manage the credit limit and report card transactions to the application.

When a card needs to be assigned, new card account will be included in the "Assign" action items displayed on the *Home* page.

Action Required	Count	Type
Sweep		Transaction
Sign Off	3	Transaction
Close	1	Reimbursement
Assign	1	Card Request

► To assign a card

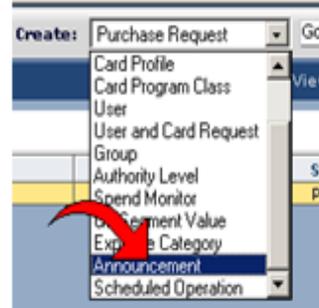
1. Under **Action Required** on the *Home* page, select the 'Assign' action to display all cards awaiting assignment.
2. Select a card and note the embossed name on the card in the Card Info tab of the details.
3. Click **Employee** to locate the name of the user to whom you want to assign the card. Typically this name matches the embossed name you noted in step 2.
4. Enter or confirm the Card Name.
5. Add any default GL codes in the fields provide.
6. Click **Save** to return to the previous page.
7. Click **Set Profile** and then select the appropriate card profile to which the card should belong.
8. Click **Finish** to return to the previous page.
9. Click **Activate** to execute the assignment and remove the card(s) from the 'Assign' queue.

If the card is a replacement for a card that has been reported as lost or stolen, at this point, you may want to confirm that the original card account has been cancelled within the application. This should have automatically occurred when the application received the replacement card from the bank.

## How do I create an announcement?

► To create an announcement

1. From the **Create** menu, select **Announcement** and click **Go**.



2. If applicable, enter an expiration date after which the announcement will not display during login.
3. Enter a maximum of 2000 characters for the text of your announcement and click **Save**.

All users will see the announcement the next time they login. The announcement will only display once (the next login only), unless you open and resave the announcement.

## How do I view or edit an announcement?

4. Under the **Tools** section of your Navigation bar, click **Communications** and select **Announcements**.



5. Click the line (not the check box) on which the announcement is displayed to view the current text of the announcement.
6. Modify any text you wish and then click **Save**.

## How do I cancel an announcement?

1. Under the **Tools** section of your Navigation bar, click **Communications**, and select **Announcements**

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- Click the check box beside the announcement you want to cancel.
- Modify any text you wish and then click **Expire**.

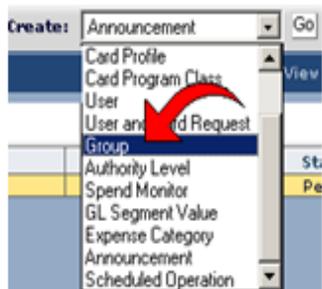
## Group Administration

Group administration includes creating groups, moving users among groups, and managing group officials.

### How do I create a new group?

► To create a new group

- From the **Create** menu, select **Group** and click **Go**.



- To select where the new group will reside in your organization structure, known as the **Group Membership**, click **Group** and find the parent group.



The new group will adopt the attributes of the parent group initially.

- Select the parent group and click **Finish** to return to the previous page.
- Enter the **Group Name** for the new group.
- Choose the **Routing Restrictions**, which will determine whether or not other groups can route Purchase requests to this group.

- Choose the roles that will by default be automatically applied to all users added to this group.
- Click **Next >>**.
- If the new group needs a different address than the default address, click **Customize** and enter the address.
- Click **Finish** to save the new group.

### How do I move a user to a different group?

► To move a user to a different group

- Under the **Administration** section of your Navigation bar, click **Organization**, and select **Users**.
- Use the filters to help locate the user(s) you want to move.
- Click the name(s) of the user(s) that will be moved.
- Click **Move**.
- From the *Select a Group* page, locate the new group and select the button beside the group.
- Click **Finish**.

### How do I change group officials?

You may add, edit, or remove an official from a group.

► To add a group official

- Under the **Administration** section of your Navigation bar, click **Organization**, and select **Groups**.
- Select a group from the resulting list.
- In the Details section, click the **Officials** tab. To **add** a new official for this group, click **Add**.
- Select an employee to add and click **Finish**.
- Add a checkmark to the appropriate group official roles to be assigned for this user and click **Finish**.

Group Owner—can edit the group approval rules and access detailed reports for the group, as well as any sub-groups. There can only be one owner per group.

Group Approver—(also referred to as managers) can approve or reject purchase requests submitted by group member, edit, signoff, or flag transactions, and approve or reject reimbursement requests from members of the group.

Group Proxy Reconciler—can reconcile transactions on behalf of any user in the group (including attaching transactions to a purchase request).

Group Proxy Requester—can create and submit purchase requests on behalf of any user in the group.

Scoped Accountant—can perform most tasks associated with the Accountant role, but only for users in the group or its sub groups. A Group Accountant cannot export transaction detail data or export/manipulate GL information.

Scoped Program Administrator—can perform most tasks associated with the Program Administrator role, but only for users in the group or sub groups.

Scoped Auditor—Scoped Auditors can access the dashboard summary and detailed reports for the group, as well as any sub-groups.

► To edit an official of a group

1. Under the **Administration** section of your Navigation bar, click **Organization**, and select **Groups**.
2. Select a group from the resulting list.
3. Click the **Officials** tab in the Details section.
4. Check the box next to the official you want to edit or delete.
5. Click .
6. Modify the group official's roles and click .

► To remove an official from a group

1. Under the **Administration** section of your Navigation bar, click **Organization**, and select **Groups**.
2. Select a group from the resulting list.
3. Click the **Officials** tab in the Details section.
4. Check the box next to the official you want to edit or delete.
5. Click .

## General Ledger Administration

A General Ledger (GL) code or a combination of codes are automatically or manually applied to each transaction to identify what part of your organization will be charged for the transaction.

GL Authorization Profiles restrict the allocation of transactions by a user or group to a specific set of GL combination values.

General Ledger Administration includes the following tasks:

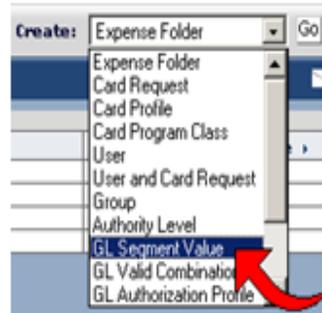
- Adding a GL value for a single segment
- Adding a valid GL combination
- Creating authorization profile

### How do I add a new GL segment value?

If one of the GL segments created for your organization during implementation is, for example, "Department", and your organization adds a new department, you may need to add a value for the new department.

► To add a new GL segment value

1. From the **Create** menu, select **GL Segment Value** and click **Go**.



2. Choose the **GL Segment** to which you want add the **value(s)**.
3. Enter the value and a short description in the fields provided.

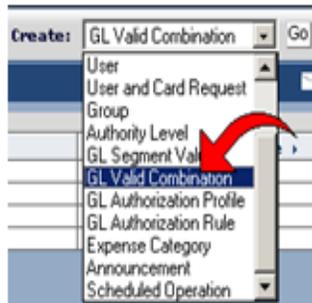


4. To add multiple codes, click **+Add Segment Value**. In the image above, the expanded segment menu blocks the view of the link.
5. When finished adding all values, click .

## How do I add a new GL combination?

► To add a new GL combination

1. From the **Create** menu, select **GL Combination** and click **Go**.



2. All the GL segments set up for your organization will display. Enter a combination of values horizontally and a description for the combination.

Unit	Dept	Acct Number
Value: <input type="text"/>	<input type="text"/>	<input type="text"/>
Description: <input type="text"/>		
<a href="#">[+]Add Combination</a>		

3. To add multiple combinations, click [\[+\]Add Combination](#).
4. When finished adding combinations, click .

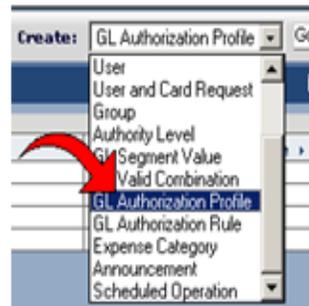
## How do I create a new Authorization Profile

Each GL Authorization Profile contains rules that define what values can be used in each of the GL segments:

- Any value
- Any segment value except
- Listed values

If "Dept" is a GL segment, and the departments differ per sites or branch of your organization, you might create an authorization profile for the Denver branch that includes a rule that lists values only for the Denver branch.

1. From the **Create** menu, select **GL Authorization Profile** and click **Go**.



2. Enter the name of the new Authorization Profile.

A screenshot of a dialog box titled 'Create a GL Authorization Profile'. It contains a text field for 'New Profile Name:' with the value 'Product Trainers'. Below it, there is a section 'Add a Rule to a Profile:' with three radio buttons: 'Add a Rule Later' (selected), 'A New Rule', and 'An Existing Rule'. At the bottom right, there are 'Save' and 'Cancel' buttons.

3. Click the appropriate button to indicate what you want to do about associating a rule to the profile:

Add a Rule Later—adds no rules to the GL Authorization Profile

A New Rule—allows you to create and add a rule to the profile

An Existing Rule—allows you to select an existing rule to the profile.

If you select **A New Rule**, an additional section displays.

A screenshot of the 'New Rule' section in the dialog box. It shows a 'New Rule Name:' field. Below it, there is a 'GL Segment:' dropdown menu with 'Dept' selected. Underneath, there are three radio buttons for 'Allow:': 'Any value', 'Any segment value except', and 'Listed values' (selected). A 'Find:' section contains a table with columns 'Value' and 'Description'. The table lists several values: 648001 (Supplies), 648002 (Central Marketing), 648003 (Central Distribution), 648004 (Distribution Training), and 648005 (Fleet Maintenance). There are 'Find', 'Clear', and '>>' buttons. At the bottom, there is a 'Value:' field and another '>>' button.

In the *New Rule* section, you will do the following:

- Enter the name of the new rule.
- Select a GL segment from the drop-down menu.
- Select an allowance option for the segment.
- If the option is anything other than **Any value** you will select the check boxes beside the values you

want to allow or exclude from use in the segment.  
(See allowance options below.)

**Any Value**—allows all values defined for the selected GL Segment

**Any Segment Value Except**—allow any value defined for the GL Segment except the values you check.

**Listed Values**—allow only the values defined for the GL Segment that you check.

Depending on your setup, you may have to set up rules for one or more GL Segments.

4. When finished with the authorization rule component of the profile, click **Save** to save the new Authorization Profile

### How do I assign an Authorization Profile

Once you have completed the creation of your GL Authorization Profiles and/or GL Authorization Rules, you can add them to your appropriate Users or Groups:

► To assign a GL Authorization Profile

1. Under the **Administration** section of your Navigation bar, click **Organization**, and select **Users** or **Groups**.
2. Select a user or group from the list section.
3. Click **GL Profile**, select the GL Authorization Profile for a single user or group.

You may select more than one user or group by selecting the Table view...

4. Click **Finish**.