

Kristen's Top 10 List

March 17, 2016

Bank
Merrill

10



Support:

Who to call & when

Quick tips for seamless service

COMPANY LEVEL SUPPORT

Include the following information

✓ Company Number

✓ Company Name

✓ Last 4 digits

✓ Embossed Line 1

✓ All requests must have PA signature in email body

✓ Emails should be sent to:

dedicated_card_east@bankofamerica.com

✓ Expedited Card Delivery need to be called in or emailed to the bank team by 12:00 pm ET



TECHNICAL HELP DESK

Include the following information

✓ Company Number

✓ Company Name

✓ Application (Works/Payment Center)

✓ User ID

✓ Details of the card / user / group / profile / report / transaction in question

✓ Content or screen shot of any error message

✓ Contact Phone Number



See handout in your folder

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Release Notes, Alerts & Announcements

Current Release

- Release 4.28 (January 20, 2018)

Previous Releases

- Release 4.27.1 (December 9, 2017)
- Release 4.27 (October 14, 2017)
- Release 4.26 (August 12, 2017)
- Release 4.25.0.1 (July 8, 2017)
- Release 4.25 (June 17, 2017)
- Release 4.24 (April 22, 2017)
- Release 4.23 (January 21, 2017)
- Release 4.22.1.1 (January 7, 2017)



Works® Release Notes



Works® Release 4.28

Notes Effective Date: January 20, 2018

Receipts

Enhancement	Description
39244 45339	<p>Program Administrators now have the option to require a receipt image prior to a transaction being signed off and/or based on a designated amount.</p>

A global Document Setting has been added that allows transaction sign off only when a receipt is attached and a purchase amount under a specific threshold has been set (**Administration > Configuration > Document Settings**). If the option is not set, acountholders or approvers can sign off on transactions.

Note: This enhancement does not apply to auto sign off.

The **Uploaded Receipt** column is now a hyperlink to the **Upload Receipt(s)** window. Clicking **Yes** or **No** in the column opens the Upload Receipt(s) window so that users can easily add or view receipts.

Advanced Filter	Internal Doc ID	Document	Account ID	Sign Off	Date P/ret	Date Purchased	Primary Acountholder	Purchase Amount	Uploaded Receipt	Vendor
08/01/2017 - 08/21/2017	102415871521	TXN08251488	8738	88	06/07/2017	06/06/2017	Cardholder, 88	216.00	Yes	00071029

Alerts

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

My Announcements

The Bank will be making an update to the Works Advanced Filter on July 10th. The new default will be 100 days.

Posted by your Program Administrator, Works Implementer, on June 29, 2017.

Works Announcements

[View All](#)

STAY UP TO SPEED! Read product news updates and check out new training videos on Card Assistant. C [Read more...](#)



Administration > Configuration > Announcements

Announcements

Updated By: Implementer, Works

Last Update Date: 06/29/2017 12:16

Announcement: The Bank will be making an update to the Works Advanced Filter on July 10th. The new default will be 100 days.

2000 Max Limit

Expiration Date: Do not expire

mm/dd/yyyy

Save

Cancel

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Enhancements

Works enhancements

New and noteworthy



➤ Verification ID improvements

- The ID can be up to 15 alphanumeric characters making it more flexible for your organization
- PAs can access all verification IDs on the Account Detail screen

➤ All new reports are restricted to a three year date range

- To run reports beyond three years, create a new report
- This enhancement helps improve performance, stability and processing time across the platform

➤ Program Administrators now have the ability to provide a temporary password to users in real time. Now when an Administrator resets the password for a user, the following occurs:

- During the reset process, an informational reminder displays to the Administrator; “Remind the user that their password can also be reset using the ‘Forgot your password’ functionality on the Login page.”
- The new password displays to the Administrator within the following confirmation message: “Password has been reset for <Login Name> to <Temporary Password>”.
- The temporary password email that is currently sent to the user will continue to be sent.

➤ Program Administrators now have the option to require a receipt image prior to a transaction being signed off and/or based on a designated amount.

- A global Document Setting has been added that allows transaction sign off only when a receipt is attached and a purchase amount under a specific threshold has been set (**Administration > Configuration > Document Settings**). If the option is not set, accountholders or approvers can sign off on transactions.

Simplify cardholder experience with custom PINs

As of May 2017

All new or replacement chip cards in the U.S. and Canada



Cardholders issued new or replacement cards in the U.S. or Canada cards can select their own 4-digit PIN



Conveniently call the activation number and follow voice prompts – new number 888.449.2273



Share verification ID with cardholders – it is required to activate card and change PIN, along with billing ZIP and phone number on file



Instructions are included in the card mailer; activation number printed on the sticker and back of card

Cardholders no longer receive PIN mailers

PINs can be viewed online through Global Card Access

PINs can be reset anytime by calling the number on the back of the card

Until an existing cardholder receives a reissued card, their current PIN remains the same

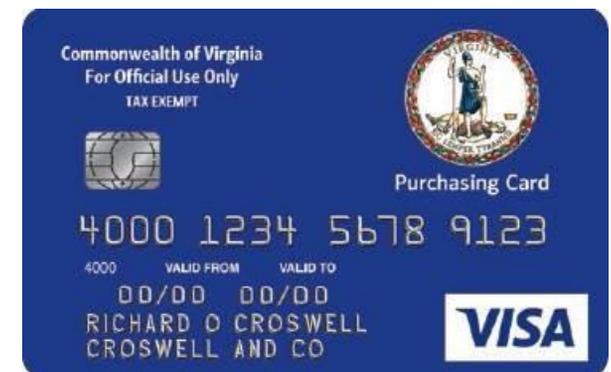


Chip and **PIN**

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Card Assistant



www.bofaml.com/cardassistant



Card Assistant
Your commercial card resource center



Stay up to speed on the dynamic environment of Commercial Cards and the tools you use to manage your program.

Get in touch with us

- [Headline News](#)
- [Tips and Tricks](#)
- [Card Education](#)
- [Webcast Replays](#)
- [Featured Content](#)

HEADLINE NEWS

Learn about new enhancements and developments that affect Bank of America Merrill Lynch cardholders and program administrators. Select your card type to begin.



INDUSTRY TRENDS



COMMERCIAL CARD



PREPAID CARD

TIPS AND TRICKS

Fraud Prevention Tip: Have your cardholders set up "Suspicious Activity" Alerts via text, email or phone to alert them when transactions occur outside their normal pattern.

Optimization Tip: What is your card-to-employee ratio? Perform a review to ensure that all employees who make purchases are provided cards, with appropriate controls in place.

CARD EDUCATION

Make the most of your Card Program Management Tools. Review the basics and learn a few shortcuts.



WORKS



GRAM



PREPAID CARD

RELATED PAGES

- [Industry Trends](#)
- [Commercial Card News](#)
- [Prepaid Card News](#)
- [Card Education](#)

Read about BofAML product enhancements and development

Quick tips for optimization and fraud prevention

Short, 3-5 minute videos, highlighting common questions on card management tools

Watch recent, topical presentations

Client success stories, thought leadership and solution overviews

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Works Training

Training Guides	Training Videos	Live Training	Release Notes
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Training Guides	Training Videos	Live Training	Release Notes
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The following guides are provided to assist you in learning how to perform various tasks

Training Manuals

Administrator's Guide

- Administrator's Guide (Entire Book)

User's Guide

- User's Guide (Entire Book)

Quick Reference Guides

Administrator

- Administration Configuration
- Allocation Profiles and Rules
- Creating Groups and Group Official Roles
- Creating Users
- Default Allocations and Combinations
- Segment Values and Accounting Settings
- HR File Integration Technical Requirements and Samples
- Managing Account Requests
- Managing Individual and Corporate Accounts
- Managing Groups and Group Official Roles
- Managing Spend Control Profiles
- Managing Users
- Receipt Imaging
- Works GL Upload Web Services
- Works Online Account Request
- Works Report Retrieval Services

Accountant

- Allocation Profiles and Rules
- Default Allocations and Combinations
- Segment Values and Accounting Settings
- Managing Purchase Requests for Accountants
- Managing Transactions for Accountants
- Works GL Upload Web Services

Manager

- Managing Purchase Requests for Approvers
- Managing Transactions for Approvers

User

- Completing an Online Account Request
- Creating And Managing Expense Reports
- Creating And Managing Reports
- Managing Purchase Requests for Accountholders
- Managing Purchase Requests for Purchase Requesters
- Managing Transactions for Accountholders
- Receipt Imaging
- Working with Reimbursement Requests
- Works ePayables QRG
- Works ePayables Terms and Definitions

Navigating Works New User Interface for Transitioning Cardholders

This video is designed for cardholders transitioning from their current user interface to the NEW Works user interface.

[Watch Now](#) (10 min)

Training Videos

The following videos are in Flash format, and include audio. Please set your speaker volume to a comfortable listening level.

The videos follow the processes for standard implementation, workflow and data validation. Your implementation or requirements may differ from these videos. Contact your administrator with any questions.

Videos are separated into two sections: [Training for All](#) and [Cardholders](#). Please watch the videos that apply to your role within the Works application.

Training for All

- Funding Accounts In Works
- Navigating Works
- Performing the Initial Login
- Creating Reports



Training for Cardholders

- Reconciling Transactions
- Reconciling Transactions with General Ledger
- Reconciling a Transaction with General Ledger Without Expense Reports
- Reconciling Transactions with Purchase Requests

Training Guides	Training Videos	Live Training	Release Notes
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Bank of America Training

Welcome to Bank of America Client Education. We provide the opportunity to attend a web-based training with a live instructor at your convenience.

Works Training

Obtain a complete comprehension of the Works application and learn how to utilize the available functions.

The following is a list of the available training or videos:

- [Administrators: Navigating Works](#)
- [Administrators: Creating and Maintaining Groups, Users, and Accounts](#)
- [Works and the Accountant](#)
- [General Ledger End to End](#)
- [Administrators: Understanding Accountholder and Approver Workflows](#)
- [Administrators/Accountants: Creating and Managing Reports](#)
- [Managing Purchase Requests for Purchase and Travel Card Programs](#)
- [Managing Your ePayables Program](#)
- [Reconciling Your ePayables Program](#)

Class logistics and format

All classes are delivered via WebEx, an easy-to-use web conferencing software. You will need to register for each class before attending.

Please plan to log into the workshop 10 minutes prior to the start time, in case you need to install the WebEx software.

Classes are attended by multiple clients, which gives you the advantage of hearing how other companies implement their programs and/or overcome internal challenges.

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**PROVIDER OF
PURCHASING/VIRTUAL PAYABLES
PROGRAMS BY VOLUME**

Nilson Report July 2017

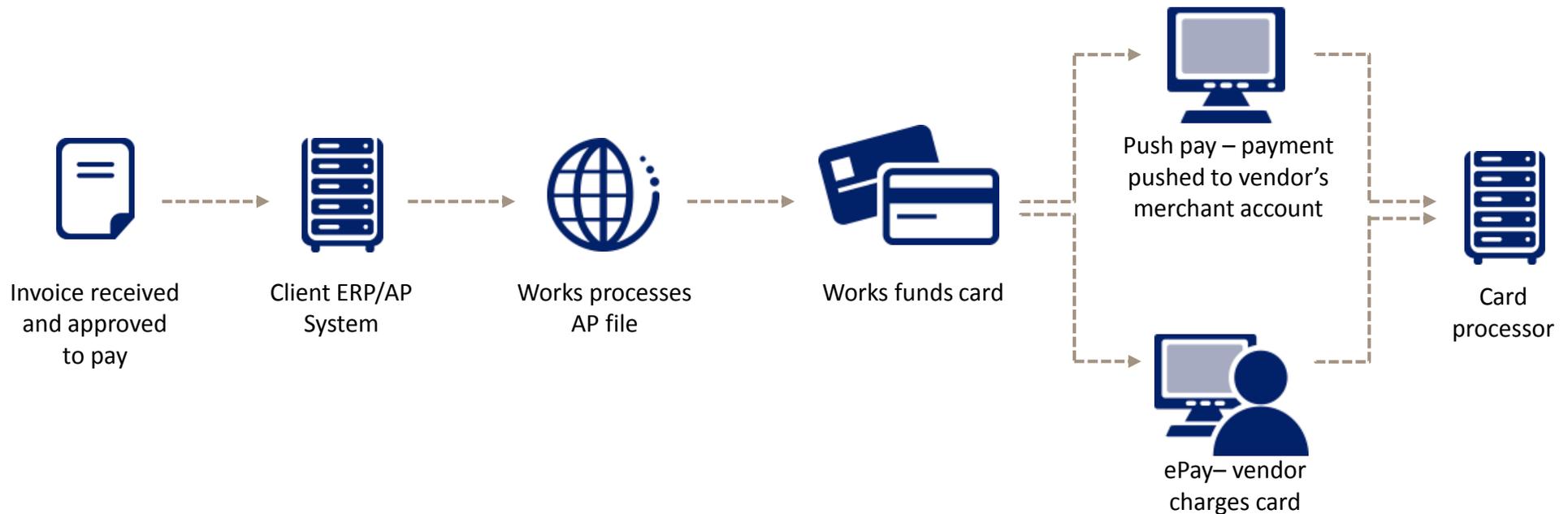
Virtual Payables

Electronic Accounts Payable - ePayables



- ❖ Referred to as Ghost Card – no plastic
- ❖ A form of electronic payment, using the card on the back end after matching PO and Invoice
- ❖ Can be one card per vendor or one card per payment
- ❖ Can send remittance information

How ePayables works



“The [ePayables] payment process is easy for us to use, more accurate, and more efficient than processing checks.”

Accounts Receivable Manager,
EMC Corporation



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Advanced Filters

Account Portfolio

<< In Scope Corporate

Advanced Filter

- **Account Status** - Active
 - Active
- + **Activation Status** - All
- + **Full Program Type** - All
- + **Corporate Account** - All

Search [Reset](#)



Transactions - Accountant

<< Pending Sign Off Open

Advanced Filter

- **Date** - 06/01/2017 - 12/31/20...
 - 06/01/2017 - 12/31/2017
 - Retain settings
- + **Group** - All
- + **Account** - All
- + **Corporate Account** - All
- + **Purchase Request** - All
- + **Amount Range** - All
- + **Dispute Status** - All
- + **Account Status** - All
- + **Allocation Complete** - All
- + **Allocation Valid** - All
- + **Allocation Authorized** - All
- + **AH Sign Off** - Show All
- + **APR Sign Off** - Show All
- + **Matched Status** - All

Search [Reset](#)

3

**DATA &
REPORTS**

Reports & Dashboard



Reports > Create

Create Report

* Category:

* Template:

- Audit
- Account
- Org
- Request
- Spend

Reports > Dashboard > Audit

COMMONWEALTH OF VIRGINIA

- ⊕ Account Activity
Actions ▾
- ⊕ Spend by Vendor
Actions ▾
- ⊕ Spend by Department - Business Unit
Actions ▾

Reports > Dashboard > Audit

COMMONWEALTH OF VIRGINIA

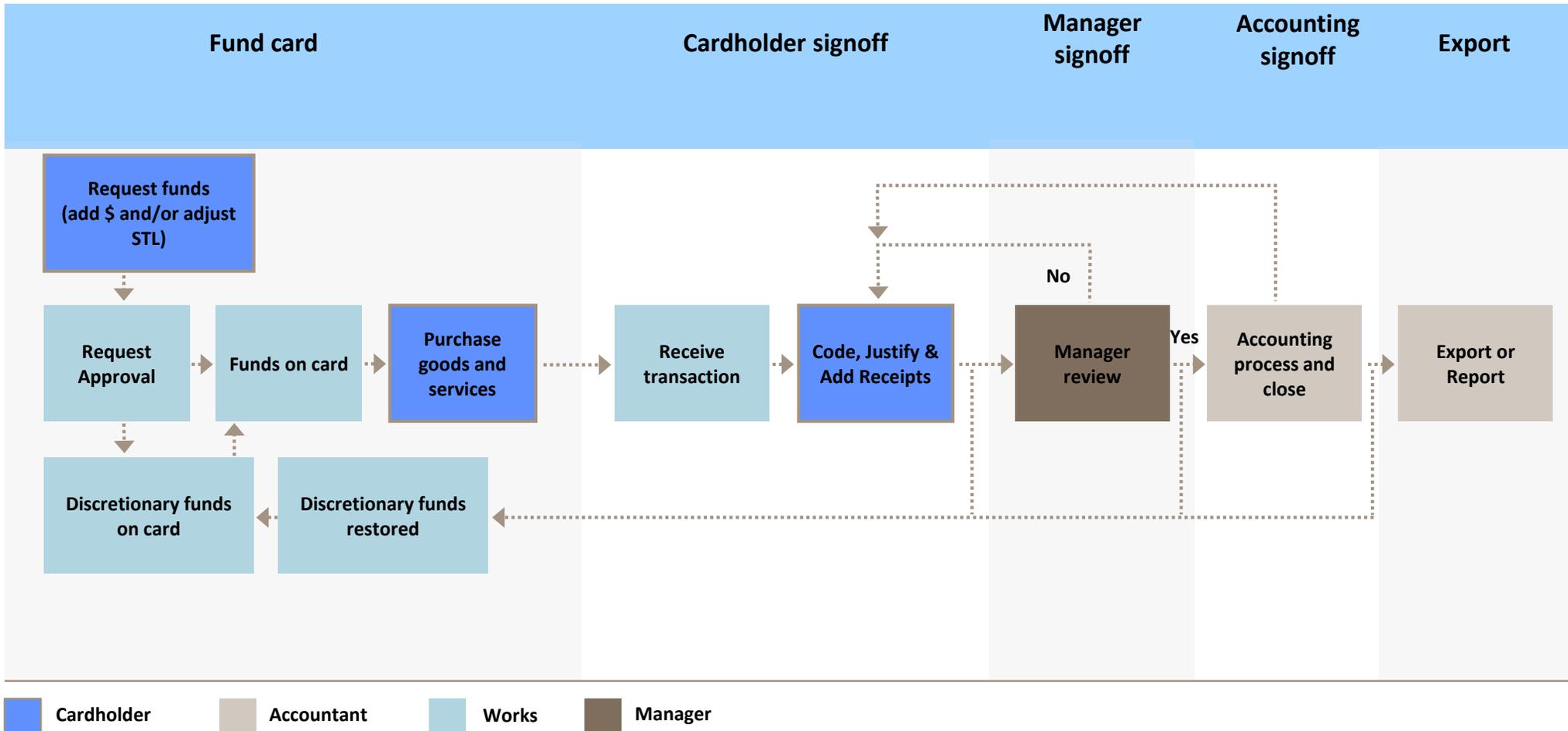
- ⊕ Account Totals
Actions ▾
- ⊕ Single TXN Limit Audit
Actions ▾

2



Best Practice: Online Recon

Works® configurable workflow Online Reconciliation



VISA IntelliLink

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Visa IntelliLink Compliance Management

Visa IntelliLink compliance management

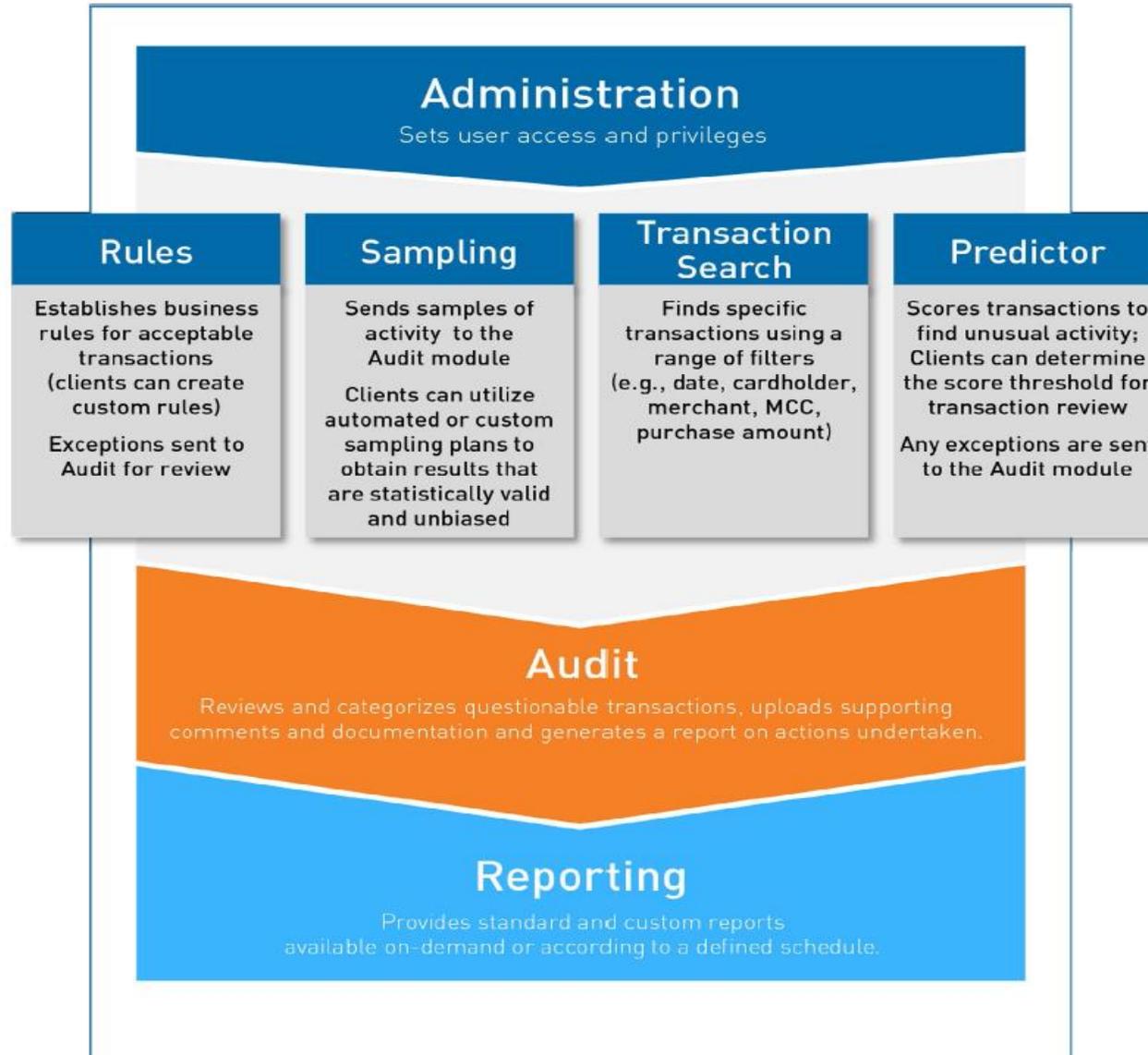
Protect and control your business with this state-of-the-art tool that helps you identify and take action against misuse and abuse early.



Another layer of protection and control

Improved compliance monitoring means that your businesses can run at the most efficient level possible. With Visa IntelliLink Compliance Management, an intuitive, web-based information-services application you gain easy, convenient access to information that can improve misuse detection and management.

Simply put, Visa IntelliLink Compliance Management is intended to add another layer of protection and control for your business so you can focus on the things that matter.



Did you think I was
done??????





A Few other things I wanted to mention...

- If you receive an audit request from DOA, please respond by the date specified in the request. Please include detailed information about the purchase.
- Monthly payments made to Bank of America. Are you habitually late each month? Is your payment being keyed correctly?
- Why can't I see Gold Cards in Works?
- For travel PA's only:
 - Which plastic type should you chose for IL cards?
 - Are you adding the detailed description filter on travel transactions

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