

## ACCOUNTHOLDER INSTRUCTIONS

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

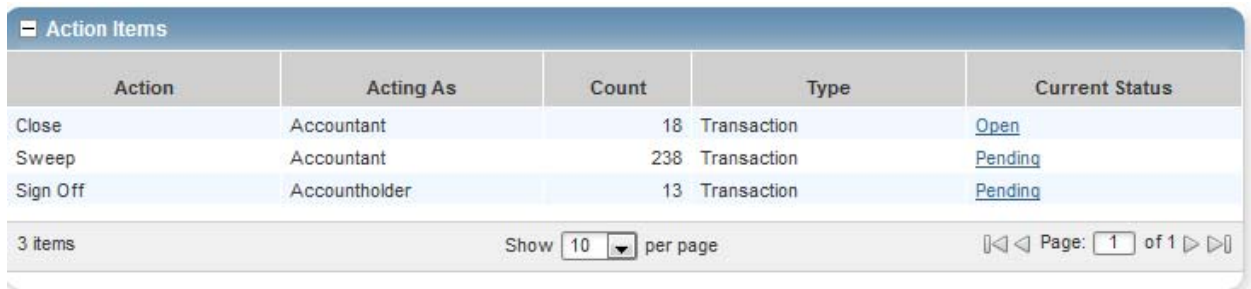
- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View Authorization Log

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.

### Allocate or Edit a Transaction and Enter a Description

#### Procedure:

1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link.

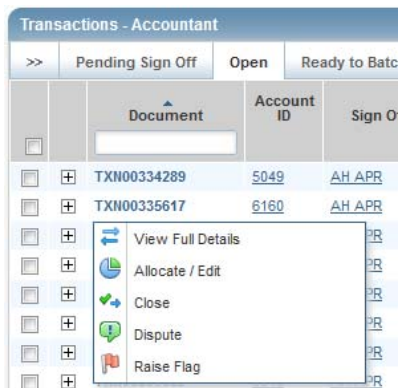


Action	Acting As	Count	Type	Current Status
Close	Accountant	18	Transaction	<a href="#">Open</a>
Sweep	Accountant	238	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>

3 items      Show 10 per page      Page: 1 of 1

These are the transactions ready for accountholder or approver sign off.

2. Click the desired **Document** number. A menu displays.



Document	Account ID	Sign O
TXN00334289	5049	AH APR
TXN00335617	6160	AH APR

Menu options for TXN00335617:

- View Full Details
- Allocate / Edit
- Close
- Dispute
- Raise Flag

3. Select **View Full Details**. The **Transaction Detail** screen displays.

4. Select the **Allocation & Detail** tab.

5. Select the **Allocation & Detail** tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated

- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object
- GL05: Agency/Reporting Category

6. To add additional lines of funding, click on the **Add** button and choose how many additional lines you need.

Allocation Details - TXN00337900 - SPORTS BUSINESS JOURNAL 08/05/2013 | Source Amount : 244.00 USD

Allocation Purchase Amount: 244.00    Allocation Total: 244.00 | 100%    Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: Transaction Code	GL02: Expense Code	GL03: PO Header	GL04: Purchase Order
<input type="checkbox"/>   <input type="checkbox"/>   <input type="checkbox"/>	244.00	subscription	AA 3 23030	8410	PO#:	

0 Selected | 1 item

Remove   Add ▾   Duplicate ▾

Reference & Tax

Refer	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Non-taxable Purchase	0.00	0.00	0.00	74078-5070

Adjust Amount

Transaction Detail - 5192 (BOOKS, PERIODICALS AND NEWSPAPERS)

Save   Close

- Fill in the amount, description, account number, and coding for the additional lines of funding.

Allocation Details - TXN00337900 - SPORTS BUSINESS JOURNAL 08/05/2013 | Source Amount : 244.00 USD

Allocation Purchase Amount: 244.00    Allocation Total: 244.00 | 100%    Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: Transaction Code	GL02: Expense Code	GL03: PO Header	GL04: Purchase Order
<input type="checkbox"/>   <input type="checkbox"/>   <input type="checkbox"/>	244.00	subscription	AA 3 23030	8410	PO#:	
<input type="checkbox"/>						

0 Selected | 2 items

Remove   Add ▾   Duplicate ▾

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Non-taxable Purchase	0.00	0.00	0.00	74078-5070

Adjust Amount

Transaction Detail - 5192 (BOOKS, PERIODICALS AND NEWSPAPERS)

Save   Close

- Click **Save**.
- In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.

TXN00378551 Source Amount: 21.75 USD Actions ▾

Purchase Amount: 21.75	Allocation Variance: 0.00	<input type="button" value="Sign Off"/> <input type="button" value="Raise Flag"/>
Post Date: 12/09/2013	Comp   Val   Auth: ✓   ✓   ✓	
Vendor Name: ICL TELECON IC	Sign Off History: <a href="#">AH</a>	
MCC: 5969 (DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED)		

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Transaction Allocation & Detail Dispute Receipts

Bank Transaction #: 24692163340000520698737	Account Nickname: GLYNIA WORLEY
CRI Reference:	Account ID: 7411
Vendor ID: <a href="#">72474000701573</a>	Accountholder: <a href="#">Worley, Glynia</a>
Vendor Address: GA, 31833	

Comments Add Comment

10. Click **Sign Off**. The **Confirm Sign Off** screen displays enter a description of the transaction.

**Confirm Sign Off** ✕

Sign off 1 transaction(s).

Comments:

11. Click **OK**.

12. This completes the procedure.

## Disputing a Transaction

**NOTE:**

- Accountholders will only be able to dispute their transactions
- Approvers/Managers/Supervisors will only be able to dispute for accountholders they have been assigned to approve, depending on the agency workflow configuration.
- Accountants will be able to dispute Accountholders transaction after the transaction has been swept.

**Procedure:**

To dispute a transaction, complete the following:

1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click on the **Pending** link.

Action Items				
Action	Acting As	Count	Type	Current Status
Close	Accountant	18	Transaction	<a href="#">Open</a>
Sweep	Accountant	238	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>

3 items      Show 10 per page      Page: 1 of 1

2. Click the desired **Document** number. A drop-down menu displays.

Transactions - Accountholder												
											Clear Filters	Columns
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp Val Auth	Allocation	Amount Allocated	
<input type="checkbox"/>	TXN00337900	3163	none	08/05/2013	08/01/2013	Eharis_Kristy	244.00	SPORTS BUSINESS JOURNAL	✓   ✓   ✓	AA 3 23030-3300 PO#:	244.00	
<input type="checkbox"/>	TXN00340129	3163	none	08/12/2013	08/08/2013	Eharis_Kristy	89.95	U-HAUL STILLWATER	✓   ✓   ✓	AA 3 23030-8071 PO#:	89.95	
<input type="checkbox"/>	TXN00340417	3163	none	08/13/2013	08/12/2013	Eharis_Kristy	64.50	DEARINGER PRINTING & TROP	✓   ✓   ✓	AA 3 23030-3030 PO#:	64.50	
<input type="checkbox"/>				08/14/2013	08/14/2013	Eharis_Kristy	11.25	COLLEGEBOARD SAT ONLN.	✓   ✓   ✓	AA 3 23030-5520 PO#:	11.25	
<input type="checkbox"/>				08/14/2013	08/12/2013	Eharis_Kristy	149.00	B&C BUSINESS PRODUCTS	✓   ✓   ✓	AA 3 23030-8200 PO#:	149.00	
<input type="checkbox"/>				08/14/2013	08/13/2013	Eharis_Kristy	1,658.00	UNISOURCE-SOUTHWEST	✓   ✓   ✓	AA 3 23030-3030 PO#:	1,658.00	
<input type="checkbox"/>				08/14/2013	08/13/2013	Eharis_Kristy	3,549.00	JOSTENS AR-USD	✓   ✓   ✓	AA 3 23030-3030 PO#:	3,549.00	
<input type="checkbox"/>				08/15/2013	08/14/2013	Eharis_Kristy	270.00	GETTY IMAGES	✓   ✓   ✓	AA 3 23030-3010 PO#:	270.00	
<input type="checkbox"/>				08/19/2013	08/16/2013	Eharis_Kristy	1,240.46	B&C BUSINESS PRODUCTS	✓   ✓   ✓	AA 3 23030-8200 PO#:	1,240.46	
<input type="checkbox"/>				08/19/2013	08/16/2013	Eharis_Kristy	94.45	J D YOUNG COMPANY	✓   ✓   ✓	AA 3 23030-3030 PO#:	94.45	

0 Selected | 12 Items      Show 10 per page      Page: 1 of 2

Buttons:

3. Click **Dispute**. The **Dispute Transaction** screen displays.

**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: 888-678-6046

**Transaction Details**

<b>Account Nickname:</b> KRISTY EHARIS	<b>Billing Close Date:</b> 08/20/2013
<b>Account ID:</b> 3163	<b>Purchase Date:</b> 08/13/2013
<b>Accountholder:</b> Eharis, Kristy	<b>Reference Number:</b>
<b>Phone:</b> (405) 744-7088	<b>Vendor Information:</b> DEARINGER PRINTING & TROP 405-3725503, OK 74074

**Dispute Details**

**Posted Amount:** 64.50

**Dispute Amount:** 64.50

**Reason for Dispute:** Select

**Comments:**

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

OK Cancel

4. Enter the **Dispute Amount**, if different from the purchase total.
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.

8. Click **OK**. The screen displays a confirmation message.
9. This completes the procedure.
10. NOTE: You must inform your agency LaCarte Program Administrators that you have a dispute

### Remove Flag

To remove a flag, complete the following:

1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.

The screenshot shows a table titled "Action Items" with the following data:

Action	Acting As	Count	Type	Current Status
	Accountant	1	Transaction	<a href="#">Flagged</a>
Close	Accountant	17	Transaction	<a href="#">Open</a>
Sweep	Accountant	237	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>

At the bottom of the table, it says "4 items" and "Show 10 per page". On the right, it says "Page: 1 of 1".

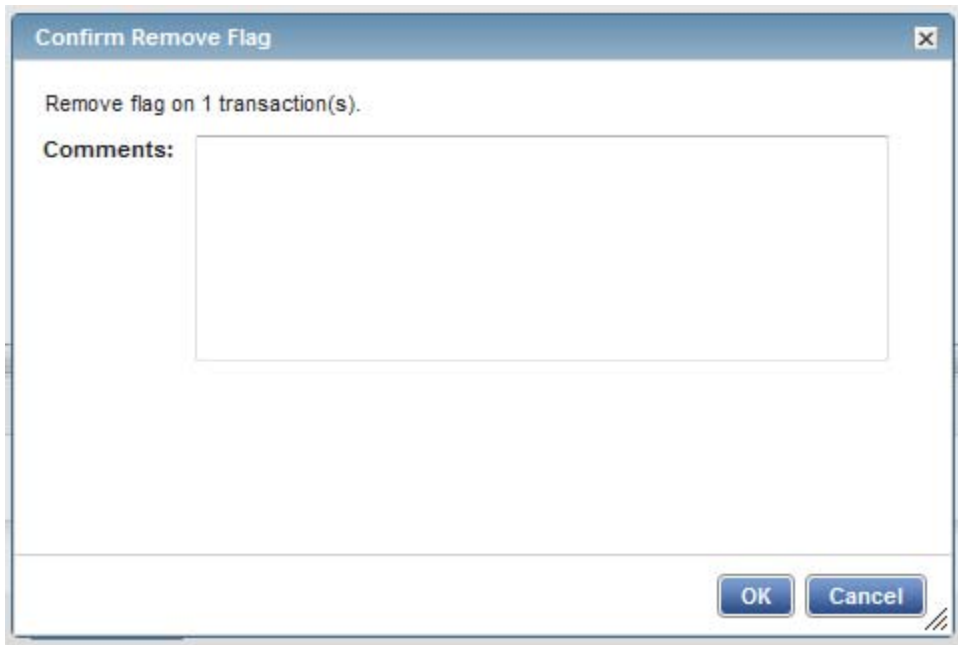
2. Select the check box for the **Document** you wish to “un-flag.” The action buttons at the bottom of the screen become enabled.

The screenshot shows a table titled "Transactions - Accountant" with the following data:

Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp Val Auth	Allocation	Amount Allocated
<input checked="" type="checkbox"/> TXN0035617	6160	AH APR	07/29/2013	07/28/2013	Gerit Todd	3,582.00	TELVENT	✓   ✓   ✓	AA 3 23050-8200 PO#: 251778	3,582.00

At the bottom of the screen, it says "1 Selected | 1 Item" and "Show 10 per page". On the right, it says "Page: 1 of 1". A "Remove Flag" button is visible at the bottom left.

3. Click **Remove Flag**. The **Confirm Remove Flag** window displays.



4. Enter a **Comment**. You will not be able to remove the flag unless you enter a comment.
5. Click **OK**.
6. This completes the procedure.



## ATTACHING A RECEIPT INSTRUCTIONS

This guide provides information needed to upload a receipt from your desktop or a stored receipt and attach to a transaction.

1. Click Expenses Click Expenses > Expense Reports > Owner.

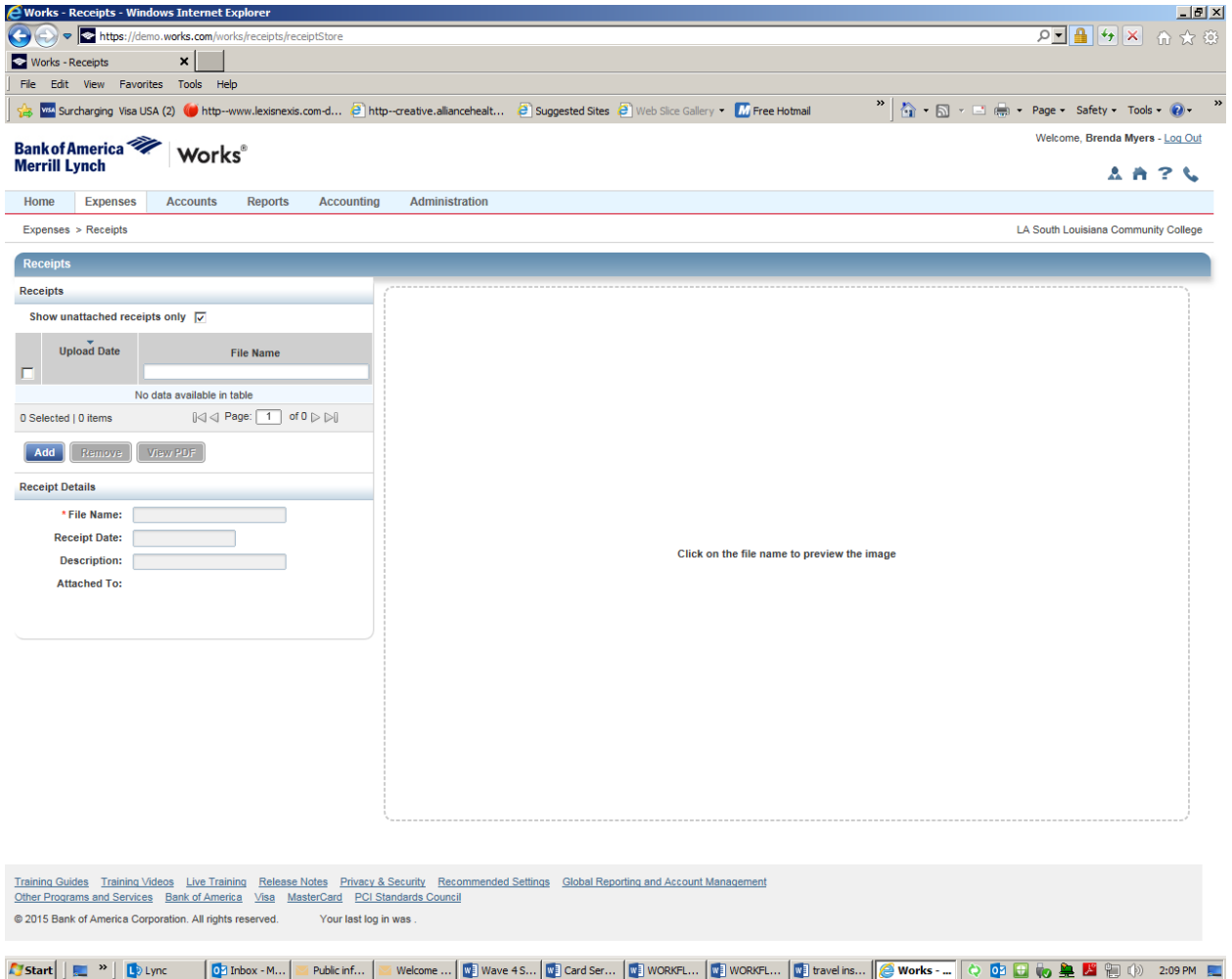
### Procedure:

13. On the **Home Page** click Expenses>Receipts, click on the **Pending** link.

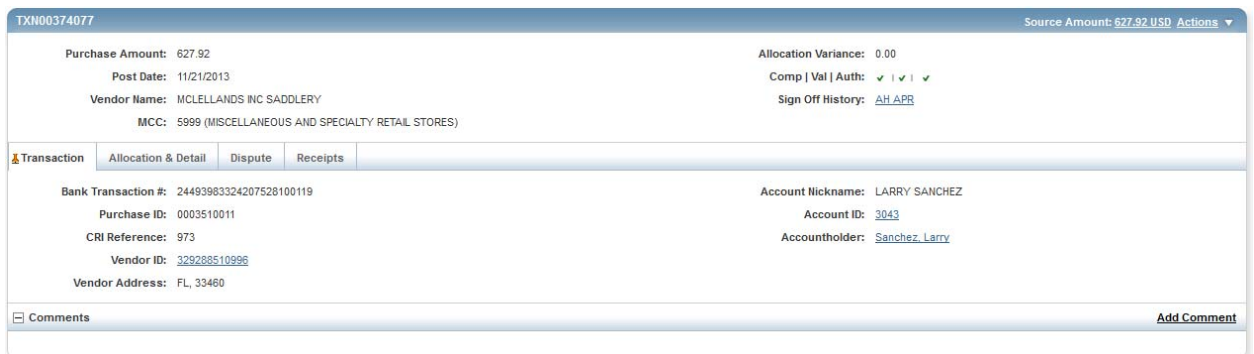
The screenshot shows the Bank of America Works interface. The top navigation bar includes Home, Expenses, Accounts, Reports, Accounting, and Administration. The 'Expenses' menu is expanded, showing options like Transactions, Reimbursements, Expense Reports, Purchase Requests, Receipts, Batches, and Scheduled Actions. The 'Receipts' section is active, displaying a table with columns: Acting As, Count, Type, and Current Status. A single transaction is listed with a count of 18 and a status of 'Pending'. Below this is an 'Accounts Dashboard' with a table for 'Account Portfolio' showing account names, IDs, credit limits, current balances, and available credits. The footer contains various links and a copyright notice for 2015 Bank of America Corporation.

This screenshot shows the Windows taskbar and the address bar of the Internet Explorer browser. The address bar displays the URL 'https://demo.works.com/works/receipts/receiptstore'. The taskbar includes the Start button, a search bar, and several open applications: Lync, Inbox - M..., Public inf..., Welcome..., Wave 4 S..., Card Ser..., WORKPL..., WORKPL..., travel ins..., and Works - ... The system tray shows the time as 2:06 PM.

14. Click Add.



15. Select **View Full Details**. The **Transaction Detail** screen displays.



16. Select the **Allocation & Detail** tab.

TXN00374077 Source Amount: 627.92 USD Actions

Purchase Amount: 627.92 Allocation Variance: 0.00

Post Date: 11/21/2013 Comp | Val | Auth: ✓ | ✓ | ✓

Vendor Name: MCLELLANDS INC SADDLERY Sign Off History: [AH APR](#)

MCC: 5999 (MISCELLANEOUS AND SPECIALTY RETAIL STORES)

Transaction Allocation & Detail Dispute Receipts

Allocation Purchase Amount: 627.92 Allocation Total: 627.92 | 100% Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: Transaction Code	GL02: Expense Code	GL03: PO Header	GL04: Purchase Order	Category
✓   ✓   ✓	627.92	Western Tack and Equipment	AA 3 23290	3660	PO#:	D4253209	(unspecified)

0 Selected | 1 item

Remove Add Duplicate

Reference & Tax

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Sales Tax Included	627.92	0.00	0.00	74078-5070

Adjust Amount

Transaction Detail - 5999 (MISCELLANEOUS AND SPECIALTY RETAIL STORES)

Save

17. Select the **Allocation & Detail** tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated

- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object
- GL05: Agency/Reporting Category

18. To add additional lines of funding, click on the **Add** button and choose how many additional lines you need.

Allocation Details - TXN00337900 - SPORTS BUSINESS JOURNAL 08/05/2013 | Source Amount : 244.00 USD

Allocation Purchase Amount: 244.00 Allocation Total: 244.00 | 100% Variance: 0.00

Comp Val Auth	Value Amount	Description	GL01: Transaction Code	GL02: Expense Code	GL03: PO Header	GL04: Purchase Order
✓   ✓   ✓	244.00	subscription	AA 3 23030	8410	PO#:	

0 Selected | 1 item

Remove Add Duplicate

Reference & Tax

Refer	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Non-taxable Purchase	0.00	0.00	0.00	74078-5070

Adjust Amount

Transaction Detail - 5192 (BOOKS, PERIODICALS AND NEWSPAPERS)

Save Close

19. Fill in the amount, description, account number, and coding for the additional lines of funding.

Allocation Details - TXN00337900 - SPORTS BUSINESS JOURNAL 08/05/2013 | Source Amount : 244.00 USD

**Allocation** Purchase Amount: 244.00 Allocation Total: 244.00 | 100% Variance: 0.00

Comp/Val/Auth	Value Amount	Description	GL01: Transaction Code	GL02: Expense Code	GL03: PO Header	GL04: Purchase Order
<input checked="" type="checkbox"/>   <input checked="" type="checkbox"/>   <input checked="" type="checkbox"/>	244.00	subscription	AA 3 23030	8410	PO#:	

0 Selected | 2 items

[Remove](#) [Add](#) [Duplicate](#)

**Reference & Tax**

Reference	Tax Status	Goods & Services	Tax Total	Use Tax	Shipping ZIP
	Non-taxable Purchase	0.00	0.00	0.00	74078-5070

Adjust Amount

**Transaction Detail - 5192 (BOOKS, PERIODICALS AND NEWSPAPERS)**

[Save](#) [Close](#)

20. Click **Save**.

21. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.

TXN00378551 Source Amount: 21.75 USD **Actions**

Purchase Amount: 21.75 Allocation Variance: 0.00

Post Date: 12/09/2013 Comp | Val | Auth:  |  |

Vendor Name: ICL TELECON IC Sign Off History: [AH](#)

MCC: 5969 (DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED)

**Transaction** [Allocation & Detail](#) [Dispute](#) [Receipts](#)

Bank Transaction #: 24692163340000520698737 Account Nickname: GLYNIA WORLEY

CRI Reference: Account ID: [7411](#)

Vendor ID: [724740000701573](#) Accountholder: [Worley, Glynnia](#)

Vendor Address: GA, 31833

**Comments** [Add Comment](#)

22. Click **Sign Off**. The **Confirm Sign Off** screen displays enter a description of the transaction.



23. Click **OK**.

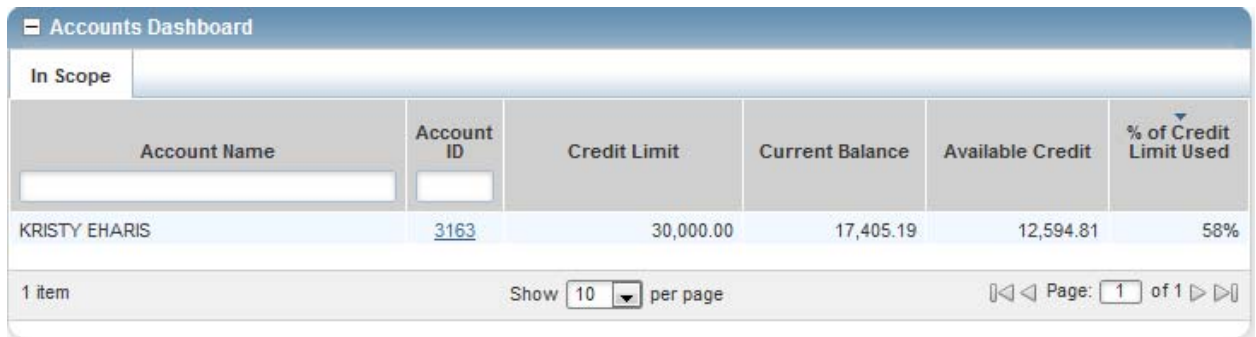
24. This completes the procedure.

## VIEW AUTHORIZATION LOG

The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page, Accounts Dashboard**, click on the last 4 digits of your account ID.

**NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.**



The screenshot shows the 'Accounts Dashboard' with a table of account information. The table has columns for Account Name, Account ID, Credit Limit, Current Balance, Available Credit, and % of Credit Limit Used. The data row shows KRISTY EHARIS with Account ID 3163, a credit limit of 30,000.00, a current balance of 17,405.19, and 58% of the credit limit used. Below the table, there is a pagination control showing '1 item', 'Show 10 per page', and 'Page: 1 of 1'.

Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
KRISTY EHARIS	<a href="#">3163</a>	30,000.00	17,405.19	12,594.81	58%

2. Click on the **Actions** link in the upper right corner.



The screenshot shows the 'Account Summary' for KRISTY EHARIS (3163). The account details are: Account Nickname: KRISTY EHARIS, Account ID: 3163, Primary Accountholder: [Eharis, Kristy](#), Available Credit: 12,594.81, and Current Balance: 17,405.19. There is an 'Actions' dropdown menu in the top right corner.

Account Nickname: KRISTY EHARIS	Available Credit: 12,594.81
Account ID: 3163	Current Balance: 17,405.19
Primary Accountholder: <a href="#">Eharis, Kristy</a>	

3. Click **View Auth Log**.



The screenshot shows the 'View Auth Log' option selected in the 'Actions' dropdown menu. The account details are the same as in the previous screenshot.

Account Nickname: KRISTY EHARIS	Available Credit: 12,594.81
Account ID: 3163	Current Balance: 17,405.19
Primary Accountholder: <a href="#">Eharis, Kristy</a>	

4. The next screen will be your **Authorization Log**.

Authorization Log - KRISTY EHARIS (3163)							
Current Balance: 17,405.19		ATM Cash Limit: 0.00		Available Funds: 8,923.00			
Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
08/19/13 15:12:13 EDT	GILMAN GEAR	5046	\$3,671.39	Authorized	063922		
08/15/13 11:51:01 EDT	BERTREM PRODUCTS	5085	\$4,850.00	Authorized	030297		