

As an Accountholder, you are responsible for reconciling your transactions. The reconciliation process can vary based on your organization's policies but generally includes the following actions:

- Reviewing the transaction details.
- Editing the general ledger allocation of the purchase, if authorized to do so.
- Indicating whether you have a physical receipt for the purchase. Your organization may be required by law to maintain physical records of expenditures over a certain amount.
- Attaching the transaction to a preapproved purchase request if your organization uses a preapproval process.
- Signing off on the transaction within Works to indicate you have reviewed the transaction.

## 1 Mass Allocating one or more Transactions

To allocate one or more transactions, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays.
  - Select the **Flagged** tab, if needed.
  - Multiple transactions cannot be allocated from the **Signed Off** tab.
2. Select the check box for each **Document**.
3. Click **Mass Allocate**.
4. Enter an allocation code in each **GL#** box.

**Note:** If you are restricted to using predefined codes, click the browse icon (🔍) to select a code from the allocation list.

5. Select an option from **Empty Segment Field(s)**:
  - **Retain original codes(s)** - maintains the current value if a GL segment is left blank when allocating.
  - **Delete original codes(s)** - replaces the current value with a blank field if a GL segment is left blank when allocating.
6. Click **OK**. A confirmation message displays.

## 2 Allocating or Editing a Transaction

To allocate a transaction, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays.
  - Select the **Flagged** tab, if needed.
  - From the **Signed Off** screen, a transaction may be allocated/edited only if it has been flagged.
2. Click the desired **Document** number. A menu displays.
3. Select **Allocate / Edit**. The Allocation Details screen displays.

4. Complete the following, as needed:

### Add an allocation line

- Click **Add**. A drop-down menu displays.
- Select the number of allocation lines to add.

### Remove an allocation line

- Select the check box beside the allocation line to be removed.
- Click **Remove**. The line(s) are removed.

### Duplicate an allocation line


- Select the check box beside the allocation line to duplicate.
- Click **Duplicate**.
- Select the number of lines to add. The new line(s) are added and contain the allocation information from the original line.

### Edit Allocation Information

- Select an option to allocate by from the **Value** drop-down menu.
- Enter the amount or percentage of the total purchase to be allocated in the **Value** text box.

**Note:** As allocation amounts/percentages are edited, other allocation lines may need to be edited to maintain a 100% **Allocation Total**.

- Enter text in **Description** for the allocation line, as needed.
- Enter an allocation code in each **GL** text box to identify how the segment will be allocated.

**Note:** If restricted to using predefined codes, click the search icon (  ) to select a code from the allocation list.

- Select an option from the expense **Category** drop-down menu, as needed.
- Enter a comment in the **Note** field, if required.

**Note:** To view all Allocation columns, you may need to use the scroll bar.

### Edit Reference & Tax information

- Click the expand icon (+) next to **Reference & Tax**. The Reference & Tax fields display.
- Enter comments in the **Reference** text field.
- Select the desired option from the **Personal** drop-down menu, if applicable.
- Select the desired option from the **Tax Status** drop-down menu:
  - **Subject to Use Tax** - Items purchased are subject to use tax, but it has not been applied. For example, if the items were purchased from another state that did not collect tax on the items, this option may be selected.
  - **Non Taxable Purchase** - Items in the transaction are not subject to either sales or use tax.
  - **Sales Tax Included** - Items in the transaction are subject to sales tax, and sales tax has been applied (tax has been applied and remitted by the merchant).
- Enter the **Goods & Services** amount, if needed.

**Note:** Select the **Adjust Amount** check box to activate the **Goods & Services** field, if needed.

### 5. Complete one of the following:

- Click **Save**. The allocation fields update.
- Click **Save and Allocate Next** to save the current edits and load the next transaction for editing.



**Important:** Using the Save and Allocate Next button loads the next transaction within the Transactions table. Users can first filter and sort the table list to get to the transactions they want to allocate, and the “Next” feature will move down that list one transaction at a time.

## 3 Managing the Receipt Status of a Transaction

To manage the receipt status, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays.
2. Select the check box for each **Document**.
3. Click **Receipt**. The Receipt screen displays.
4. Select the desired receipt status option.
5. Enter **Comments**, as needed.
6. Click **OK**.

## 4 Dividing a Transaction

To divide a transaction, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays.
2. Click **Document** of the transaction. A drop-down menu displays.
3. Click **Divide**. The Divide Transaction screen displays.

Parts	New TXN Number	Value
2 x		Amount
1	TXN00005887-A	
2	TXN00005887-B	

Remaining: 3,077.68

OK Cancel

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

**Important:** The divided transaction displays as multiple transactions within the screen. The original transaction number is retained with a letter assignment for each divided entry.

## 5 Disputing a Transaction within Works

The process to dispute a Transaction online in Works is available only if your organization is licensed to use this feature. If your organization is not licensed to use the dispute feature, you must contact Bank of America Merrill Lynch about the dispute.

**Important:** To dispute a transaction that is more than 60 days old, call Bank of America Merrill Lynch at 800-673-1044.

To dispute a transaction within Works, complete the following:

1. Click **Expenses > Transactions > Accountant**. The Pending Sign Off screen displays.

**Note:** You can also dispute a transaction from the Flagged and Signed Off tabs.

2. Click **Document** of the transaction. A drop-down menu displays.
3. Click **Dispute**. The Dispute 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  
P.O. Box 53191  
Phoenix, AZ 85072-3191  
Phone: 800-673-1044 Fax: 888-678-6046

**Transaction Details**

Account Nickname: Smith, John      Billing Close Date: 09/22/2016  
Account ID: 1234  
Accountholder: Smith, John      Purchase Date: 08/23/2016  
Phone: 555-123-4567      Reference Number:  
Vendor: ABC Company  
Information: 123 Main Street  
Anywhere, US

**Dispute Details**

Posted Amount: 169.99  
Dispute Amount: 169.99  
Reason for Dispute: Select  
Comments:

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

OK Cancel

4. In the **Dispute Details** section, complete the following:
  - Enter the **Dispute Amount**, if needed.
  - Select the **Reason for Dispute** from the drop-down menu.
5. Select the check box, **I have examined the charge(s) made to my account and wish to dispute the transaction**.

**Important:** If the check box is not selected, **OK** does not become activated.

6. Click **OK**. A confirmation message displays.

**Note:** If the Dispute Submitted column is displayed, the selected transaction displays an **X**.

## 6 Removing Flags

Flags indicate transactions needing attention. Once the transaction is reviewed and action taken, the flag is removed.

To remove one or more flags, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays by default.
2. Click **Flagged**. The Flagged screen displays.
3. Select the check box for each **Document**.
4. Click **Remove Flag**.
5. Enter **Comments**, as needed.
6. Click **OK**. The Flagged screen displays a confirmation message, and the transaction no longer displays on the Flagged screen.

## 7 Attaching a Transaction to a Purchase Request

To attach one or more transactions to a purchase request, complete the following:

1. Click **Expenses > Transactions > Accountholder**.
  - Click the **Signed Off** tab for signed off documents or click the **Flagged** tab for flagged documents, as needed.
2. Select the check box for each desired **Document**.
3. Click **Attach**. The Select a Purchase Request menu displays.

**Note:** The **Select a Purchase Request** menu lists all approved purchase requests eligible to be attached to the transaction.
4. Clear the **Show only open requests** check box, as needed.

**Note:** You can attach the transaction to a purchase request, regardless of whether the request is open or closed.
5. Select a purchase request.
6. Select the check box, **Close Purchase Request & sign off all attached transactions**, to close the request selected and sign off on all other transactions that are currently attached to the request, as needed.
7. Click **OK**. A confirmation message displays.

## 8 Adding Transactions to an Expense Report

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

To add one or more transactions to an expense report, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays.
2. Select the check box for each **Document** to be added.
3. Click **Add to Expense Report**.
4. Complete one of the following:
  - Add to an existing report**
    - Select **Existing Expense Report** from the **Add expense documents to** menu, as needed.
    - Select the **Expense Report Name**.
    - Select **Signoff on report and all expense report documents**, if needed.
    - Click **OK**. A confirmation message displays.
  - Add to a new report**
    - Select **New Expense Report** from the **Add expense documents to** menu.
    - Enter an **Expense Report Name**.
    - Enter a **Description**.
    - Select **Signoff on report and all expense report documents**, if needed.
    - Click **OK**. A confirmation message displays.

## 9 Signing Off on Transactions

To sign off on one or more transactions, complete the following:

1. Click **Expenses > Transactions > Accountholder**.
2. Select the check box for each desired **Document**.
3. Click **Sign Off**. The Confirm Sign Off screen displays.
4. Enter **Comments**, if desired.
5. Click **OK**. A confirmation message displays.