

Introduction to Global Card Access (GCA)

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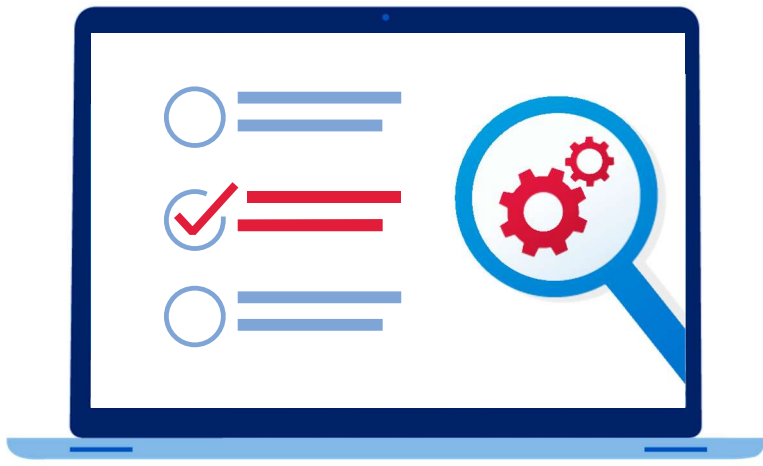
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Session Objectives

- Log in to Global Card Access (GCA)
- Re-Send Welcome Email
- Register as a new user
- View balances and account details
- Self-register additional card / billing accounts
- Manage users
- Setup and maintain the Account Request process
- Access helpful resources
- Access statements and payments
- Understand the Cardholder functions, including:
 - The Cardholder dashboard
 - Lock and unlock card accounts
 - Setup maintain alerts
 - Maintain one's user profile
 - View and change PIN



What is Global Card Access (GCA)?

Global Card Access is Bank of America's Single Point of Access online card management tool that gives you and your Cardholders access to card information whenever, wherever and however you need it.

As a Program Administrator, you'll be able to view your global account dashboard, manage your Cardholders, view your current statements (up to 12 months of historical statements) and make payments to your corporate account.

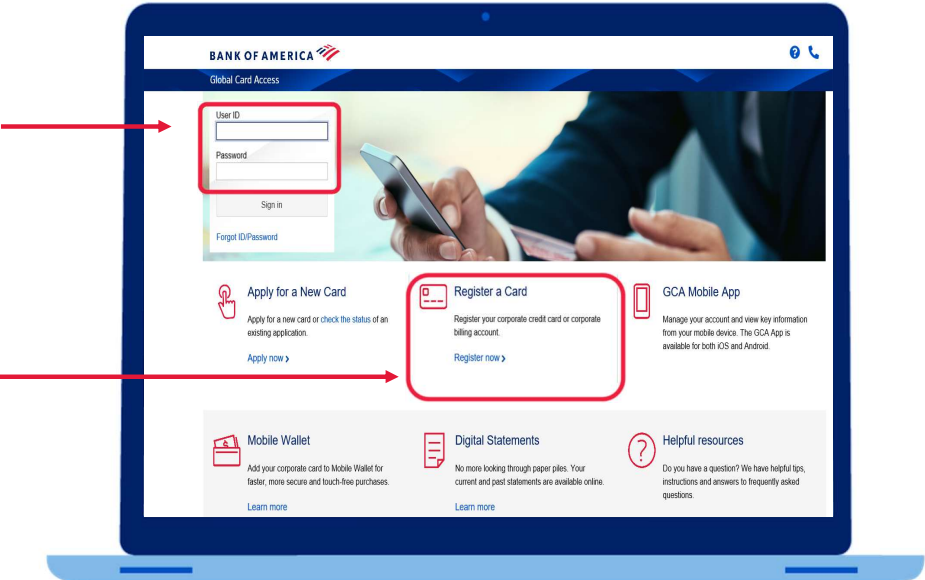
Cardholders will have access to features such as checking their credit limit, balance, available credit, along with View/Change PIN, Lock/Unlock Card, Alerts, Statements, Address on File and Transactions for added convenience and security.



Logging in to Global Card Access (GCA)

You, as a Program Admin, may already have a GCA user profile which would have been initiated by receipt of a Welcome Email. If you received the email and established yourself in GCA, enter your login credentials here. If you did not receive the email or did not action the steps in the Welcome Email, we'll discuss how to re-send later in the presentation.

Note that the only time a User should self-register is highlighted in the below table. If applicable, to register, the User will click 'Register now'.



Depending on how you use our Tools will depend on how you and your Cardholders access GCA. Here is a chart outlining each option:

Tool*	Single Point of Access Established for your Company?	Cardholders logging into Tool?	How Users Gain Access to GCA	How Program Admins (PA) Gain Access to GCA
GRAM	Yes	Yes	After establishing the User Profile in GRAM, next day the User will receive a Welcome to GCA email. Users should click on link in email within 60 days of receipt to gain access to GCA.	After being set up as a Program Admin (CPA) in GRAM, next day the CPA will receive a Welcome to GCA email. CPA should click on link in email within 60 days of receipt to gain access to GCA.
GRAM	Yes	No	Cardholder would need to self-register in GCA	
Works	Yes	Yes	After establishing the User in Works, the User will receive a Welcome to GCA email (within minutes). Users should click on link in email within 60 days of receipt to gain access to GCA. Users should not self-register as this will cause a duplicate record in GCA.	After being set up as a Program Admin (CPA) in Works, next day the CPA will receive a Welcome to GCA email. CPA should click on link in email within 60 days of receipt to gain access to GCA.
Works	Yes	No	Cardholders would need to self-register in GCA. Program Admins would receive a Welcome to GCA email.	
Works	No	Yes	Cardholders/Program Admins would need to self-register in GCA	After being set up as a Program Admin (CPA) in Works, next day the CPA will receive a Welcome to GCA email. CPA should click on link in email within 60 days of receipt to gain access to GCA.
Works	No	No	Cardholders/Program Admins would need to self-register in GCA	
No Tool	N/A	N/A	Cardholders/Program Admins would need to self-register in GCA	



*If you have both Works and GRAM and are unsure, please contact Card Digital Services.

Sample Welcome to Global Card Access Email (Program Admin)

Welcome to Global Card Access, <User First Name>!

<BofA Tool> is now available through your Global Card Access login, consolidating your program and account management tools into one home with one set of credentials.

Your Global Card Access User ID is: <recipient_username>

Complete your registration by setting your password and security questions: <GCALink>

Please bookmark www.bankofamerica.com/globalcardaccess as your new login page for all card management activities.

Global Card Access provides Program Administrators and Cardholders with access to a full suite of card management functionality (as permitted by their role), including:

- Balance Information
- Recent Authorizations
- Statements and Payments
- Alerts
- PIN Check
- PIN Change
- Lock/Unlock Card
- Works program management and expense reporting tools

Once logged into Global Card Access, use the <BofA Tool> link (on the right side) to connect directly to your <BofA Tool> dashboard.



Thank you,
Bank of America Global Card Solutions

How to Re-Send Welcome Email (Program Administrator Function)

- Once logged into GCA, hover over **Administration** and select Users.
- Search for the User that needs the welcome email to be resent.
- Hover over the User's Name until the down arrow appears.
- Select **Resend Welcome Email**.

If the users email changed since the initial setup, select **View Full Details**, update the email address then resend the Welcome Email.

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Global Card Access

Home Account Requests **Administration** Enrollment Report

/ Administration / Users Corporate Accounts

Users Users Manage Approvers Customize Application

User ID		Program Administrator (Global)	Program Administrator (Scoped)	Group Approver	Cardholder	Proxy User	Global Auditor	Scoped Auditor
alan_admin	Admin, Alan	X				X		Ur
audrey_admin	Admin, Audrey		X					X Ur
gary_admin	Admin, Gary ▼	X		X				Ur
simon_admin	Admin, Simon		X					Ur
training_admin	Admin, Training							Ur
rebecca_alexander	Alexander, Rebecca				X		X	Ur

View Full Details
Reset Password
Resend Welcome Email
Deactivate User



Click 'Register now' and when prompted, enter the 16-digit card account number (for Cardholders) or Corporate Billing Account (for Program Admins).

2

New User Registration (Continued)

1. Fill in the additional information on the next three pages
2. Please note that on page 1, Admins are prompted for company name, company number, credit limit, and zip code
3. Depending on your program's settings, Cardholders may be able to enter either an employee ID, their card's verification ID or have a one-time passcode emailed to them when email address is selected
4. Once registration is complete, you will be returned to the login page, and can log in to GCA

Page 1



Global Card Access

Verify Your Card

1 2

Card Number
556719*****2038

Expiration Date

Security Code

Select an option below to complete verification.

Employee ID

Enter your employee ID below.

Page 2

1 2

Create a User ID

Create a Password

Confirm Password

Select and answer three security questions. These will be used to verify your identity.

Question 1
What street did you grow up on?

Answer 1

Question 2
Which state was your spouse born in?

Answer 2

Question 3
What is the name of the first organization you worked for?

Answer 3

- A GCA User ID , which is **not** case sensitive, must be minimum of 7 characters, and a max of 50 characters.
- A password, which **is** case sensitive, must be a minimum of 12 characters, containing at least one alpha and one numeric character.

Page 3

Enter Your Information

1 2

First Name

Middle Name

Last Name

Employee ID

Email Address



Self-Enrolling Additional Card (Users with multiple Cards)

Existing GCA users can self-register additional card by navigating to **My Accounts**, then **Card Management** > **Register a card** > **Continue** > enter your account information (e.g. expiration date, security code), select a verification option and click Submit.

The screenshot illustrates the process of self-enrolling an additional card on the Bank of America Global Card Access (GCA) platform. It is divided into three numbered steps:

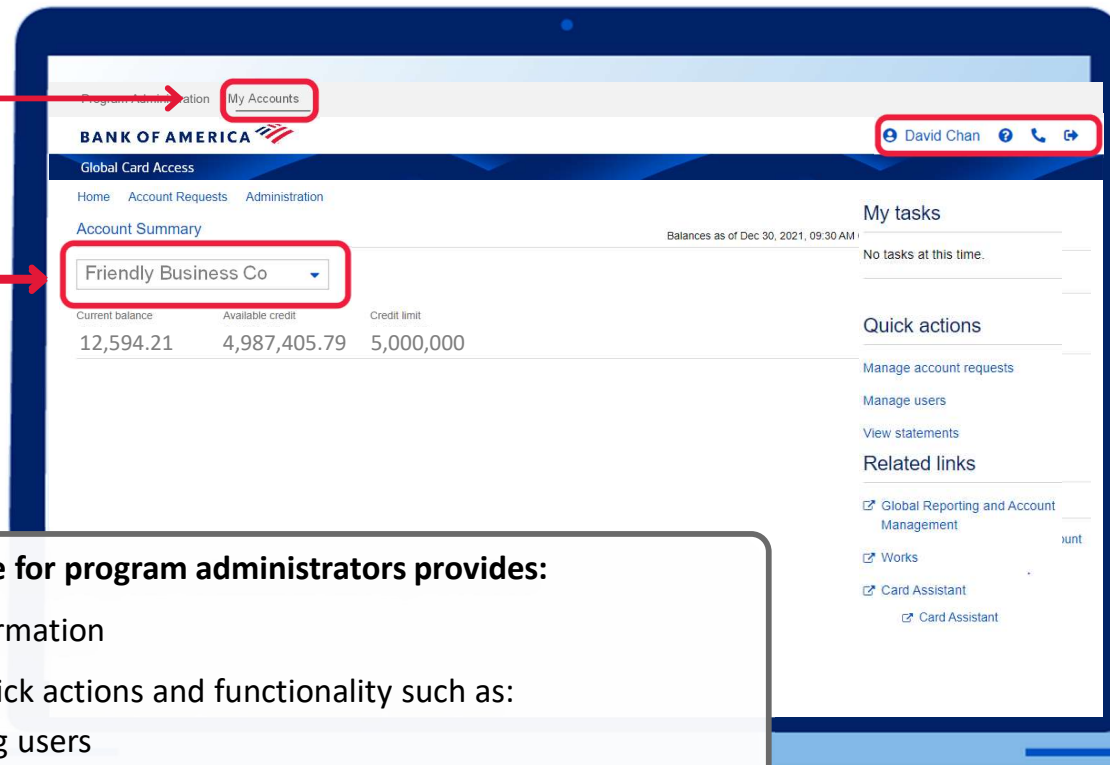
- Step 1:** The user is logged into the GCA portal. The 'My Accounts' tab in the top navigation bar is highlighted with a red circle and an arrow.
- Step 2:** The user navigates to the 'Card Management' section. A dropdown menu is shown with 'Register a card' selected. Below this, the 'Alerts' and 'PIN Check' sections are visible, each with a 'Register a card' button.
- Step 3:** A modal window titled 'New Card Registration' is displayed. It prompts the user to 'Enter your corporate card number or your company's billing account number.' This input field is highlighted with a red circle and an arrow. At the bottom of the modal are 'Continue' and 'Cancel' buttons.



GCA Home Page / Dashboard for Program Administrators

PAs who also have a card account can view them here.

Use this drop-down to select other billing accounts (if you have more than one).



The home page for program administrators provides:

- Balance information
- Access to quick actions and functionality such as:
 - Managing users
 - Viewing statements and making payments
 - Accessing our Tools and Card Assistant

Click your name to edit your user profile

Click the  for access to user guides and other helpful documentation

Click the  for access to support contact information



Managing Users



User Roles Defined

Users									
User ID	Name	Program Administrator (Global)	Program Administrator (Scoped)	Group Approver	Cardholder	Proxy User	Global Auditor	Scoped Auditor	Locked
alan_admin	Admin, Alan		X						Unlocked
audrey_admin	Admin, Audrey		X						Unlocked
gary_admin	Admin, Gary	X							Unlocked
simon_admin	Admin, Simon		X						Unlocked

GCA User Roles

- **Global Program Administrator:** Full administrative privileges over all billing accounts, including:
 - Create / maintain users, reset passwords, unlock users, and re-send the Welcome Email
 - Create Account Request Keys (if applicable), and approve Online Account Requests
 - View statements and make payments
- **Scoped Program Administrator:** Similar functionality to the Global Program Administrator, but only over select billing accounts
 - Scoped Program Administrators will not be able to create other Administrators if the card program is not organized into a GCA 'company'
- **Account Request Approver (role specific to approving Card Requests if GRAM GAR is being used):**
 - If 'Account Requests with Manager Approval' is built, Group Approvers approve Account Requests before the Program Administrators
- **Cardholder**
 - The owner of the card account. Can view balance information, statements / payments, set / manage alerts, view and change PIN, lock card, and activate card
- **Proxy User**
 - Can view statements, make payments, and view balance information on the Cardholder's behalf
- **Global Auditor**
 - For all billing accounts, has read-only access to user profile information, and access to statements and balance information
- **Scoped Auditor**
 - Same functionality as the Global Auditor, but only for select billing accounts



Managing Users: Cardholders and Proxy Users

User details

Actions

User information

First name

Emily

User ID (Active)

emily_bryan

Middle name

optional

Employee ID

00694039

Last name

Cardholder

Locked out

No

Email address

customermail@bofa.com

Save

Roles

Program Administrator

Auditor

Cardholder

	Name on card	Account last 4	TSYS account ID	Corporate account	Region	Account owner	Account internal ID
☐		1923	00102482956	Test Cardholder	US/Canada	X	5567190090000185

Add accounts

Click on the 'Cardholder' tab to see any card accounts associated with the user.

You can select 'Add accounts' to make the user a 'Proxy User' for other card accounts. You cannot make a user the primary Cardholder for a card, as that is a self-registration functionality only.



Managing Users: Creating New GCA Users (versus having User Self Register)

While Program Administrators **can** create Users in GCA, the only time Program Administrators **need to** create users on GCA is when the self registration is required and the PA chooses to set-up the User as opposed to them self-registering.

Please refer back to the table we discussed earlier if unsure.



- Navigate to Administration | Users and from the 'Create' drop-down select 'Create User'
- Enter the requested information about the user
- Click Save and Continue
- Assign the role(s)
- The user will receive a Welcome Email guiding them through registration / login

[Home](#) / [Administration](#) / [Users](#) / [Create User](#)



Create new user

1. Enter user details

First name	<input type="text"/>	User ID	<input type="text"/>
Middle name	<input type="text" value="optional"/>	Email address	<input type="text"/>
Last name	<input type="text"/>	Employee ID	<input type="text" value="optional"/>

[Save and continue](#) [Cancel](#)

Managing Users

Program Administrators can also manage Users. To take an action on a User, navigate to Administration > Users. Users who are enrolled in GCA will display. Which Users display may vary by your role (e.g. Scoped Program Admins will only see Users in their scope).

Click the User name under the Name column. Here you are able to take additional actions such as View Full Details, Reset Password, Resend Welcome Email or Deactivate User. If the User is locked an additional action will display listed as Unlock User. Note that you can also filter by Name, User ID or Email Address.

If your program has multiple billing accounts, you have the ability to filter your search by clicking on the double arrows on the top left. This will provide you with a window to specify a specific Corporate Account number.



Corporate Account - All

All

Search Reset

User ID	Name	Program Administrator (Global)	Program Administrator (Scoped)	Group Approver	Cardholder	Proxy User	Global Auditor	Scoped Auditor	Locked
an_admin	Admin, Alan		X						Unlocked
ndrey_admin	Admin, Audrey		X						Unlocked
ry_admin	Admin, Gary	X							Unlocked
mon_admin	Admin, Simon		X						Unlocked
ining_admin	<div> View Full Details</div> <div> Reset Password</div> <div> Resend Welcome Email</div> <div> Deactivate User</div>	X						Unlocked	
becca_alexander					X		X		Unlocked
ny_approver				X					Unlocked



Managing Users: Password Reset

- Once logged into GCA the PA will hover over the administration option at the top and select users.
- You will then find the user that needs a password reset. Hover over their name. There will be a down arrow to display, you will select this.
- Once selected there will be a pop up and one of the options will be to **reset password**.
- Please note if the users email has changed since the initial setup you can select the “view full details”, update the email and then reset the password.

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Global Card Access

Home Account Requests **Administration** Enrollment Report

/ Administration / Users Corporate Accounts

Users Users Manage Approvers Customize Application

User ID		Program Administrator (Global)	Program Administrator (Scoped)	Group Approver	Cardholder	Proxy User	Global Auditor	Scoped Auditor
alan_admin	Admin, Alan	X				X		Ur
audrey_admin	Admin, Audrey		X					X Ur
gary_admin	Admin, Gary ▼	X		X				Ur
simon_admin	Adm		X					Ur
training_admin	Adm							Ur

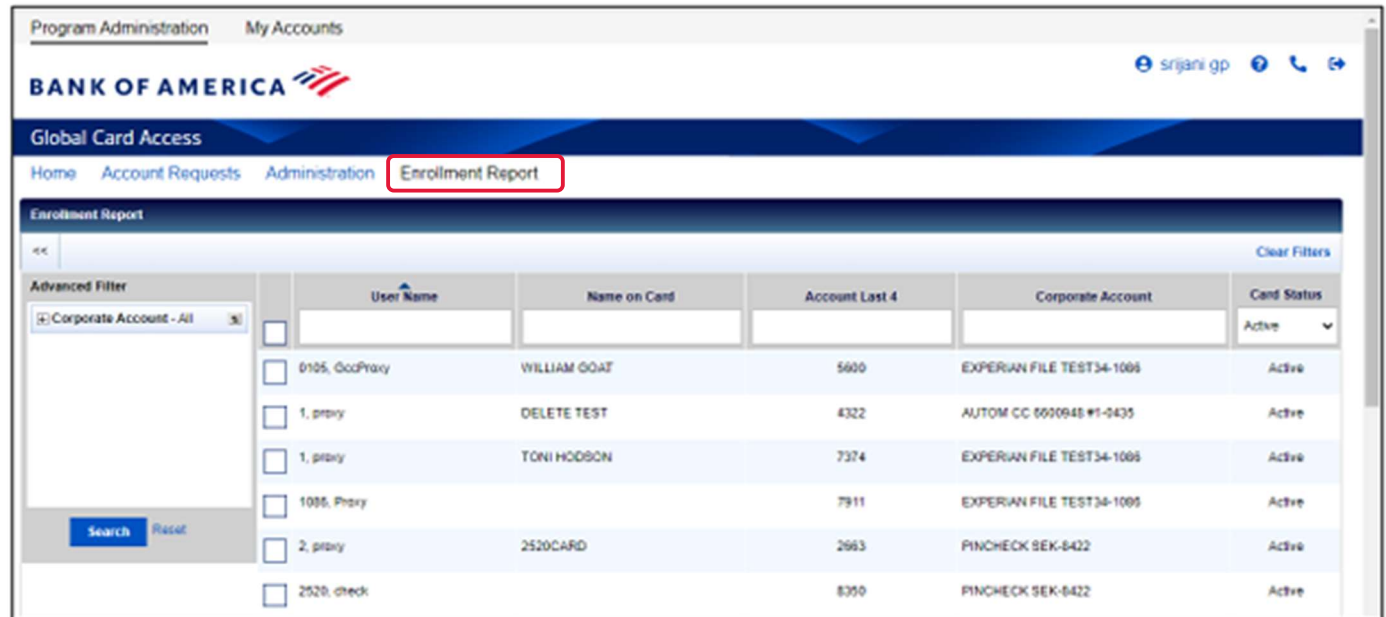
- View Full Details
- Reset Password**
- Resend Welcome Email
- Deactivate User



User Enrollment Report

Program Administrators can view which users have/have not registered for GCA. The User **Enrollment Report** displays all card accounts within your scope.

NOTE: The GCA Report is the best report to run to see if a card is activated as opposed to those available in GRAM/Works.



	User Name	Name on Card	Account Last 4	Corporate Account	Card Status
☐	0105, GodProxy	WILLIAM GOAT	5600	EXPERIAN FILE TEST34-1005	Active
☐	1, proxy	DELETE TEST	4322	AUTOM CC 6000948 #1-0435	Active
☐	1, proxy	TONI HODSON	7374	EXPERIAN FILE TEST34-1005	Active
☐	1005, Proxy		7911	EXPERIAN FILE TEST34-1005	Active
☐	2, proxy	2520CARD	2963	PINCHECK SEK-6422	Active
☐	2520, check		8350	PINCHECK SEK-6422	Active

Navigate to Enrollment Report from the top of the Program Administration Dashboard

- A filter is available above each column to allow you to easily search
- You can filter on a particular corporate account using the Advanced Filter (on the left-hand side)
- If a Cardholder did not register their card in GCA, the User Name will appear as “No associated user”.

To download the Enrollment Report:

- Select the checkbox for each account you'd like to display in the report and click download. For a full report, click the box in the header.
- Select the download format and follow the prompts to save or Open the file.



Account Requests thru GCA

This feature is only available if Global Account Requests (GAR) has been set up on GRAM.

Not available for Works clients.



1. Program Administrator creates the key. A key can be configured with different rules and prompts for Cardholders (such as requiring they enter their employee ID)
2. Program Administrator shares the key with card applicants. Usually, a single key is created and shared with each applicant
3. The applicant navigates to the GCA login page, selects 'Apply Now', enters the key, and then completes the online application
4. Once the application is submitted, the Program Administrator is able to approve or deny the application, and edit all the card details

Use the 'Create' drop down to create a new key.

Account Request Key Creation and Settings

- Account Request Keys are created and maintained by the Program Administrators
- Keys are associated with a single billing account, and typically only a single key is needed per billing account, though you can create multiple keys per billing account if you need different keys with different settings
 - For example, you may want one key that allows Cardholders to request a particular credit limit, and another key that *does not* prompt for 'desired credit limit'
- If the option for 'Require Manager Information' is enabled, then during the application process the Cardholder will be prompted for their manager's name and email address. GCA does *not* send any communication to the manager, rather this information travels with the application to the Program Administrator so they have additional information about the applicant that can be used to verify them



Account Requests / Key Management / Account Request Key Details

mx4-os9-65x - Active

Corporate Account: Friendly Business Co.
Created Date: 2020-09-10
Created By: Chan, David

Settings

Key Nickname: Corporate Card Key

* Start Date: 2020-09-10

* Expiration Date: 2022-09-10

Total Uses to Date: 14

☐ Limit number of uses to: (1 - 10,000)

☒ Send key expiration reminder 7 days before expiration

Account Request Options

☒ Display Employee ID

* Minimum Length: 1

* Maximum Length: 20

☐ Require

☐ Suppress emails to applicants

☐ Suppress Desired Credit Limit from applicants

Default Credit Limit: (1234.00)

☒ Require Manager Information

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Global Card Access

Apply for a New Account

Enter the Account Request Key provided by your Program Administrator.

Continue

Cancel

Need more help? Please contact your Program Administrator for assistance.

Applying for a New Card (Continued)

Once the key has been entered, the applicant can complete the card application, as seen below.

After the application has been submitted, the applicant receives a confirmation message with an application number, which can be entered on the GCA login page to check the application status. A confirmation email is also sent to the applicant, and the Program Administrators receive an email advising that an application is pending their approval.

Primary Account Information

1

First name

Ellen

Middle name

Optional

Last name

Cardholder

Embossed name on card

Ellen Cardholder

(1 - 21)

Email address

customermail@works.com

Date of birth

04/07/1987

Employee ID

884145

Desired Credit Limit

2000.00

Verification ID

884145

(1-15)

Retain for your records. Used to activate card upon receipt

Manager name

Mary Manager

Manager email address

devnull@works.com

Continue

Cancel

Primary mailing address

Country

USA

Address line 1

123 Main Street

Address line 2

Optional

City

Charlotte

State/Province

North Carolina

Postal code

28208

Add additional address

Phone Numbers (at least one required)

Mobile phone

555-555-5555

Business phone

555-666-5555

Home phone

Comments

I am a new hire and require a card account, please.

I certify the information given is accurate

Submit

Cancel



Sample Account Request Emails

Sample email to applicant

Please do not reply to the sender of this email. It is a system-generated email from the Bank of America Global Card Solutions application used by your organization.

Read the message below regarding your access request. If the message requests that you take an action in the application, a link may be included below the message to allow you easy access to the login screen.

A Notice From the Bank of America Global Card Access Application

Richard Jackson,

Your application for a new card has been received and routed for approval review. The application request identifier is 234426. Please retain this for your records.

If you have entered anything incorrectly or need to cancel your application, you should contact your Program Administrator.

Alan Johnson	customermail@works.com
Jess Crenshaw	devnull@works.com
David Chan	customermail@works.com

Thank you,
Bank of America Global Card Solutions

Sample email to Program Administrator

Please do not reply to the sender of this email. It is a system-generated email from the Bank of America Global Card Solutions application used by your organization.

Read the message below regarding your access request. If the message requests that you take an action in the application, a link may be included below the message to allow you easy access to the login screen.

A Notice From the Bank of America Global Card Access Application

Alan Johnson,

A new account request has been submitted for your review and approval.

Applicant Information:

Applicant Name: Richard Jackson
Applicant Email: customermail@works.com
Corporate Account: GCA DEMO US CORPORATE
Account Request ID: 234426

Please log into the application (www.baml.com/globalcardaccess) to review and approve this account request.

Thank you,
Bank of America Global Card Solutions



Approving an Account Request

Global Card Access

Home

Account Requests

Administration

Alerts Enrollment Report

Alerts

Account Requests / Approvals - Program Administrator

Account Requests - Program Administrator

Awaiting Approval

Submitted Requests

Completed Requests

Errors

Clear Filters

	Applicant	Embossed Name 1	Corporate Account	Submitted	Account Request Key	Account Request ID
☒	gaddis, test	TEST GADDIS	OCA DEMO US CORPORATE	2020-12-21 15:47 CST	21q-lls-sfp	234407

1 Selected | 2 items

Show 10 per page

Page: 1 of 1

Complete & Approve

Reject

To approve an account request, navigate to Account Requests > Approvals > Program Administrator, select the application and select 'Complete & Approve'.



Approving an Account Request

Global Card Access

Home

Payments

Account Requests

Administration

Enrollment Report

Account Requests

Approvals - Program Administrator

Account Requests - Program Administrator

Awaiting Approval

Completed Requests

Errors

Clear Filters

	Applicant	Embossed Name 1	Corporate Account	Submitted	Account Request Key	Account Request ID
☒	Simpson, Bart	BART SIMPSON	GCA DEMO US PURCHASE	2023-10-11 11:36 CDT	3gc-0rp-8o9	234466

1 Selected | 5 items

Show 50 per page

Page: 1 of 1

Complete & Approve

Reject

To approve an account request, navigate to Account Requests > Approvals > Program Administrator, select the application and select "Complete & Approve".



Approving an Account Request (Continued)

Account Request Details	
*Indicates Required Field	
Name: test gaddis	ID: 234407
Corporate Account: GCA Demo US Corporate	Submitted: 2020-12-21 15:47 CST
Currency: U.S. DOLLAR	Manager Name: paul artbuckle
Key: 21q-lls-slp	Manager Email Address: paul.artbuckle@bofa.com
Key Nickname: Scoped Admin Key	
Comments: test of admin	
Account Details	
*Embossed Name 1: TEST GADDIS (1 - 21)	*Verification ID: 1234
Embossed Name 2: FRIENDLY BUSINESS CO. (1 - 21)	Accounting Code:
*Email Address: test.gaddis@friendly.com	Delivery Options:
Employee ID: 12345678	☐ Company Default
	☐ USPS/Canada Post to the cardholder at the primary mailing address (7-10 business days)
	☐ Overnight delivery to the cardholder at the primary mailing address (Requests must be received by 3 p.m. Eastern. A fee may apply.)
	☐ Ship to the Program Administrator using the company bulk ship address (2-3 business days)

Address	
*Country:	USA
*Address line 1:	123 Main Street
Address line 2:	
*City:	Charlotte
*State/Province:	North Carolina
*Postal Code:	28205
Phone:	Mobile (555) 555-5555
Phone 2:	Select
Phone 3:	Select

[Approve](#) [Reject](#) [Save Updates](#) [Cancel](#)

- Confirm / edit the card details as necessary and select 'Approve'.
- Click 'Reject' to deny the request.
- Click 'Save Updates' to save any updates you've made. This will leave the request in a draft status, and you can come back to complete it.



Approving an Account Request (Continued)

Account Request Details

* Indicates Required Field

Name: Bart Simpson

Corporate Account: GCA DEMO US PURCHASE

Currency: U.S. DOLLAR

Key: 3gc-0rp-8o9

Key Nickname:

ID: 234466

Submitted: 2023-10-11 11:36 CDT

Manager Name:

Manager Email Address:

Comments: TEST

Account Details

* Embossed Name 1: BART SIMPSON (1 - 21)

Embossed Name 2: FRIENDLY BUSINESS (1 - 21)

* Email Address: bart.simpson@123abc.com

* Employee ID: 123456

* Verification ID: 123456 (1-15)

Accounting Code:

Delivery Options: Company Default

Settings

Desired Credit Limit: 5,000.00

* Credit Limit: (1234.00)

* Account Relation: Select

Addresses

- Confirm / edit the card details as necessary and select 'Approve'.
- Click 'Reject' to deny the request.
- Click 'Save Updates' to save any updates you've made. This will leave the request in a draft status, and you can come back to complete it.

Addresses

Address

* Country: USA

* Address line 1: 123 abc lane

Address line 2:

* City: somewhere

* State/Province: Illinois

* Postal Code: 60412

Additional Address

☐ Add Additional Address

* Country: --

* Address line 1:

Address line 2:

* City:

* Postal code:

Phone: Mobile (312) 954-1201

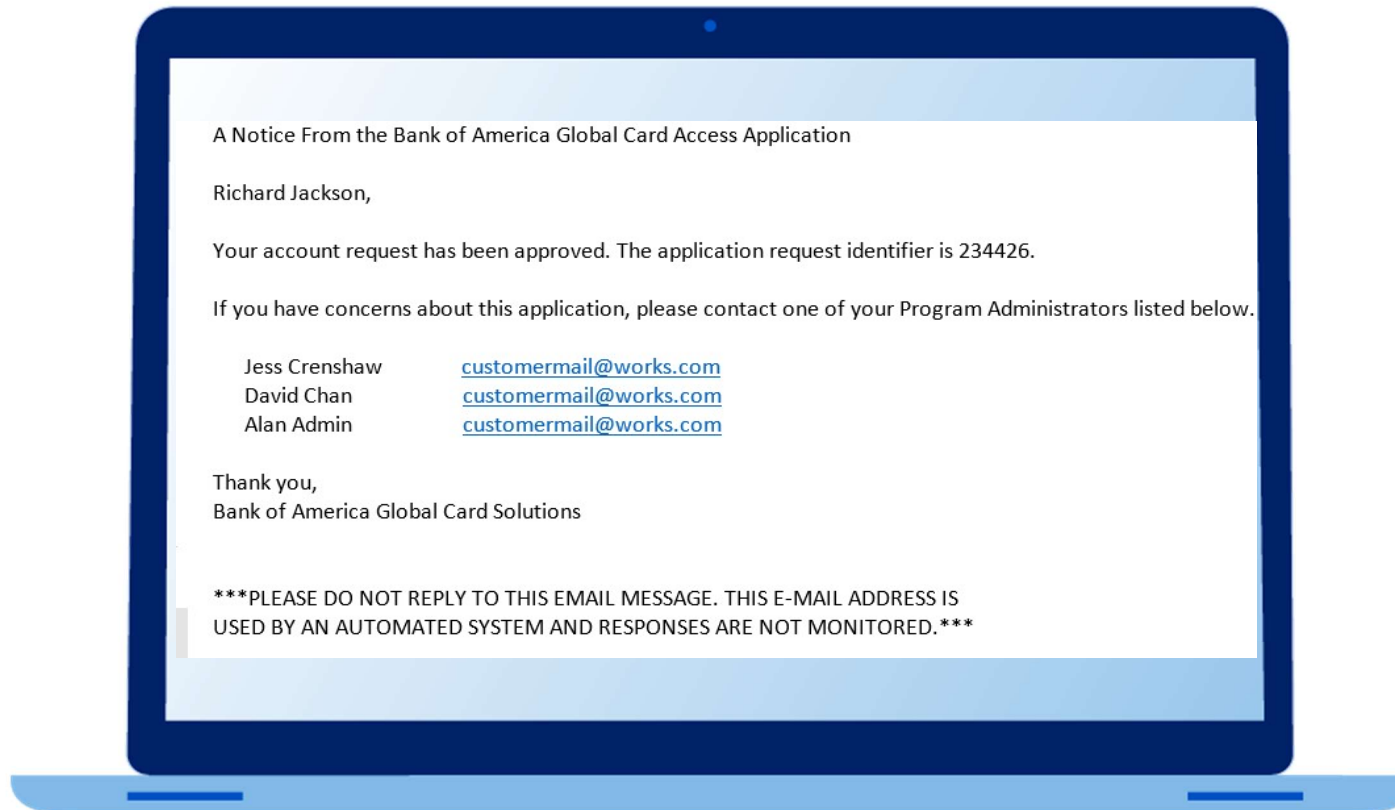
Phone 2: Select

Phone 3: Select

Comments:



Account Request Approval Email



Statements and Payments



Statements and Payments

Program Administration

My Accounts

BANK OF AMERICA

Olga Daych

Global Card Access

Home

Payments

Account Requests

Administration

Enrollment Report

Account Summary

Balances as of Mar 06, 2024, 01:28 PM CST

My tasks

No tasks at this time.

Quick actions

Manage account requests

Manage users

View statements

Related links

Global Reporting and Account Management

Works

Card Assistant

GCA DEMO CANADA PURCHASE - 00

Payment due date

Current balance

Credit limit

Available credit

Mar 19, 2024

25.00

3,000.00

2,975.00

Current payment due

Balance on last statement

25.00

25.00

Pay

Statements

Corporate statements

Cardholder statements

From the **Quick actions** menu, you can access your online statements, download transactions.





Bank of America

David Chan

Global Card Access

Home Payments Account Requests Administration Enrollment Report

Account Summary

Balances as of Mar 08, 2024, 02:10 PM CST

GCA DEMO CANADA PURCHASE - 00

Payment due date
Mar 19, 2024
Current payment due
25.00
Pay

Current balance
25.00
Balance on last statement
25.00

Credit limit
3,000.00

Available credit
2,975.00

Statements

Corporate statements

Cardholder statements

2023

September 04, 2023

May 04, 2023

April 04, 2023

March 05, 2023

My tasks

No tasks at this time.

Quick actions

Manage account requests

Manage users

View statements

Related links

Global Reporting and Account Management

Works

Card Assistant

From the **Quick actions** menu, you can access your online statements, download transactions.



Account Details for Friendly Business Co.

Activity Since Last Statement

Current amount past due:	\$0.00
--------------------------	--------

Credit limit: \$10,000.00

The current balance amount includes last payment received and cash advances.

Statement balance: (\$6.35)

Past due amount:

Minimum payment due:

Payment due date:

EXPAND

Summary Transactions Authorization Requests Statements

Saturday, December 4, 2021

Thursday, November 4, 2021

Monday, October 4, 2021

Saturday, September 4, 2021

Wednesday, August 4, 2021

Making a Payment

- 1 To make a payment, select **Payments** from the top menu



Define Payment Details

Account Type *

Select

☒ Personal ☐ Business

Account Number *

Transit Routing Number [?] *

Account Nickname *

Bank Name

N/A

Name on Account *

Address Line 1 *

Address Line 2

City *

State / Province *

Select

Postal Code *

Payment Date : *

01/03/2022

MAKE PAYMENT Cancel

Note: If your organization uses blocks/filters for ACH Debit, you need to complete any paperwork unique to your bank to add the filter (3001190310) as payments initiated through GCA process as an ACH Debit.

If you will be using a Bank of America account for payment, you still need to add this filter.

Failure to do so will result in your payment rejecting and late fees will be incurred.

Account Details for Friendly Business Co.

Summary Transactions Authorization Requests Statements

Activity Since Last Statement

Current balance:	(\$6.35)
Current amount past due:	\$0.00
Available to spend:	\$10,000.00
Credit limit:	\$10,000.00

EXPAND DETAILS [+]

Summary of Last Statement
(Statement Date: 12/4/2021)

Statement balance:	(\$6.35)
Past due amount:	\$0.00
Minimum payment due:	\$0.00
Payment due date:	12/28/2021

EXPAND DETAILS [+]

MAKE PAYMENT

The current balance amount includes last payment received and cash advances.

- 2 Enter account details, then click **'MAKE PAYMENT'**



Making a Payment

Program Administration

My Accounts



David Chan

Global Card Access

Home Payments Account Requests Administration

Account Summary

GCA DEMO US PURCHASE - 5112

Payment due date
Mar 12, 2024

Current balance
250.00

Current payment due
250.00

Balance on last statement
250.00

Pay

To make a payment, select Pay

Note: If your organization uses blocks/filters for ACH Debit, you need to complete any paperwork unique to your bank to add the filter (3001190310) as payments initiated through GCA process as an ACH Debit.

If you will be using a Bank of America account for payment, you still need to add this filter.

Failure to do so will result in your payment rejecting and late fees will be incurred.

Enter Payment Details, click Continue, add Account if adding a new Account

Home Payments Account Requests Administration

Edit payment

To
GCA DEMO US PURCHASE - 5112

From
Add a bank account

Amount
Current balance - 250.00

Payment date
03/08/2024

Payment due date: 03/12/2024

Continue Cancel

Payments made after 5:00 PM ET will be processed the next business day.

Add account

Account nickname
Pay

Account type
Checking

Account currency
USD

Routing number
081904808

Bank of America, N.A.

Account number
1234567

Confirm account number
1234567

Add account Cancel

Making a Payment



Global Card Access

Confirm and complete payment

To
GCA DEMO US PURCHASE - 5112

From
Payment - 3456

Payment amount
250.00

Payment date
03/08/2024



By clicking the Submit button, I authorize Bank of America, N.A. to debit the bank account specified above in the amount(s) specified above. If I am a Canadian user, I acknowledge and agree that such debit(s) will be made pursuant to the pre-authorized debit agreement entered into by me in favor of Bank of America, N.A. Prior to the payment being processed, I may revoke my authorization for scheduled payment(s) by canceling the payment(s) in Payment History.

✓ Your payment has been successfully submitted.

Payment receipt

Confirmation number
621-273-24

To
GCA DEMO US PURCHASE - 5112

From
Payment - 3456

Payment amount
250.00

Payment date
03/08/2024



Your payment has been scheduled

Amount: \$250.00

From: Payment - 3456

To: ****5112

Payment Date: March 08, 2024

Confirmation #: 621-273-24

If you do not recognize this activity, [contact us](#) immediately or call the number on the back of your card.

We will never ask for personal information, such as your social security number or PIN. If you receive suspicious email regarding your account, please forward it to abuse@bankofamerica.com and delete it.

This email is automatically generated. Please do not reply.

Statements and Payments

Cardholders will see the Statements and Payments option on their GCA landing page only if your company is configured to allow the Payments function and your program is not corporately billed. For corporate billed programs, Only Program Administrators see Payment option.

Users select Statements they want to download or make a payment by selecting Pay and entering payment details.

For Program Administrators, when clicking on View Statements under the Quick Actions menu it will take you to a new page where you will click View Statements to see the most current or click the tab Statements/Account Activity.

Account Past Due Message will be displayed for Cardholders (if individually billed program) or Program Administrators on Past Due accounts on top of the page highlighted in red.

Global Card Access

[Home](#) [Payments](#) [Account Requests](#) [Administration](#) [Enrollment Report](#)

Your account is past due. Your payment of 2,514.84 is due immediately. For more information refer to your statement.

Account Summary

Balances as of Jul 05, 2023, 08:16 AM CDT

Account ending 0030

Payment due date

Jun 26, 2023

Current balance

2,514.84

Credit limit

200,000.00

Available credit

197,485.16

Balance on last statement

2,514.84

Last payment

0.01

Pay

Statements

2023

June 23, 2023

May 23, 2023

My tasks

No tasks at this time.

Quick actions

Manage account requests

Manage users

View statements

Related links

Global Reporting and Account Management

Works

Card Assistant

Viewing Statements

Account Details for Friendly Business Co.

Summary

Transactions

Authorization Requests

Statements

Activity Since Last Statement

Current balance:

(\$6.35)

Current amount past due:

\$0.00

Available to spend:

\$10,000.00

Credit limit:

EXPAND DETAILS [+]

The current balance amount includes last payment advances.

Summary of Last Statement

(Statement Date: 12/4/2021)

Statement balance:

(\$6.35)

Past due amount:

\$0.00

After clicking into Statements | Account Activity, select 'Statements' to display the list of recent statements.

Summary

Transactions

Authorization Requests

Statements

Saturday, December 4, 2021

Thursday, November 4, 2021

Monday, October 4, 2021

Saturday, September 4, 2021

Wednesday, August 4, 2021



Payments

Program AdministrationMy Accounts

BANK OF AMERICA

Global Card Access

HomePaymentsAccount RequestsAdministration

Make a payment

To

Account ending 0030

Pay multiple

From

Add a bank account

Amount

Statement balance - 2,514.84

Payment date

MM/DD/YYYY

Payment due date: 06/26/2023

Continue

Cancel

Payments made after 5:00 PM ET will be processed the next business day.

Add account

Account nickname

Account type

Select an account type

Account currency

CAD

Branch number

Financial institution

Account number

Confirm account number

Program AdministrationMy Accounts

BANK OF AMERICA

Global Card Access

HomePaymentsAccount RequestsAdministrationEnrollment Report

Manage my bank accounts

Quick actions

Make a payment

View payment history

Account

Financial institution

Personal Checking 01

****6789

Bank of America, N.A.

+ Add an account

Program AdministrationMy Accounts

BANK OF AMERICA

Global Card Access

HomePaymentsAccount RequestsAdministration

Make a payment

To

Account ending 0030

From

Select bank account

Amount

Statement balance - 2,514.84

Payment date

MM/DD/YYYY

Payment due date: 06/25/2023

Continue

Cancel

Payments made after 5:00 PM ET will be processed the next business day.

Select accounts to pay

10 accounts can be selected to be paid at one time. Only accounts with balances are displayed and able to be paid.

Currency

USD

Account name

Account last 4

Current balance

Payment due date

☒

USD

CAR 2 USD CC #11

7419

745.00

07/13/2023

☒

USD

LC 5500240 CORPORATE

9548

1,748.74

06/08/2023

Program AdministrationMy Accounts

BANK OF AMERICA

Global Card Access

HomePaymentsAccount RequestsAdministrationEnrollment Report

Payment history

Quick actions

Make a payment

Manage my bank accounts

USD CC #11 - 7419

Payment date

Amount

Status

07/28/2023

0.10

Scheduled

Confirmation number: 621-1315-23

Entry date: 06/26/2023

Bank account nickname: Edit payment

Account number: ****8767

Edit

Cancel payment

06/22/2023

0.02

Processed

06/20/2023

0.02

Processed

10

Payments (Continued)

Below are emails that generate when a payment is scheduled, changed or canceled:

BANK OF AMERICA





Your payment has been scheduled

Amount:

\$1.00

From:

Personal Checking 01 - 6789

To:

****7419

Payment Date:

July 07, 2023

Confirmation #:

621-1355-23

If you do not recognize this activity, [contact us](#) immediately or call the number on the back of your card.

We will never ask for personal information, such as your social security number or PIN. If you receive suspicious email regarding your account, please forward it to abuse@bankofamerica.com and delete it.

BANK OF AMERICA





Your scheduled payment has been updated

Amount:

\$2.00

From:

Personal Checking 01 - 6789

To:

****7419

Payment Date:

July 18, 2023

Confirmation #:

621-1373-23

If you do not recognize this activity, [contact us](#) immediately or call the number on the back of your card.

We will never ask for personal information, such as your social security number or PIN. If you receive suspicious email regarding your account, please forward it to abuse@bankofamerica.com and delete it.

BANK OF AMERICA





Your scheduled payment has been canceled

Amount:

\$1.00

From:

Personal Checking 01 - 6789

To:

****7419

Payment Date:

July 07, 2023

Confirmation #:

621-1355-23

If you do not recognize this activity, [contact us](#) immediately or call the number on the back of your card.

We will never ask for personal information, such as your social security number or PIN. If you receive suspicious email regarding your account, please forward it to abuse@bankofamerica.com and delete it.



Cardholder Dashboard



Viewing Account Summary and Recent Card Activity



Julian West

Global Card Access

[Home](#) [PIN Check](#) [Card Management](#)

[Account Summary](#)

Balance, credit limit, and payment information are available under **Account Summary**

Julian West - 0542

Payment due date
Jan 13, 2022

Current balance
0.00

Balance on last statement
0.00

Credit limit
5,001.00

Available credit
4,954.79

Last payment
0.00

Recent activity

Under **Recent activity**, Cardholders can view recent authorizations, posted transactions and declines

Date	Description	Amount
Jan 14	Jim's Electrical Solutions	46.21 Pending
Transaction date: Jan 14, 2022 08:14 CST		
Transaction type: Pending		
Card type: MasterCard		
Reference number: 020109		
Merchant category: ELECTRICAL CONTRACTORS		
Merchant category code: 1731		
Jan 05	Budget Airlines	65.41 Pending

My tasks

No tasks at this time.

Quick actions

[Manage account requests](#)

[Manage users](#)

[View statements](#)

Related links

[Global Reporting and Account Management](#)

[Works](#)

[Card Assistant](#)

If set up for Alerts, the Decline Alert does not include the reason however, the Cardholder can click into the decline to see the decline reason from their Home Screen in GCA. Note that this is only available to Cardholders. A PA cannot see Decline Detail.





Cardholder Alerts





[Home](#) [PIN Check](#) [Card Management](#)

Balances as of Jan 11, 2022, 06:52 AM CST

Payment due date	Current balance	Credit limit	Available credit
Jan 13, 2022	0.00	5,001.00	5,001.00
Balance on last statement	Last payment		
0.00	0.00		

Cardholders can set up alerts for certain card activity.

No tasks at this time.

[View your PIN](#)

[Change your PIN](#)

Manage alerts

Lock card

[View statements](#)

Cardholder Alerts (Continued)

Global Card Access

[Home](#) [PIN Check](#) [Card Management](#) [Bank User](#)

Alerts (card ending 2020)

Transaction activity

Account activity

Alert	Send to	Settings
Cash is withdrawn		☐ Off
Transaction is declined		☒ On
Transaction exceeds my specified amount		☒ On
		<input type="text" value="250"/>
Transaction is made online		☐ Off
Transaction is made by phone or mail		☐ Off
Transactions where merchant is based in another country (choose up to 3)		☐ Off
Transactions where merchant is based in another state or province (choose up to 3)		☐ Off

Send alerts to

Edit

p****e@bofa.com.

Primary email address

Send alerts to

Select how you want to receive your alerts or [manage your contact information](#)

☒ p****e@bofa.com.

☐ *****5555

Save

Cancel



Cardholder Alerts (Continued)

Global Card Access

[Home](#) [PIN Check](#) [Card Management](#) [Bank User](#)

Alerts (card ending 2020)

Transaction activity

Account activity

'Account Activity' alerts can be set on the second tab.

Alert	Send to	Settings
Card is requested or reissued on my account		☐ Off
Personal information changed on my account		☐ Off
Payment due in xx days		☐ Off
Payment posted		☐ Off
Payment not made by due date		☐ Off
Credit available is less than my specified amount		☐ Off
Balance reaches or exceeds the specified percentages of my credit limit		☐ Off
Balance reaches or exceeds my specified amount		☐ Off

Send alerts to

p****e@bofa.com

Primary email address

Edit

User Profile Self Management





 Julian West



Last sign in Friday, January 14, 2022, 08:07 AM CST

Use with



edit

Use with

edit

delete

Add mobile phone

49 •

Enter only numbers without the leading zero. No spaces or dashes. (e.g. 7777123456)

Bank of America Mobile Alerts Service. Message frequency depends on account settings. Message and data rates may apply. Carriers and the Bank are not responsible for any delayed or undelivered messages. Messages may be delayed or not delivered due to factors outside of the carrier's or Banks' control. Get additional support or help by calling the number on the back your card.

Add

Cancel

[Edit user details](#)

Users can update their name, user ID and employee ID here.

[Update security questions](#)[Show phone number and email addresses](#)

User Profile Self Management



Global Card Access

[Home](#) [Payments](#) [Card Management](#)

Contact information

Last sign in Thursday, Mar 7, 2024, 10:11 AM CST

Email

d****l@bofa.com [edit](#)

Mobile phone

*****6494 [edit](#) [delete](#)

*****9470 [edit](#) [delete](#)

Card address

David Chen - 5693

620 S TRYON ST
CHARLOTTE, NC 28202184220
UNITED STATES OF AMERICA

Please contact your Program Administrator if you see any issues with your card address.

User details

David Chen

User ID

dpaitsel

[Edit user details](#)

Quick actions

[Change password](#)

[Update security questions](#)

[Show phone number and email addresses](#)



PIN Check and PIN Change



View PIN



Julian West

Global Card Access

HomePIN CheckCard Management

Account Summary

Balances as of Jan 14, 2022, 08:14 AM CST

Julian West - 2020

Payment due date	Current balance	Credit limit	Available credit
Jan 13, 2022	0.00	5,001.00	4,954.79
Balance on last statement	Last payment		
0.00	0.00		

Recent activity

My tasks

No tasks at this time.

Quick actions

View your PIN

Change your PIN

Manage alerts

2

Enter the card's **three-digit CVV** (from the back of the card) and click **Continue**



Global Card Access

HomePIN CheckCard Management

PIN Check

Enter your security code: ?

Continue

3

After clicking **Show my PIN**, the digits of the PIN are displayed one at a time...have your pen ready



Global Card Access

HomePIN CheckCard Management

PIN Check

PIN shown one digit at a time.

*4**

Show my PIN





GCA Mobile Application

(In App Store: **BofA Global Card Access**)



GCA Mobile App

A convenient way for Cardholders to access card account details anytime, anywhere

Real-time account information anytime, anywhere

- View individual account information
- Securely view your unique card PIN
- Provides contact information for Servicing

Quick actions for added security

- Temporarily lock a card to prevent unauthorized use

Convenient options for self-service tasks

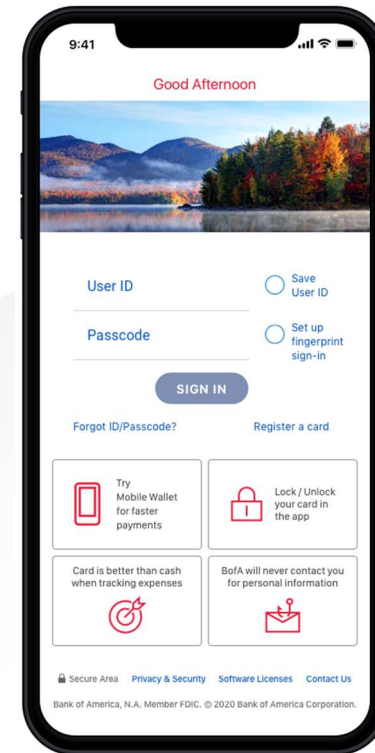
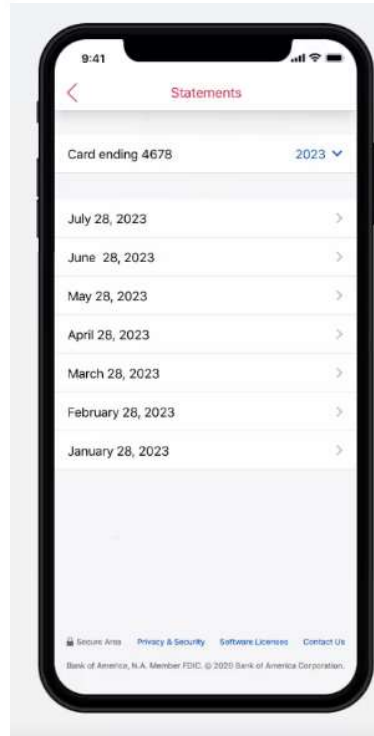
- Update contact information

Additional, robust capabilities are available via Global Card Access Online

- Review/Download up to 18 months of digital statements
- View PIN/Create a custom PIN

Additional features

- Activate and register a new card
- Login using biometrics authentication
- Review credit limit, balance, available credit and recent card transactions in the dashboard
- Drill into transaction details that include decline reasons and enhanced authorization information
- Lock/Unlock Card
- Manage select alerts directly within the mobile application
- Maintain profile and account security information
- Recover user ID and password
- Contact Servicing



BANK OF AMERICA 

Accessing GRAM or Works *(if applicable)*



Accessing GRAM or Works

Program AdministrationMy Accounts

BANK OF AMERICA

David Chan

Global Card Access

HomeAccount RequestsAdministration

Account Summary

Balances as of Dec 30, 2021, 09:30 AM CST

Friendly Business Co

Current balance	Available credit	Credit limit
12,594.21	4,987,405.79	5,000,000

My tasks

No tasks at this time.

Quick actions

Manage account requests

Manage users

View statements

Related links

Global Reporting and Account Management

Works

Card Assistant

- If you also use Global Reporting and Account Management (GRAM) or Works to manage your card program, those platforms can be accessed under 'Related Links'
- If your program is enabled for 'single point of access', you will not be prompted for additional login credentials. If your program is not yet enabled for 'single point of access', then you will land on the GRAM or Works login page and can log in using those separate login credentials



Helpful Resources and Support Contacts



Helpful Resources and Support Contacts

Global Card Access

[Helpful Resources](#)[Release Notes](#)

Helpful Resources

Program Administrator

[Global PA Quick Reference Guide](#)[Global PA support information](#)[Global Payment Guide](#)[Global Card Access Live Training](#)

Quick Start Guides

[How to apply for a new card](#)[How to view PIN for Chip and PIN card use](#)[How to change your PIN \(North America\)](#)[How to set up alerts \(North America\)](#)[How to lock and unlock your card](#)[How to manage your account](#)

Complete User Guides

[Global Card Access User Guide - Program Administrator](#)[Online Purchase Guide using strong customer authentication \(Europe\)](#)

Select language...Go

Cardholder Benefits and Features

[Global Insurance Benefits](#)[Benefits on Us](#)[Global Card Access App](#)[Contactless card use and FAQ](#)[Global mobile wallet instructions and FAQ](#)

Statements and Payments

[How to access statements](#)[Cardholder payment instructions \(North America\)](#)[Cardholder payment instructions \(Asia\)](#)

Global Customer Service

[Cardholder support and activation](#)



Global Card Access

[Home](#)[Card Management](#)

Contact us

Select the region your card was issued in:

North America

All cardholders

800 300 3084 (Canada)

888 449 2273 (US)

602 379 8752 (US Collect)

Helpful Resources

Global Card Access:

<https://cardportal.works.com>

Contacts:

Card Digital Services

Call: 1.888.715.1000 Option 2, 4

Email: CardDigitalServices@bofa.com

Company Level Support

Call: 800.822.5985, Option 1

Email: ccs_team_servicing@bankofamerica.com

