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.

### 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.

### 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.
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.
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. 
   Note: The divided transaction must total the original transaction amount or 100%.
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.
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.
     Note: Depending on the Reason for Dispute, additional information may be required.
   - Enter Comments.
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.
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.

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.

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:
   - Select Existing Expense Report from the Add expense documents to menu, as needed.
   - Select Expense Report Name.
   - Select Signoff on report and all expense report documents, if needed.
   - Click OK. A confirmation message displays.
   - 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.

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.