

Bank of America

State of North Carolina Card Program

Updates, Training Resources, & Product Offerings

April 1st, 2026



Agenda

- | Product Trends & Updates
- | Accessing Works Training
- | Works Dashboard & Reporting
- | Ways to Grow your program
- | Q&A Session



Trends and updates



Works platform transformation

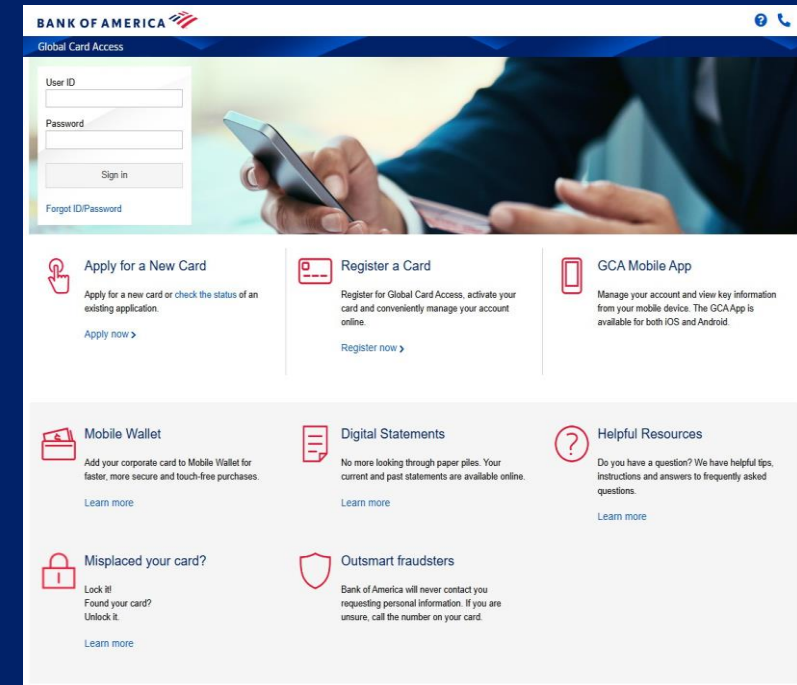
- Fully integrated commercial card platform with consolidated card management functionality

To improve user experience, Works clients are being migrated to one single point of access via Global Card Access (GCA) between March 2025 and the end of 2026. The Works and GCA platforms are being upgraded to accommodate these migrations and to ensure a smooth user experience.

- Users will no longer log into Works directly. Instead, users will first log into Global Card Access and from there can click into Works.
- This will reduce the number of login credentials one must maintain since there will now be one centralized site.

Recent enhancements:

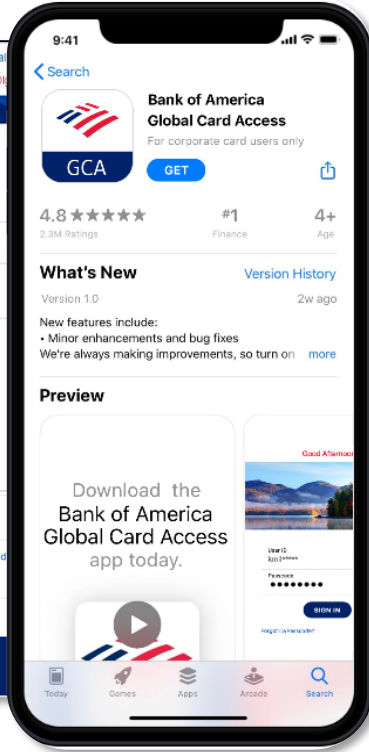
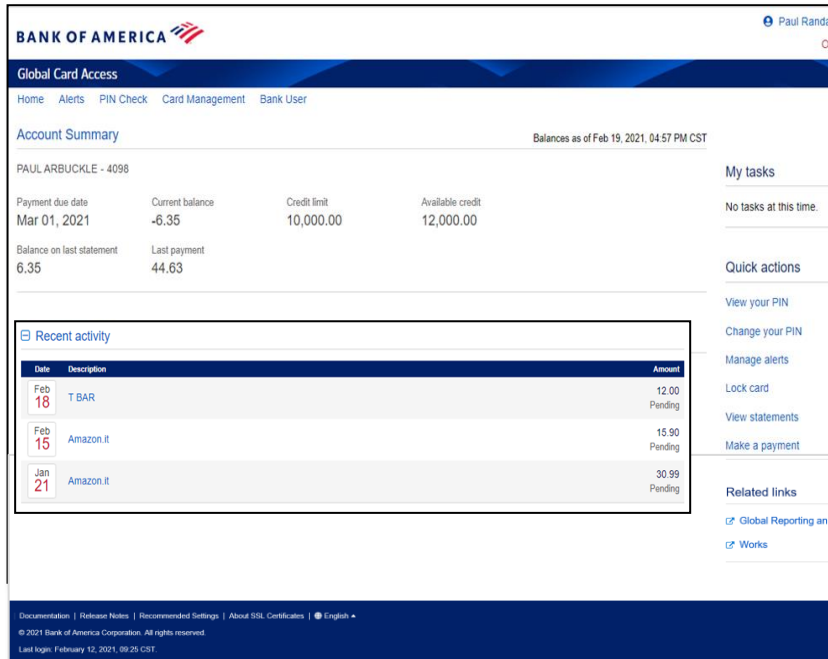
- **Bulk receipt image download** – Works users who utilize the expense reporting feature often have their cardholders upload receipt images. This enhancement provides program administrators with the ability to download the images in bulk, allowing them to store the data in their systems.
- **Future scheduling spend controls profile update** – allows users to choose a date in the future for when they would like to move a card to a new spend control profile. Historically, Works only allows users to set a future *return* date when a card is moved from one profile to another.



Your new landing page
for Global Card
Access/Works



Cardholder account management anytime, anywhere



Find it:

www.bankofamerica.com/gca

Apple, Google and Samsung app stores



Apple App Store



Google Play



Please note that the availability of certain key card features and tools vary by geographical region. Please contact your company or your BofA representative to learn more.

Real-time account information



Account dashboard

View account details such as credit limit, current balance, available credit, and recent card activity



Digital statements

Review current and 12 months of past statements



PIN access

Securely view your unique card PIN



Service resources

Find region-specific contact information for servicing

Quick actions for added security



Card activation

Skip the call and activate a new card



PIN management

Create a custom PIN online



Lock card

Temporarily secure a card to prevent unauthorized use



Alert management

Customize account alerts to be sent via SMS text or email



Strong Customer Authentication (EMEA)

Complete biometrics verification within the app

Convenient options for self-service tasks



New card application

Request a new card from your program administrator



Digital payment (N.A.)

Pay monthly bill online



Profile maintenance

Update contact and security profile



Data

Download transactional data into Quickbooks

Enhanced decline reasons on Global Card Access

Ensuring cardholders know why declines occurred and how to resolve them

1 Adherence to company policy

Ensures compliance with company spending policy and avoids unauthorized purchases

2 Real-time information

View decline reasons immediately after a card purchase is attempted

3 Clear descriptions

Understand what triggered the card decline via clear and concise language

4 Direct resolution path

Actionable decline reasons help identify the right next step to resolve declines, whether that be the program administrator, bank customer service, or self-servicing

Declined transaction on Global Card Access (online)

February 22, 2025	
Company Name	
Transaction date:	Feb 22, 2025 12:16 PM CST
Transaction type:	Authorization - Declined
Decline Reason:	Suspicious activity detected on your account – contact 855 521 1795
Merchant category:	MISC FOOD STORES-SPECIALITY, CONVENIENCE
Merchant category code:	5499
Reference number:	000000
Account name:	MICKEY MITCHELL
Account number:	2725

Declined transaction on Global Card Access (mobile app)

< Details	
Amount	35,000.00
Transaction Date	Nov 22, 2024 01:30 PM CST
Transaction Type	Authorization - Declined
Decline Reason	Invalid PIN – view PIN
Card Type	MasterCard
Merchant Category	AIRLINES
Merchant Category Code	3000



KEY BENEFITS



Improved cardholder experience due to **real-time communication** of decline



Speeds up payments and reduces delays by identifying the right course of action



Reduces risk of **fraud** or card misuse



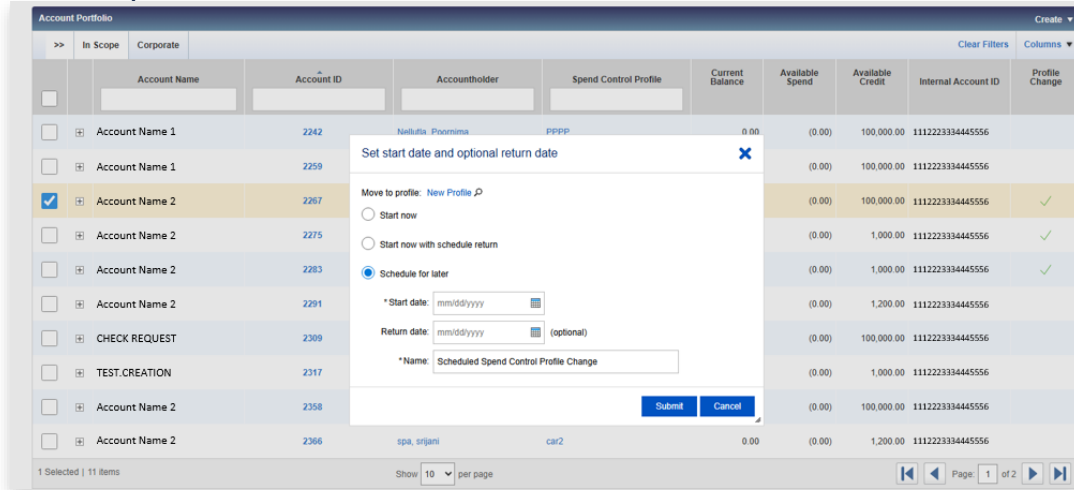
Encourages **faster resolution** by helping cardholders understand the decline

Works spend control profile enhancements delivered

Enhancements delivered in November 2025

Improved flexibility and oversight of the spend control profile

- **Date Range Selection:** Program Administrators can now specify a start and end date when moving cards to a spend control profile.

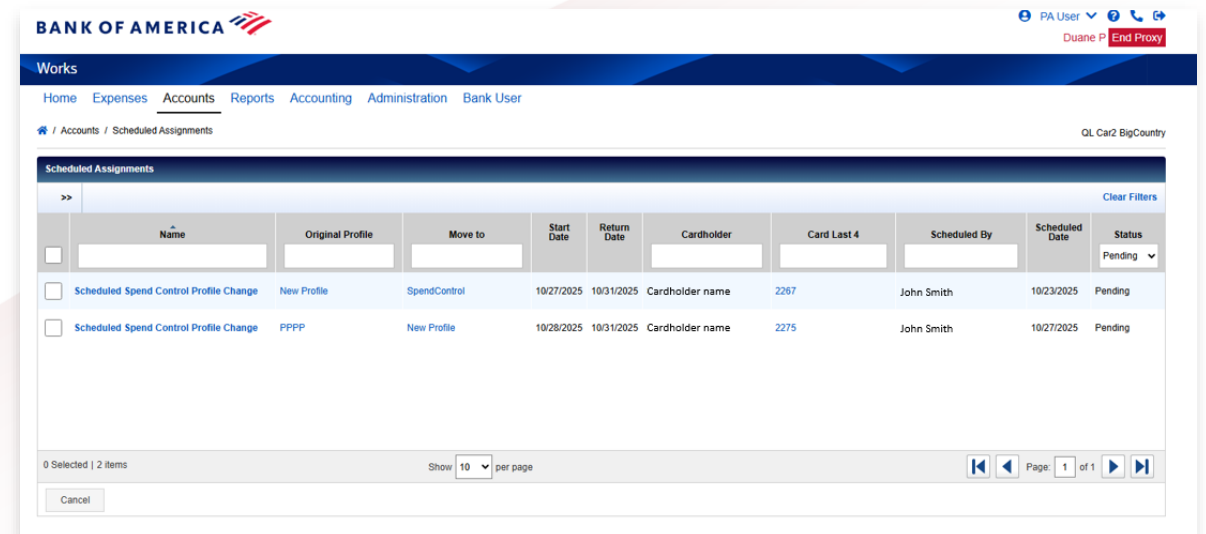


The screenshot shows the 'Account Portfolio' interface with a modal dialog open. The modal is titled 'Set start date and optional return date' and contains the following options and fields:

- Move to profile: New Profile
- Start now
- Start now with schedule return
- Schedule for later
- * Start date: mm/dd/yyyy
- Return date: mm/dd/yyyy (optional)
- * Name: Scheduled Spend Control Profile Change
- Buttons: Submit, Cancel

The background table lists account details with columns: Account Name, Account ID, Accountholder, Spend Control Profile, Current Balance, Available Spend, Available Credit, Internal Account ID, and Profile Change.

- **Enhanced visibility in scheduled assignments:** The “Scheduled Assignments” queue now includes additional details for card accounts, including the cardholder’s name, last four digits of the card, profile move start and end dates, the user who submitted the change, and the date the change was initiated.



The screenshot shows the 'BANK OF AMERICA' 'Works' interface. The 'Accounts' tab is selected, and the 'Scheduled Assignments' queue is displayed. The queue includes the following columns: Name, Original Profile, Move to, Start Date, Return Date, Cardholder, Card Last 4, Scheduled By, Scheduled Date, and Status.

Name	Original Profile	Move to	Start Date	Return Date	Cardholder	Card Last 4	Scheduled By	Scheduled Date	Status
Scheduled Spend Control Profile Change	New Profile	SpendControl	10/27/2025	10/31/2025	Cardholder name	2267	John Smith	10/23/2025	Pending
Scheduled Spend Control Profile Change	PPPP	New Profile	10/28/2025	10/31/2025	Cardholder name	2275	John Smith	10/27/2025	Pending

The interface also shows navigation options like 'Home', 'Expenses', 'Accounts', 'Reports', 'Accounting', 'Administration', and 'Bank User'. The user is identified as 'PA User' and 'Duane P. End Proxy'.

Works bulk receipt downloads enhancements – new for accountants

Enhancements delivered in November 2025



Works users with the Accountant role can now download multiple receipts at once

> What's new

Download receipts in bulk (up to 31 days at a time) associated with:

- Transactions
- Reimbursement requests
- Expense reports

> How it works

1. Navigate to transactions, reimbursement requests, or expense reports
2. Go to the "All" tab
3. Apply desired filters
4. Select items
5. Click download receipts

Result: A folder with subfolders by card, each containing receipt images.

> Why it matters

- Audit readiness
- Faster reconciliation
- Internal record keeping
- Regulatory compliance

> Activation

- Available at no cost
- Contact servicing team to enable

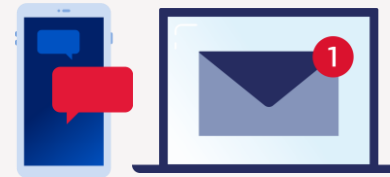
The screenshot displays the 'Transactions - Accountant' interface in the Works system. The top navigation bar includes 'Home', 'Expenses', 'Accounts', 'Reports', 'Accounting', 'Administration', and 'Bank User'. The main content area shows a table of transactions with columns for Document, Account ID, Sign Off, Date Posted, Date Purchased, Primary Accountholder, Purchase Amount, Vendor, Uploaded Receipt, and Internal ID. An 'Advanced Filter' sidebar is visible on the left, with filters for Date (09/30/2025 - 10/30/2025), Group (All), Account (All), Corporate Account (All), Purchase Request (All), Amount Range (All), Dispute Status (All), Account Status, AH Sign Off, APR Sign Off, and Matched Status. Below the table, the 'BANK OF AMERICA' logo is visible, along with user information 'Test User' and 'Duane P End Proxy'. The bottom section of the screenshot shows the 'Upload Receipts' dialog, which includes a table with columns for Request, File Name, Document Type, Request Date Range, Submitted Date, Files in the Request, and Status. A single request is listed with a status of 'Processing'. At the bottom of the dialog, there is a 'Download' button and a note: 'Files will be deleted after 7 calendar days.'

3DS – secure online transactions with one-time passcode (OTP)

- Introducing one-time passcode (OTP) as a self-service option for 3DS authentication – replacing phone calls with a faster, SMS/email-based process. Cardholders making purchases on secure merchant platforms will receive an OTP via SMS text message or email to authenticate and make secure online purchases through the merchant’s platform. **Effective March 1, 2026, in North America.**



A cardholder starts the transaction by initiating an online purchase on a secure merchant platform.



A one-time passcode (OTP) is sent via SMS text message or email to the cardholder’s registered mobile number or email (based on the cardholder’s selection at prompt).

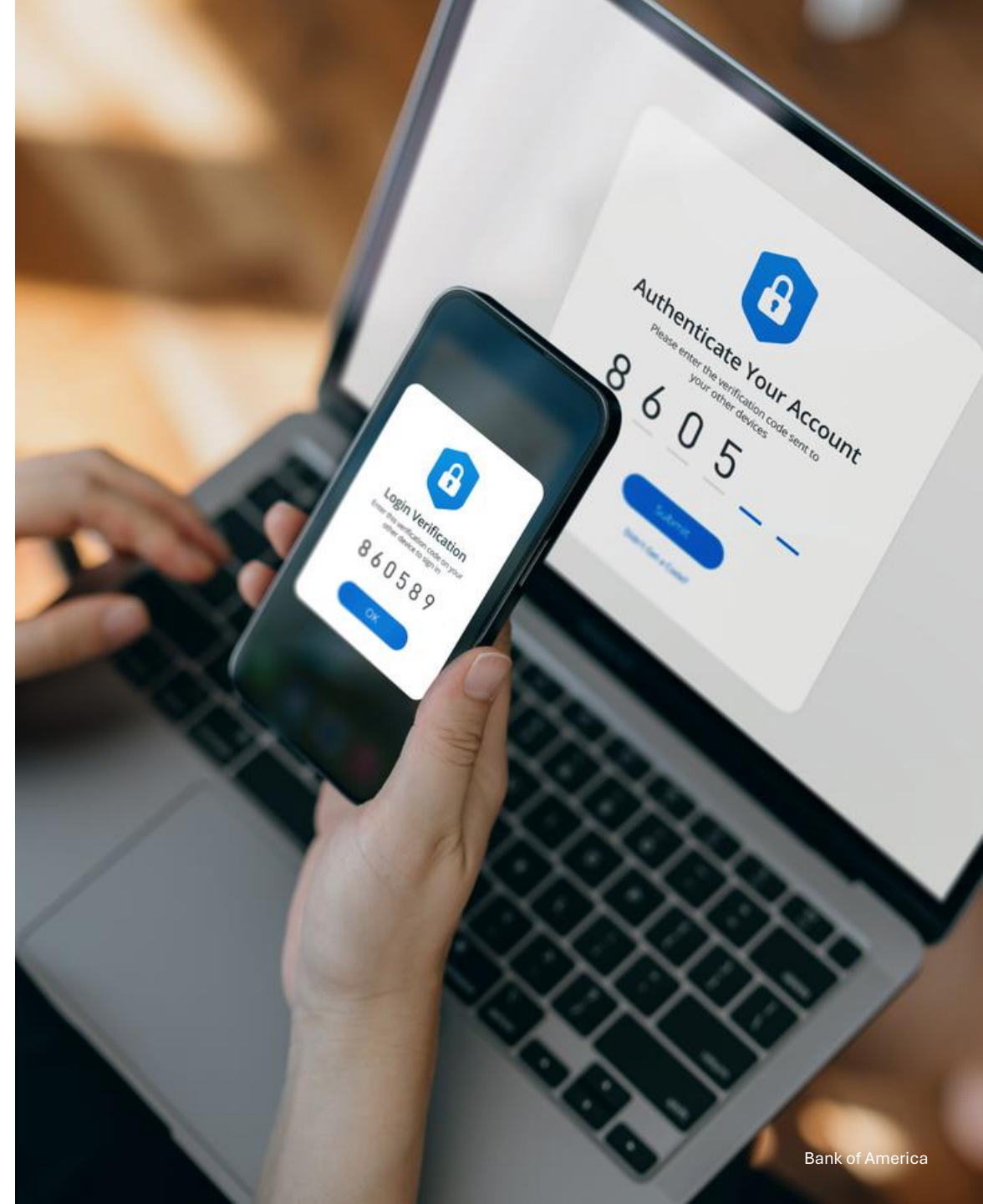


Cardholder enters the received OTP on the merchant’s site to verify the transaction. If correct and timely, the transaction is approved and the sale is complete.

3DS – secure online transactions with one-time passcode (OTP)

Additional details

- The OTP is sent via SMS or email to the cardholder’s registered mobile number or email.
- Each OTP is unique per transaction and valid for 10 minutes.
- Cardholders have 3 attempts per transaction to enter the OTP correctly before they are instructed to contact servicing for additional assistance.
- Cardholders can also request to have a new OTP resent up to 3 times per transaction before they are instructed to contact servicing for additional assistance.
- If a cardholder does not have a phone or email registered, then the transaction will be declined. Cardholders must contact servicing to authenticate.
- Cardholders can update contact details through the Global Card Access (GCA) mobile app or at bofa.com/globalcardaccess; Program Administrators can update contact details on behalf of cardholders using Works or GRAM.
- For assistance, call Global Card Services using the number on the back of your card or use the “Need Help” option during OTP verification.
- OTP will be available globally.
- Virtual Pay, Ghost, and Meeting/Department cards excluded.
- OTP applies only to transactions where the merchant is enrolled in 3D Secure (3DS) and fraud criteria indicate additional authentication is required; not all eCommerce transactions will prompt OTP.
- This enhancement does not change transaction or fraud decisioning behavior—it simply introduces a self-service option for completing required authentication.



Works Training Sessions



Works Training & Documentation

Works: Home Page

Accounts Dashboard Account Portf

In Scope Corporate

Account Name	Account ID	Credit Limit	Current Balance	Available Spend	Available C
ACE RENTALS	3764	10,000,000.00	197.00	23,744.24	9,999,80
AMTECH LIGHTING SERVICES	4370	10,000,000.00	841.47	0.00	9,999,10
BOB DECLINING BALANCE	6961	50,000.00	0.00	50,000.00	50,00
CURT VILLAREAL	9052	50,000.00	46,191.73	15,452.12	3,80
DUNCAN S YOUNG	5315	5,000.00	0.00	0.00	5,00
DUNCAN S YOUNG	1356	10,000.00	7,403.82	5,000.00	2,59
ELLEN WESSON	5135	10,000.00	3,055.99	5,000.00	6,94
EPAYABLES 00.CARDHOLDER	9295	5,000.00	0.00	0.00	5,00
EPAYABLES 00.CARDHOLDER	3564	5,000.00	0.00	0.00	5,00
GARY CONCORD	5488	50,000.00	4,023.83	50,000.00	45,97

24 items Show 10 per page Page: 1 of 3

Live Training Sessions are available to all users with Program Administrator or Accountant roles.



Works Training Sessions - continued

9 Live Sessions available on various topics

Works Product Training

[Training Guides](#)

[Training Videos](#)

[Live Training](#)

[Release Notes](#)

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.

Note: We recommend taking the sessions in the order listed to gain the best understanding of the application.

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

- [Administrators: Demonstration / Introduction to Works](#)
- [Administrators: Creating and Maintaining Groups and Users](#)
- [Administrators: Creating and Maintaining Card Accounts](#)
- [Works and the Accountant](#)
- [General Ledger End to End](#)
- [Educating your Accontholders and Approvers: Train the Trainer](#)
- [Administrators/Accountants: Creating and Managing Reports](#)
- [Reconciling Your Virtual Payables Program](#)
- [Global Card Access \(GCA\) - Demonstration / Introduction](#)

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.

Works Training Sessions - continued

Descriptions & Meeting Materials

Administrators: Demonstration / Introduction to Works


This workshop provides a high-level overview and basic navigation for administrators of application features. The workshops listed below will dive deeper into each feature.

[Enroll Now](#)  [Download Presentation](#) [▲ Back to top](#)

Administrators: Creating and Maintaining Groups and Users

During this workshop, Administrators will learn how to:


- Create and maintain groups.
- Create and maintain users.

[Enroll Now](#)  [Download Presentation](#) [▲ Back to top](#)

Administrators: Creating and Maintaining Card Accounts

During this workshop, Administrators will learn how to:


- Create and maintain card accounts.
- Create and maintain spend controls profiles, which establishes the credit limit and spending restrictions for accounts.

[Enroll Now](#)  [Download Presentation](#) [▲ Back to top](#)




Works and the Accountant

During this workshop, the Accountant role will learn how to:

- Sweep transactions
- Take action on outstanding transactions
- Manage transaction batches

[Enroll Now](#)  [Download Presentation](#) [▲ Back to top](#)

Frequent Live Sessions

<input type="checkbox"/>	Works Demo/Intro 8:30 AM - 9:30 AM Jan 22, 2026 (UTC-05:00) Michael Hamrick	
<input type="checkbox"/>	Works Demo/Intro 8:30 AM - 9:30 AM Jan 26, 2026 (UTC-05:00) Michael Hamrick	
<input type="checkbox"/>	Works Demo/Intro 10:30 AM - 12:00 PM Jan 27, 2026 (UTC-05:00) Robert Salinas	

You are not limited on number of sessions to attend!

Works Training Material

Full user guide & training videos are at your disposal

Training Guides

Works Product Training

[Training Guides](#) [Training Videos](#) [Live Training](#) [Release Notes](#)

The following guides are provided to assist you in learning how to perform various tasks within the Works a

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
- Managing Account Requests
- Managing Individual and Corporate Accounts
- Managing Groups and Group Official Roles
- Managing Spend Control Profiles
- Managing Users
- Receipt Imaging
- Segment Values and Accounting Settings
- Works File Integration Technical Reference Guide (formerly HR File Integration Guide)
- 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

Training Videos

Works Product Training

[Training Guides](#) [Training Videos](#) [Live Training](#) [Release Notes](#)

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 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.

Additional training videos are available on [Card Assistant](#).

Training for All

- Funding Accounts In Works
 - This video explains the account funding and approval process flow for an account in Works.
- Navigating Works
- Performing the Initial Login
- Creating Reports
- Linking Multiple User Profiles

Training for Cardholders

- Managing Purchase Requests for Purchase and Travel Card Programs
- Reconciling Transactions
- Reconciling Transactions with General Ledger
- Reconciling a Transaction with General Ledger Without Expense Reports
- Attaching Transactions to Purchase Requests

Works

Home screen and accounts dashboard

Global Card Access Works® Go To Bank of America

BANK OF AMERICA Duane Paisel

Works
Home Expenses Accounts Reports Accounting Administration DEMO COMPANY PAITSEL

Action Items

Action	Acting As	Count	Type	Current Status
Close	Accountant	5	Purchase Request	Clean
Sweep	Accountant	27	Transaction	Clean
Sign Off	Approver	24	Transaction	Pending
		1	Transaction	Pending

4 items Show 10 per page Page 1 of 1

Alerts

No alerts at this time.

My Announcements

No announcements at this time.

Accounts Dashboard

Account Name	Account ID	Credit Limit	Current Balance	Available Spend	Available Credit
ASSOCIATED MILK PRODUCERS	3246	10,000,000.00	1,000.00	0.00	9,999,000.00
COLOR BOX SUNTRUST BANK	6884	10,000,000.00	11,200.00	0.00	9,988,800.00
FANCY FEATHERS	2757	2,000.00	75,304.00	662.00	(73,304.00)
FUTUREUSE1	1724	10,000,000.00	0.00	11,000.00	10,000,000.00
GALAYA CREWS	0255	1,000,000.00	41,048.84	1,316.44	958,951.16
JOHN SMITH	9379	2,000.00	14,008.93	(11,383.93)	(12,008.93)
L RICKS	8017	2,000.00	0.00	1,060.00	2,000.00
R5 OFFICE SUPPLIES P1	3626	10,000,000.00	210.00	0.00	9,999,790.00
ROSS EPAY	1143	10,000,000.00	80,184.00	(1,234.00)	9,939,816.00
TAYLOR MURRELL	6215	2,000.00	12,346.00	1,877.00	(10,346.00)

11 items Show 10 per page Page 1 of 2

Training Guides | Training Videos | Live Training | Release Notes | Privacy & Security | Recommended Settings | Global Reporting and Account Management | Bank of America | Visa | MasterCard | PCI Standards Council | Card Assistant

© 2022 Bank of America Corporation. All rights reserved.

Last login Friday March 18, 2022, 12:40 PM CDT.



Reports

Reminder that Spend Volume Reporting (including Vendor) is at your fingertips



Works

[Home](#) [Expenses](#) [Reports](#) [Bank User](#)

Reports > Dashboard > Spend

Works CS Bootstrap

Spend

Audit

[Set All Dates](#)

[Print All](#)

Account Activity

[Actions](#) ▼

Dates: 07/01/2019 - 07/31/2019

Debit Total	Debit Count	Debit Average	Credit Total	Credit Count	Credit Average	Net Account Spend Total	Net Account Spend Count	Net Account Spend Average
No matching records found								

Spend by Vendor

[Actions](#) ▼

Dates: 07/01/2018 - 07/31/2018

Top 10 Vendors

No data returned for specified date range.

[View Larger](#)

Total for All Vendors: 0.00

Reports

Reminder that Single Transaction Audit Reporting is at your fingertips



Works

[Home](#) [Expenses](#) [Reports](#) [Bank User](#)

Reports > Dashboard > Spend

Works CS Bootstrap

Spend

Audit

[Set All Dates](#)



[Print All](#)



Account Totals

[Actions](#)

Active Accounts	Inactive Accounts	Total Accounts
		0

Single TXN Limit Audit

[Actions](#)

Dates: 01/01/2021 - 12/06/2021



Accountholder	Account ID	Vendor Name	MCC	Date Purchased	Transaction Count	Amount Total	Spend Control Profile Single TXN Limit
No data available in table							



Works interchange reports

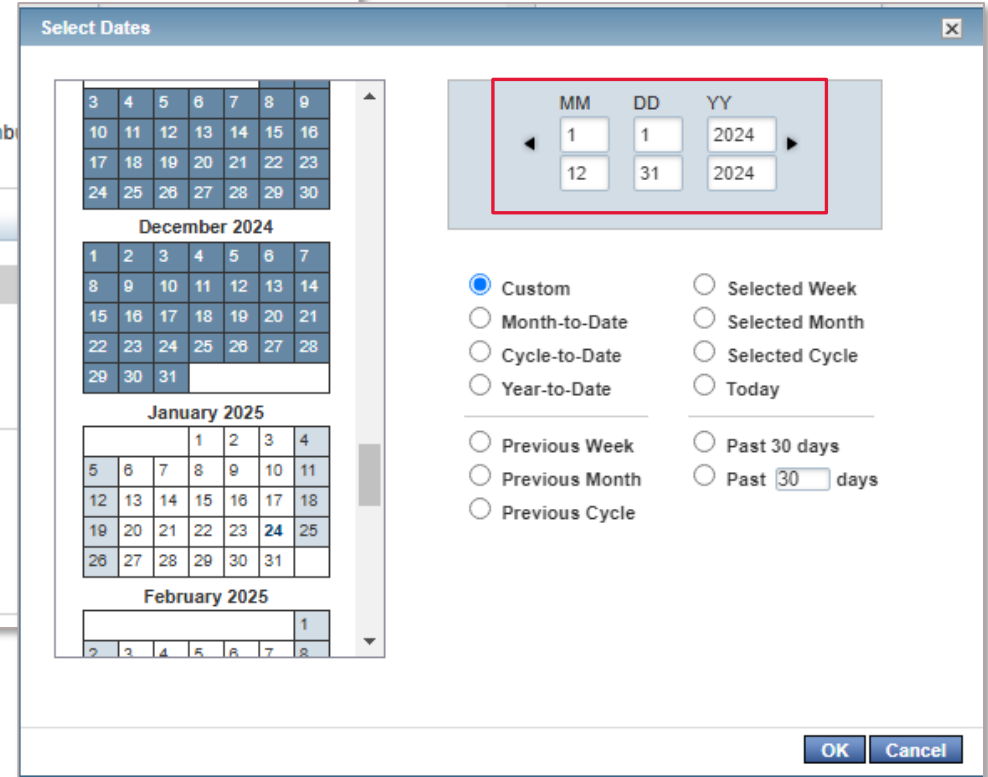
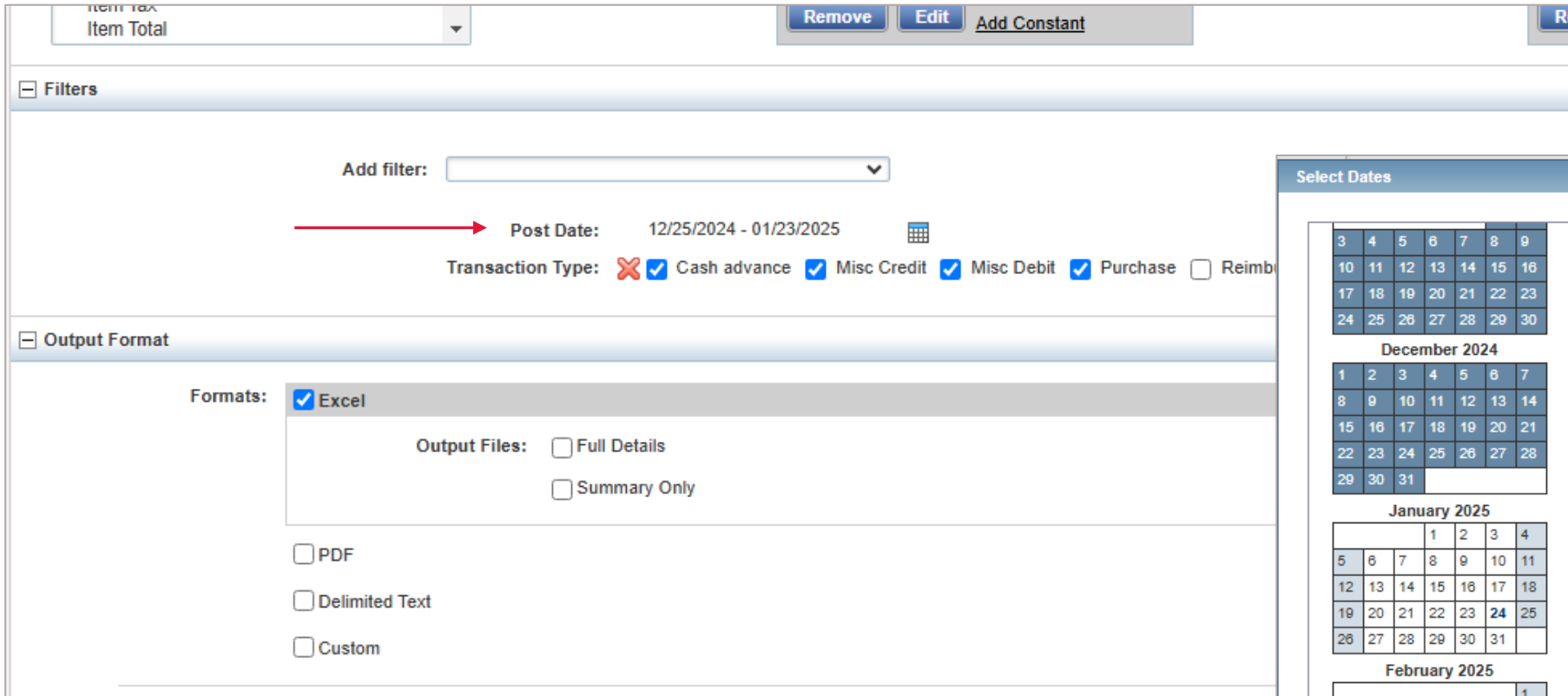
- Interchange qualifier reporting in Works allows visibility into standard, level III, large ticket, partner program, and other categories

How to create a spend report using the interchange qualifier field:

1. Select **Billing Statement** report from standard reports or other available templates.
2. Select **Advanced** under report options.
3. In the Available column, add **Interchange Qualifier** (in transaction detail section) to both Selected and Column Sort fields using the arrows.
4. In the Filters section, select **Interchange Qualifier** from the add filter drop down menu.
5. Select Interchange Qualifier elements to include in the report.
6. Finalize the report by selecting output format:
 - If summary is selected as an output, select interchange qualifier in summary grouping dropdown.
7. Save to template library and/or choose schedule frequency (i.e., run now, run later, recurring).

The screenshot shows the 'Report Options' dialog box in the 'Advanced' tab. The 'Columns' section is divided into three panes: 'Available', 'Selected', and 'Column Sort'. In the 'Available' pane, 'Interchange Qualifier' is listed at the bottom. In the 'Selected' pane, 'Interchange Qualifier' is listed in the middle. In the 'Column Sort' pane, 'A→Z Interchange Qualifier' is listed at the bottom. The 'Filters' section at the bottom has an 'Add filter:' dropdown menu with 'Interchange Qualifier' selected. Below the dropdown, there are sections for 'Post Date' (10/22/2022 - 11/20/2022), 'Transaction Type' (with checkboxes for Cash advance, Misc Credit, Misc Debit, Purchase, Reimbursement, Payment), and 'Interchange Qualifier' (with checkboxes for Large Ticket, Partner Program, Level III, Standard, VLPA, STP, No Data).

Helpful tip #1



1. Use the **post date** filter to choose the date range of posted transactions that you would like included in the report.

2. For example, if your rebate period is from January 1, 2024 through December 31, 2024, choose those dates in the post-date filter.

3. Alternatively, you may be tracking your spend **monthly**, in which case you can set the date filter accordingly to align with the month you are tracking .

Ways to Grow your Program



Comprehensive range of solutions

Travel and entertainment

Make business travel easier with a card that offers purchasing power, cost-efficiency and flexibility.

- Corporate card
- Central travel accounts
- Executive card options
- Virtual travel

Business expense cards

Conveniently manage all business expenses with a single solution.

- Department card
- Meeting card
- Purchasing card
- Virtual card

Accounts payable

B2B payment automation which helps AP departments maximize efficiency, reduce fraud risk and optimize working capital

- Complete AP
- Comprehensive payables
- Paymode-X



Payment strategy optimization

Define and refine your payment strategy

Organizations have strategies that help guide their goals. It's common to develop a marketing strategy, a long-term growth strategy, etc. Your payment strategy is just as important, but it may not get the attention it deserves. If you haven't created a payment strategy or recently revisited your existing payment strategy, that should be your first step towards getting the most out of your Virtual Payables program.

Best practices for consistent growth

Conduct a regular AP analysis and enrollment efforts review

Conduct (at minimum) one annual AP file review and incorporate Virtual Card acceptance into the supplier onboarding process/language.

Drive conversations by offering value and incentives to suppliers

Offering incentive terms and experience benefits can help accelerate adoption. Several supplier experience enhancements, such as passive payments, can be offered through the card program.

Checklist to success

- Obtain corporate sponsorship
A successful payment strategy is mandated from the top of the organization.
- Partner with Sourcing, Procurement, AP and the Treasurer's office
All parties who communicate with suppliers must work together to promote, validate, and monitor adherence to convey consistent messaging.

- Communicate your goals internally and externally
Consistent message and mutual understanding of buyer and supplier goals will help you achieve an optimal balance.
- Measure and report your success
Leaders within the various stakeholder groups must take ownership to drive behavior change with suppliers and put metrics in place to measure the success of the change.



Virtual Payables

A market-leading provider with best-in-class solutions which help clients transform their payment strategy by improving working capital, payment efficiency and security

Industry expertise and commitment

through long term investment, leadership and innovation

Robust spend analysis and supplier targeting

based on deep supplier knowledge and best practices

Supplier enablement for the life of your program

with strategies designed for different phases and audiences

Innovative tools

for program management, compliance controls and better fraud prevention



Source: Bank of America 2024.

Nearly

2 decades

experience in Virtual Payables

\$20.4+B

in spend processed annually

4.9MM

payments made using virtual card

1200+

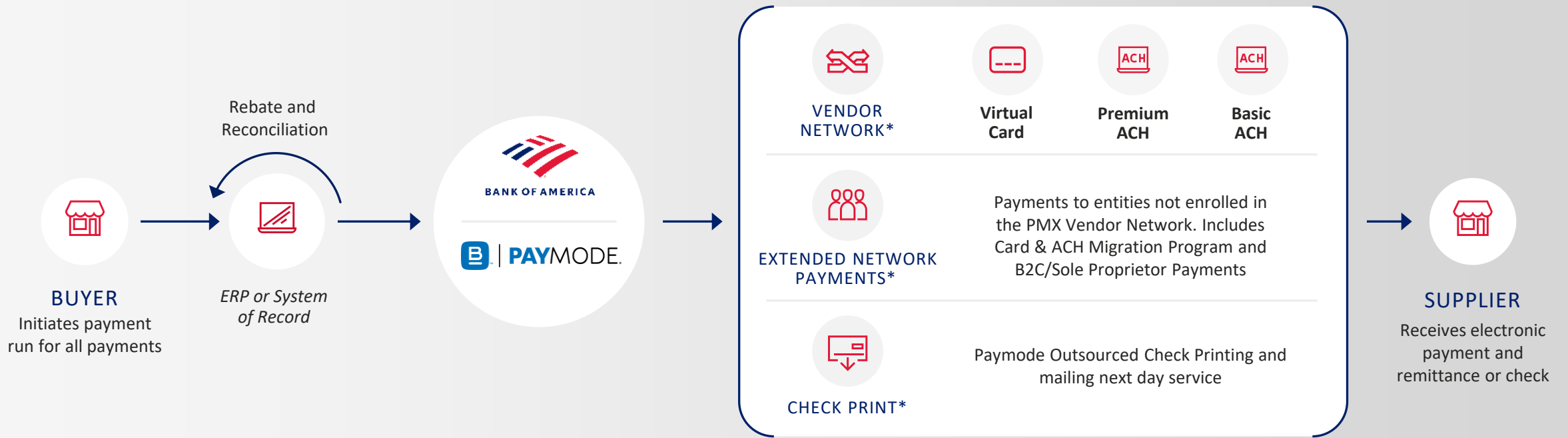
clients processing B2B payments with Virtual Payables

250K

suppliers in Virtual Card Network

Comprehensive Payables – Payments

B2B & B2C payment automation which helps AP departments maximize efficiency, reduce fraud risk and optimize working capital



Features

A single payment file splits payments into card, ACH and check

Payment reconciliation uses automated data transmission or on-demand reporting (Web reports, EDI/CTX, customized AR file and/or via email delivery)

Powerful, flexible file parsing and formatting infrastructure that allows integration with any ERP system



*Paymode Platform

Why choose Bank of America for your AP automation needs

One ecosystem

with single infrastructure – ability to send multiple payment types in a single file (card, ACH with rebate, and basic ACH)

Network of 750K+ suppliers

accepting digital payments drives day-one adoption of card and ACH with technology-based tools to support continuous enablement

Multi-faceted dedicated Bank of America servicing

to network members for enrollment, payment and general inquiry support

Check mining

picks up additional spend from paper checks with no required client led effort

Digital identity verification

with industry-leading technology and behavior analytics protecting you and your supplier relationships

Prevent cards from expiring

with supplier follow-up calls (99% processed)

Invoice automation

digitizes and automates the entire invoice lifecycle



Data Source: Bank of America. 2024.

18

Years offering
Comprehensive Payables

\$329+bn

in payments processed
in 2024

49%

of suppliers already
enrolled in network

700+

Clients using
Comprehensive Payables

200+

Bottomline associates aligned to
Comprehensive Payables for implementation,
vendor enablement, servicing



2026 State of North Carolina Summit



When: September 2026
Where: Raleigh/Durham/Greensboro



Q&A



Notice to recipient

These materials have been prepared by one or more affiliates of Bank of America Corporation (“BAC” and, together with its affiliates, the “BAC Group”) for the client or potential client to whom these materials are directly addressed and delivered (the “Company”) for discussion purposes only in connection with an actual or potential mandate or engagement and remain subject to verification and to our further review and assessment from, inter alia, a legal, tax, compliance, accounting policy and risk perspective, as appropriate. These materials were designed for discussion with and consideration by specific persons familiar with the business and affairs of the Company and are being furnished and should be considered only when taken together with any other information, oral or written, provided by us in connection herewith. These materials are not intended to provide the sole basis for evaluating, and should not be considered as, and are not intended to provide, any advice, recommendation or formal opinion with respect to, any transaction or any financial, strategic, business or other matter and do not constitute an offer or solicitation to sell or purchase any securities, nor do they constitute a commitment by BAC or any of its affiliates to provide, arrange, bookrun, underwrite or syndicate any financing for any transaction, to market, offer, place, sell, underwrite or purchase any security or to otherwise enter into any type of business relationship in connection herewith. None of BAC or its affiliates has provided or will provide legal, tax, compliance, accounting or risk advice to the Company or any recipient of these materials. These materials are not intended to provide any such advice or any consulting, rating agency or environmental, social and governance and sustainability (“ESG”) advice or ESG rating agency advice, nor are any materials provided by us intended to identify, evaluate or advise you as to any potential legal, reputational, regulatory compliance or other risks or as to the fairness, accuracy or completeness of your or any other party’s public disclosure. The information and any examples provided are illustrative, may not be reflected in the product or service you receive from BAC, and have not been evaluated or verified for effectiveness, quality, accuracy, completeness or risk and none of BAC or its affiliates is endorsing any particular approach to ESG, any particular ESG investment strategy or any particular ESG standards, ratings or metrics. These materials are subject to the Company’s own review and assessment from a legal, tax, compliance, accounting policy, financial, strategic, ESG, and risk perspective, as appropriate, and the Company should consult with its own legal, tax, compliance, accounting, financial, and ESG advisors prior to entering any transaction. The BAC Group may be engaged in certain business activities which could have increased investor, client, employee, regulatory scrutiny and/or scrutiny from other parties generally from an ESG perspective. Any ESG assessments or consideration of ESG factors by BAC in the services or information provided to you, will generally be reliant on data received from you or third parties (including ESG data vendors), which may be estimated or only consider certain ESG aspects and at certain points (rather than looking at the entire sustainability profile and actions of the Company/the BAC Group or its value chain). These materials are not intended to be legally binding or to give rise to any legal relationship between the recipient or any other person whatsoever and any person or entity within the BAC Group. No person or entity within the BAC Group will be responsible or liable (whether in tort, contract or otherwise) for any losses or damages, consequential or otherwise, that may be incurred or alleged by any person or entity as a result of these materials, any inaccurate, incomplete or misleading statement, error or omission in these materials, or any transaction (whether entered into or not) relating to or resulting from these materials, and these materials may not be used or relied upon for any purpose, other than as may be specifically agreed with us in writing. We assume no obligation to verify, update, correct or otherwise revise these materials. These materials have not been prepared with a view toward public disclosure (whether under any securities laws or otherwise), are intended solely for review and consideration by the Company, and may not be, in whole or in part, reproduced, disseminated, quoted or referred to, or shown, transmitted, or otherwise given to, any person other than the Company’s authorized representatives, without our prior written consent.

These materials are based on information provided by or on behalf of the Company and/or other potential transaction participants, from public sources or otherwise reviewed by us. We assume no responsibility for independent investigation or verification of the information included in these materials (including, without limitation, data from third party suppliers) and have relied on such information being complete and accurate in all material respects. To the extent such information includes estimates and forecasts of future financial performance prepared by or reviewed with the managements of the Company and/or other potential transaction participants or obtained from public sources, we have assumed that such estimates and forecasts have been reasonably prepared on bases reflecting the best currently available estimates and judgments of such management or other parties (or, with respect to estimates and forecasts obtained from public sources, represent reasonable estimates). Any such estimates and forecasts may reflect assumptions and judgments that prove incorrect; there can be no assurance that any estimates or forecasts will be realized. No representation or warranty, express or implied, is made as to the accuracy or completeness of any such information, or of any other information in these materials, and nothing contained herein is, or shall be relied upon as, a representation, warranty or undertaking, whether as to the past, the present or the future. These materials may not reflect information known to other professionals in other business areas of the BAC Group. Any league tables referenced within these materials have been prepared using data sourced from external third-party providers as outlined in the relevant footnotes where applicable.

The BAC Group comprises a full service securities firm and commercial bank engaged in securities, commodities and derivatives trading, foreign exchange and other brokerage activities, and principal investing as well as providing investment, corporate and private banking, asset and investment management, financing and strategic advisory services and other commercial services and products to a wide range of corporations, governments and individuals, in the United States and internationally, from which conflicting interests or duties, or a perception thereof, may arise. In the ordinary course of these activities, parts of the BAC Group at any time may invest on a principal basis or manage funds that invest, make or hold long or short positions, finance positions or trade or otherwise effect transactions, for their own accounts or the accounts of customers, in debt, equity or other securities or financial instruments (including derivatives, bank loans or other obligations) of the Company, potential counterparties or any other person that may be involved in a transaction.

“Bank of America” and “BoFA Securities” are the marketing names used by the Global Banking and Global Markets divisions of BAC. Lending, leasing, equipment finance, merchant services, derivatives and other commercial banking activities, and trading in certain financial instruments, are performed globally by banking affiliates or subsidiaries of BAC, including Bank of America, N.A., Member FDIC, or of the deposit protection scheme, if available, in the relevant jurisdiction, Equal Housing Lender. Trading in securities and financial instruments, and strategic advisory, and other investment banking activities, are performed globally by investment banking affiliates or subsidiaries of BAC (“Investment Banking Affiliates”), including, in the United States, BofA Securities, Inc. which is a registered broker-dealer and Member of SIPC, and, in other jurisdictions, by locally registered entities (including Bank of America Europe Designated Activity Company, BofA Securities Europe SA and Merrill Lynch International), BofA Securities, Inc. is registered as a futures commission merchant with the CFTC and a member of the NFA. Bank of America Europe Designated Activity Company is a wholly-owned subsidiary of BAC and is regulated by the Central Bank of Ireland. Products and services that may be referenced in these materials may be provided through one or more affiliates of BAC. Bank of America and BofA Securities entities and branches provide financial services to the clients of Bank of America and BofA Securities and may outsource/delegate the marketing and/or provision of certain services or aspects of services to other branches or members of the BAC Group. Your service provider will remain the entity/branch specified in your onboarding documentation and/or other contractual or marketing documentation even where you communicate with staff that operate from a different entity or branch which is acting for and on behalf of your contractual service provider in their communications with you. Some or all products and services offered by the BAC Group may be unavailable in certain jurisdictions, or may be available only on an offshore and/or reverse solicitation basis, and availability is subject to change without notice. The BAC Group does not perform in any jurisdiction banking activities that are reserved by local law to licensed or approved banks, except in those jurisdictions where its banking affiliates or subsidiaries have procured the necessary licenses or approvals.

For those jurisdictions where they are not licensed to perform banking activities, all services/products are conducted on an offshore basis for Latin America and the Caribbean. Some or all of the products may not be available in certain jurisdictions and are subject to change without notice. This document and its content are for information purposes and shall not be interpreted as banking or financial intermediation, business solicitation and/or public offering of any kind.

Investment products offered by Investment Banking Affiliates:

Are Not FDIC Insured	Are Not Bank Guaranteed	May Lose Value
----------------------	-------------------------	----------------

This document is NOT a research report and is NOT a product of a research department and the material in this communication is not investment research or a research recommendation. This document is not prepared as or intended to be investment advice, and the content is not and should not be considered as investment advice under any circumstances. The BAC Group has adopted policies and guidelines designed to preserve the independence of our research analysts. These policies prohibit employees from, directly or indirectly, offering research coverage, a favorable research rating or a specific price target or offering to change a research rating or price target as consideration for or an inducement to obtain business or other compensation and prohibit research analysts from being directly compensated for involvement in investment banking transactions. The views expressed herein are the views solely of the specific BAC Group line of business providing you with these materials and no inference should be made that the views expressed represent the view of the firm’s research department.

Any statements contained herein as to tax matters were neither written nor intended by us to be used and cannot be used by any taxpayer for the purpose of avoiding tax penalties that may be imposed on such taxpayer. If any person uses or refers to any such tax statement in promoting, marketing or recommending a partnership or other entity, investment plan or arrangement to any taxpayer, then the statement expressed herein is being delivered to support the promotion or marketing of the transaction or matter addressed and the recipient should seek advice based on its particular circumstances from an independent tax advisor. Notwithstanding anything that may appear herein or in other materials to the contrary, the Company shall be permitted to disclose the tax treatment and tax structure of a transaction—including any materials, opinions or analyses relating to such tax treatment or tax structure, but without disclosure of identifying information or any non-public commercial or financial information (except to the extent any such information relates to the tax structure or tax treatment)—on and after the earliest to occur of the date of (i) public announcement of discussions relating to such transaction, (ii) public announcement of such transaction or (iii) execution of a definitive agreement (with or without conditions) to enter into such transaction; provided, however, that if such transaction is not consummated for any reason, the provisions of this sentence shall cease to apply.

We are required to obtain, verify and record certain information that identifies the Company, which information includes the name and address of the Company and other information that will allow us to identify the Company in accordance, as applicable, with the USA Patriot Act (Title III of Pub. L. 107-56, as amended, which was signed into law October 26, 2001) and such other laws, rules and regulations as applicable within and outside the United States.

For more information, including who your contractual service provider is or will be, the terms and conditions that apply to the service(s), and information regarding external third-party data providers and the criteria and methodology used to prepare a league table, please contact your Bank of America or BofA Securities representative or relationship manager.

Notice regarding Bank of America or BofA Securities entities outside of the United States: For Bank of America or BofA Securities entities outside the United States, please see additional information via the following link: <https://www.bofam.com/en-us/content/bofam-disclaimer.html>.

Notice regarding Bank of America or BofA Securities entities in the EEA and UK: For Bank of America or BofA Securities entities in the European Economic Area and the United Kingdom, please see additional information via the following link: www.bofam.com/mfiad/.

Disclosure regarding BofA Securities Europe SA: BofA Securities Europe SA (“BoFASE SA”), with registered address at 51, rue La Boétie, 75008 Paris is registered under n° 842 602 690 RCS Paris. In accordance with the provisions of French Code Monétaire et Financier (Monetary and Financial Code), BoFASE SA is an établissement de crédit et d’investissement (credit and investment institution) that is authorised and supervised by the European Central Bank and the Autorité de Contrôle Prudentiel et de Résolution (ACPR) and regulated by the ACPR and the Autorité des Marchés Financiers. BoFASE SA’s share capital can be found at www.bofam.com/BoFASEdisclaimer.

Notice for Argentina: “Merrill Lynch” is the trademark that Bank of America Corporation uses in the Republic of Argentina for capital markets, financial advisory and investment businesses, which are conducted by and through Merrill Lynch Argentina S.A. This entity does not conduct any activities subject to banking license, such as capturing deposits from the public.

Notice for Brazil: Bank of America and BofA Securities’ Ombudsman* | Toll Free: 0800 886 2000

BofA Securities” is the marketing name of Merrill Lynch S.A. Corretora de Títulos e Valores Mobiliários, which is a broker-dealer registered in Brazil of Bank of America Corporation.

* Bank of America Merrill Lynch Banco Múltiplo S.A. (the banking affiliate in Brazil of Bank of America Corporation) and Merrill Lynch S.A. Corretora de Títulos e Valores Mobiliários (the registered broker dealer in Brazil).

Notice for Chile: Bank of America N.A., Oficina de Representación (Chile), is a representative office in Chile of Bank of America N.A., supervised by the Comisión para el Mercado Financiero and authorized to promote in Chile select products and services that Bank of America N.A. provides outside of Chile. Neither Bank of America, N.A., nor its representative office in Chile, is authorized to carry out in Chile any activities that are reserved by Chilean law to locally licensed banks.

Notice for Colombia: Bank of America N.A., Oficina de Representación (Colombia), is a representative office in Colombia of Bank of America N.A., supervised by the Superintendencia Financiera de Colombia and authorized to promote in Colombia select products and services that Bank of America N.A. and BofA Securities, Inc. provides outside of Colombia. Neither Bank of America, N.A., nor its representative office in Colombia, is authorized to carry out in Colombia any activities that are reserved by Colombian law to locally licensed banks.

Notice for Dubai International Financial Centre: Merrill Lynch International is authorised and regulated by the Dubai Financial Services Authority. Principal address is ICD Brookfield Place, Level 46, Dubai International Financial Centre, Dubai, United Arab Emirates. License no. CL0322, P.O. Box 506576, Dubai, United Arab Emirates. This communication is not for distribution to the public or a large number of persons, but is personal to named recipients; it is directed to professional and market customers and not to retail customers. The financial products/financial services to which this marketing material relates is only made available to customers who in the view of Merrill Lynch International meet the regulatory criteria to be a Client under QFCRA Conduct of Business rules (COB 2.3). Please note that Merrill Lynch International does not deal with retail clients.

Notice for Hong Kong: Bank of America, National Association, Hong Kong Branch, is a branch of a national banking association organized and existing with limited liability under the laws of the United States of America.

Notice for Kingdom of Saudi Arabia: This marketing communication is issued and approved by the Merrill Lynch Kingdom of Saudi Arabia Company which is authorised and regulated by the Kingdom of Saudi Arabia Capital Market Authority (“CMA”). Principal address is Kingdom Tower, 22 Floor, 2239 Al-Orouba Road, Olaya, Unit No. 50, Ar Riyadh 12214-9597, Saudi Arabia. This communication includes information given in compliance with the Regulations of the CMA. This communication may not be distributed in the Kingdom of Saudi Arabia except to such persons as are permitted under the regulations issued by the CMA. The CMA does not make any representation as to the accuracy or completeness of this communication, and expressly disclaims any liability whatsoever for any loss arising from, or incurred in reliance upon, any part of this communication. This material is not to be distributed to, nor to be read by, retail clients.

Notice for Mexico: Bank of America México, S.A., Institución de Banca Múltiple is a banking affiliate in Mexico of Bank of America Corporation and Merrill Lynch México, S.A. de C.V., Casa de Bolsa is a registered broker dealer affiliate in Mexico of Bank of America Corporation.

Bank of America, National Association, Charlotte, Carolina del Norte, Estados Unidos de Norteamérica, Representación en México is a representative office in Mexico of Bank of America, N.A., supervised by the Mexican National Commission on Banking and Securities.

Notice for Peru: Bank of America N.A., Oficina de Representación (Peru), is a representative office in Peru of Bank of America N.A., supervised by the Superintendencia de Banca, Seguros y Administradoras Privadas de Fondos de Pensiones and authorized to promote in Peru select products and services that Bank of America N.A. and its investment banking affiliates provide outside of Peru. Neither Bank of America, N.A., nor its representative office in Peru, is authorized to carry out in Peru any activities that are reserved by Peruvian law to locally licensed banks.

Notice for Qatar Financial Centre: Merrill Lynch International (QFC) Branch is licensed by the Qatar Financial Centre Regulatory Authority. Principal address is Tornado Tower, Level 22, West Bay, Doha, Qatar. QFC License no. 00258, P.O. Box 27774, Doha, Qatar. This communication is not for distribution to the public or a large number of persons, but is personal to named recipients; it is directed to eligible counterparty or business customers and not to retail customers. The financial products/financial services to which this marketing material relates is only made available to customers who in the view of Merrill Lynch International (QFC) Branch meet the regulatory criteria to be a Client under QFCRA Customer and Investor Protection Rules 2019. Please note that Merrill Lynch International (QFC) Branch does not deal with retail customers.

Bank of America Europe DAC (“BoFA Europe”) is a designated activity company limited by shares. It is registered in Ireland with registered number no. 220165 and registered address at Two Park Place, Hatch Street, Dublin 2. BoFA Europe is a credit institution and is authorised and supervised by the European Central Bank and the Central Bank of Ireland. BoFA Europe is regulated by the Central Bank of Ireland. List of branches is at https://business.bofa.com/content/dam/boam/images/documents/articles/ID17_1174/bofam_entities_list.pdf. This communication is provided for informational purposes only and does not constitute, nor should it be construed as, a representation or assurance that any product, service, or transaction is aligned with the EU Taxonomy Regulation (Regulation (EU) 2020/852). BoFA Europe does not make any claim of EU Taxonomy compliance unless expressly stated in formal disclosures prepared in accordance with applicable regulatory requirements.

Bank of America, N.A. (“BANA”) is a national banking association organized and existing under the laws of the USA with charter number 130444 and with its registered address at 100 North Tryon Street, Charlotte, North Carolina 28202, USA. BANA (member of Federal Deposit Insurance Corporation (FDIC)) is authorised and regulated by the Office of the Comptroller of the Currency, and is subject to the supervision and regulation of the Board of Governors of the Federal Reserve System and the FDIC, each in the USA. BANA has a London branch (“BANA London Branch”) with its principal place of business in the United Kingdom at 2 King Edward Street, London EC1A 1HQ, which is authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of BANA London Branch’s regulation by the Prudential Regulation Authority are available from BANA London Branch on request.

Notice for Indonesia: Bank of America, National Association, Jakarta Branch (“BANA Jakarta”), is a branch of a national banking association organized and existing with limited liability under the laws of the United States of America. In Indonesia, BANA Jakarta is licensed and under the supervision of the Indonesia Financial Services Authority (“Otoritas Jasa Keuangan” or “OJK”) and Bank Indonesia, and a participant of Deposit Insurance Corporation (“Lembaga Penjamin Simpanan” or “LPS”), PT Merrill Lynch Sekuritas Indonesia is licensed and supervised by OJK.

Notice for Philippines: Bank of America, National Association, Manila Branch is regulated by Bangko Sentral ng Pilipinas. <https://www.bsp.gov.ph>. Deposits are insured by Philippine Deposit Insurance Corporation up to PHP 1,000,000 per depositor, per bank. For queries or concerns, please contact Client Service Team at (+632) 8815-5555 or asia.sse-ph@bofa.com.

©2026 Bank of America Corporation. All rights reserved. 1/2026