

# Program Administrator

## Quick Reference Guide

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## Introduction

This guide is designed to assist a Commercial Card Program Administrators. Within this guide are many links that can help you quickly and easily find the resources that you need.

## Cardholder Management



### Card Activation

Cardholders can activate their card through Global Card Access (Mobile App or Online).

1. Once a new card is received, cardholders should register for and log into Global Card Access ([bankofamerica.com/globalcardaccess](https://bankofamerica.com/globalcardaccess)).
2. Once you complete the registration process, login to review your card information and set up alerts. If your card was not already active, completing the registration process will activate your card.

Activate using the automated phone system:

1. Before calling, make sure to have the card's 16-digit account number, expiration date and CVV code as well as personal validation information. Validation information varies by region.
  - a. N.A. requires a Verification ID (provided by Program Administrator)
  - b. EMEA/APAC require cardholder date of birth
2. Call the phone number on the activation sticker or insert and follow the prompts to activate your card.



### Cardholder tool: Global Card Access

Global Card Access<sup>1</sup> is a card management tool available online and via app that gives cardholders access to their card information whenever, wherever, and however they need it. From the dashboard, cardholders can quickly check their credit limit, balance, available credit, and recent card activity. Other features like View PIN, Change PIN<sup>2</sup>, Lock Card and Alerts help to keep the card secure. For added convenience, cardholders can easily view or download their current statement and up to 12 months of historical statements<sup>2</sup>. The [Global Card Access Program Administrator User Guide](#) are resources that includes instructions and screenshots for Global Card Access.

Cardholders and Program Administrators who are not enrolled for GRAM and Works should self-register for and use [Global Card Access](#) for self-service tasks. The quick start guide, [How to register for Global Card Access](#), includes complete instructions.

*Note: To register the corporate card program as a Program Administrator, follow the same instructions entering the corporate account number in the card number field and selecting the option, "I am a Program Administrator. This is the company's billing account number."*



### Quick Start Guides for cardholder tools

- [How to register for Global Card Access](#)
- [How to use your Chip and PIN card](#)
- [How to make a contactless purchase](#)
- [How to use mobile wallet](#)
- [How to view your PIN](#)
- [How to change your PIN](#)
- [How to set up Alerts](#)
- [How to lock/unlock your card](#)
- [Strong Customer Authentication Guide \(EMEA\)](#)
- [How to view your statements](#)
- [How to make a payment \(North America\)](#)
- [How to manage your account](#)

1. Global Card Access is available where cards are direct issued. The app is not yet available in Hong Kong.  
2. Change PIN and statement access is only available online.

- [How to apply for a new card](#)



## Cardholder Benefits

The [Global Insurance Benefits matrix](#) ([go.bofa.com/insurancebenefitsmatrix](https://go.bofa.com/insurancebenefitsmatrix)) offers a complete listing of insurances available by region and card. This site also provides the policy on Employee Misuse/Abuse (Waiver of Liability and Claim Form). All questions regarding insurance and claim information must be directed to the provider information found in the applicable policy.

[Benefits on Us](#) ([bankofamerica.com/benefitsonus](https://bankofamerica.com/benefitsonus)) is a program available to all cardholders.

[Museums on Us](#): This program allows cardholders to gain free admission to select museums throughout the United States of America on the first full weekend of every month. Any cardholder (including those from outside of the U.S.) are eligible to take advantage of this program.

[Dinova](#): This program allows companies to earn additional rebate for in-network restaurant dining spend. Additionally, cardholders can earn points for their in-network restaurant purchases, which can be redeemed for gift cards. For more information, contact your Bank of America Treasury Solutions Officer or Card Account Manager.

[Premium Rewards](#) ([premiumrewards.bofa.com](https://premiumrewards.bofa.com)) is a program offered in the U.S. that allows cardholders to earn points based on their purchases that are redeemable for gift cards, travel, or merchandise. Cardholders cannot enroll in this program until a Program Administrator enrolls the company number. An annual fee of \$75 applies for each enrolled account. Once enrolled, the entitled individual will access their Premium Rewards account through Global Card Access.



## Cardholder Service

The primary number for cardholders is the one listed on the back of their card. Additional contact numbers for card activation, disputes, fraud, etc. are included in the [Cardholder Contact Guide](#).

If a card has been lost or stolen, it is critical that the cardholder calls Global Card Services immediately, to cancel the card and to order a new card. A Program Administrator can also report a lost/stolen card to their servicing team. This ensures that the old card has been cancelled correctly, reducing the possibility of fraudulent transactions taking place.

1. Global Card Access is available where cards are direct issued. The app is not yet available in Hong Kong.
2. Change PIN and statement access is only available online.



## Card Program Management

### Program Administrator Tools

Bank of America offers Works® (North America only) and Global Reporting & Account Management (Global). To improve the efficiency of your card program management, this online tool allows you to order or close cards, maintain cardholder information and authorization controls, run standard or custom reports and view card account information online and in real time.

Your Implementation Consultant will provide initial Program Administrator system access as part of the implementation process. Program Administrators (PAs) can add additional users to the system.



#### Works

To access [Works](#), visit ([payment2.works.com](https://payment2.works.com)). Works can also be accessed via the Global Card Access dashboard. Beginning 2024, we will be aligning user credentials for Global Card Access and Works to create streamlined access to both tools through Global Card Access.

User guides and live training opportunities for Works are available in the Training section once the user has logged in.



#### Global Reporting and Account Management (GRAM)

To access GRAM, navigate to [Global Card Access](#), login in, then select the link along the left-hand side for Global Reporting and Account Management.

User-specific guides and live training opportunities for GRAM are available within the tool once the user has logged in.

### How to contact Bank of America

A dedicated team supports Program Administrators with any queries about their company program, the Global Reporting and Account Management (GRAM) tool, the Works® tool and file delivery processes. Any additional training on GRAM or Works should be requested through this team.

Please do not share the [Program Administrator Contact Guide](#) with cardholders. Only Program Administrators are authorized to verify program details and seek assistance through these dedicated channels.

Contact customer service for program changes such as adding or removing Program Administrators, company name changes, auto-debit set up, account queries or platform/system questions. The service team can also support card-level requests such as credit limit adjustments, credit balance refunds, card cancellations, lost/stolen cards and support for stranded travelers (emergency cash access).



## Payment Information

Payment instructions are specific to the country in which the card is issued. The regional links below outline payment details by country.

[Global Payment Guide](#)

*Note: When making a payment, please ensure that the full credit card number (or corporate account number for corporate billed programs) or the account id is provided as a reference. Failure to provide this information may lead to a delay in applying the payment or returned payment. Payments are credited to cardholder and corporate accounts within one business day after receipt.*



## Legal Information

Bank of America is committed to the protection of personal data we collect and process, with rigorous policies, controls, and compliance oversight to ensure that data is held and used appropriately.

The Bank employs organizational, technical, and administrative measures to protect personal data and leverages a network of country compliance officers and global Privacy Legal and Compliance teams to ensure sustainable compliance with privacy regulations globally.

[Global Data Privacy and Legal Notices](#)