

## EAGLS Quick Reference

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### EAGLS Log On

Step	Action	Result
1	Log on to EAGLS at <a href="http://www.eagls.bankofamerica.com">www.eagls.bankofamerica.com</a> .	The EAGLS logon page displays.
2	Type your User ID and Password. Click on SUBMIT.	The EAGLS main menu displays.

### EAGLS Log Off

Step	Action	Result
1	On the EAGLS Main Menu, click on LOGOFF.	The log off message displays.
2	Click OK.	The confirmation screen displays.
3	Click OK.	EAGLS sign on screen displays.
4	Close the EAGLS sign on screen.	

### EAGLS Password Change

Step	Action	Result
1	From the EAGLS main menu: <ul style="list-style-type: none"><li>• Click on MAINTENANCE.</li><li>• Click on CHANGE PASSWORD.</li></ul>	The Change Password screen displays.
2	On the Change Password Screen: <ul style="list-style-type: none"><li>• Enter the old password.</li><li>• Enter the new password.</li><li>• Retype new password as a confirmation.</li><li>• Click on SUBMIT.</li></ul>	The Change Password Confirmation screen displays.
3	Click OK.	EAGLS displays the main menu.

#### EAGLS Password Rules:

- Password is 8 characters in length.
- Password cannot contain repeating characters.
- EAGLS keeps a history list of 5 previous passwords. Passwords on the history list cannot be reused.
- New passwords are required every 120 days.
- Use Change Password function to change password before you are prompted.

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### Replacement Card Request (All Users)

To replace a damaged or unusable card. Do not use this procedure for lost or stolen cards.

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>Click on Maintenance.</li><li>Click on Replacement Card Request.</li></ul>	The Account Search screen displays.
2	On the Account Search screen: <ul style="list-style-type: none"><li>Enter the account number.</li><li>Click on SUBMIT.</li></ul>	The Replacement Card Request Maintenance Screen displays.
3	In the Replacement Card Delivery section, select the delivery method.  At the question, "Would you like your cards shipped to Alternate Address?" <ul style="list-style-type: none"><li>Select "Yes" if the replacement card is to be delivered to an address other than the address on the account. If you selected Yes for an Alternate Address, complete the Alternate Shipping Address Information Section of the page.</li><li>Select NO if the replacement card will be sent to the same address.</li></ul> Click on SUBMIT.	The Confirmation page displays.
4	Click OK.	EAGLS desktop displays.

### Credit Limit Maintenance (Cardholder)

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>Click on Maintenance.</li><li>Click on Change Credit Limit.</li></ul>	The Account Search screen displays
2	From the Account Search Screen: <ul style="list-style-type: none"><li>Enter Account Number.</li><li>Click on SUBMIT.</li></ul>	The Credit Limit Maintenance Screen displays.
3	In the Credit Limit Information section: <ul style="list-style-type: none"><li>Enter the new Credit Limit.</li><li>Click on SUBMIT.</li></ul>	The Credit Limit Confirmation Screen displays.
4	Click on OK.	EAGLS desktop displays.

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### Change Account Status (All Users)

Change the status of an account from “Open” to “Voluntarily Closed” and from “Voluntarily Closed” to “Open”.

**Note:** Do not use this function to close an account when a card has been lost or stolen.

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>• Click on Maintenance.</li><li>• Click on Change Account Status.</li></ul>	The Account Search screen displays.
2	From the Account Search screen: <ul style="list-style-type: none"><li>• Enter the account number.</li><li>• Select SUBMIT.</li></ul>	Change Account Status Maintenance Screen Displays.
3	In the Status Information section of the page: <ul style="list-style-type: none"><li>• Click on the new status.</li><li>• Click on SUBMIT.</li></ul>	The Confirmation screen displays.
4	Click on OK.	EAGLS desktop displays.

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### Viewing Transaction Details (All Users)

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>• Click on Transaction Information</li><li>• Click on Individual Account Statement.</li></ul>	The Account Search screen displays.
2	Enter the Individual Account Number and click on the SUBMIT button.	The Individual Account Statement screen displays.
3	Click on the View Individual Account Activity hyperlink in the lower left hand corner of the screen.	The Individual Account Transaction Activity screen displays.
4	Click on the DETAILS button next to the desired transaction.	The Transaction Detail screen displays.
5	Click on the OK button at the bottom of the screen.	The Individual Account Transaction Activity displays.

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### Reallocate Transaction (Cardholder, Supervisor)

Reallocate transactions from the default cost center to various cost center types, cost centers and/or general ledger accounts.

**Note:** You can also perform reallocation from the Central Account Statement, and Central and Individual Account Current Transactions.

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"> <li>Click on Transaction Information.</li> <li>Click on Individual Account Statement.</li> </ul>	The Account Search screen will display
2	Enter the account number <b>OR</b> name and hierarchy Click on SUBMIT.	The Individual Account Statement screen displays.
3	Click on the View Individual Account Activity.	The Individual Account Transaction Activity screen displays.
4	Click on the REALLOCATE button.	The Reallocate Transaction screen displays.
5a	To allocate an expense to <b>one</b> Cost Center: <ul style="list-style-type: none"> <li>Select Cost Center Type from drop down menu.</li> <li>Enter or browse for the Cost Center.</li> <li>Enter or browse for the G/L account.</li> <li>Enter the allocation amount.</li> <li>Enter the description.</li> <li>Verify the "Total" matches the "Transaction Amount".</li> <li>Click on SUBMIT.</li> </ul>	The Reallocate Transactions Confirmation screen will display.
5b	To allocate an expense to <b>more than one</b> Cost Center: <ul style="list-style-type: none"> <li>Select Cost Center Type from drop down menu.</li> <li>Enter or browse for the Cost Center</li> <li>Enter or browse for the G/L account</li> <li>Enter the allocation amount.</li> <li>Enter the description.</li> <li>Click on <b>NEW LINE</b>. Complete the same fields for the second allocation. Continue until the transactions has been fully allocated.</li> <li>Verify the "Total" matches the "Transaction Amount".</li> <li>When the transaction has been fully allocated, click on SUBMIT.</li> </ul>	The Reallocate Transactions Confirmation screen will display.
6	Click on the OK button.	The Individual Account Transaction Activity screen displays.
7	Click on the Reviewed checkbox next to the transaction you allocated. Continue to review and reallocate transactions. When all transactions have been reallocated: <ul style="list-style-type: none"> <li>Click OK.</li> </ul>	EAGLS displays the Individual Account Statement Screen.
8	Click OK.	EAGLS displays the EAGLS Main Menu.

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### Dispute a Transaction (Cardholder)

This function is available only to the individual cardholder.

Step	Action	Result
1a	To dispute a <b>current</b> transaction: From the EAGLS menu: <ul style="list-style-type: none"> <li>• Select Transaction Information.</li> <li>• Select Individual Account Current Transactions</li> </ul>	The Individual Account Current Transactions Screen displays. Go to step 2a.
1b	To dispute a transaction from a <b>previous</b> statement: From the EAGLS menu: <ul style="list-style-type: none"> <li>• Select Transaction Information.</li> <li>➤ Select Individual Account Statement</li> </ul>	The Individual Account Statement Screen displays. Go to Step 2b.
2a	Click on View Individual Account Current Activity	The Individual Account Current Transaction Activity Screen displays. Go to step 3.
2b	On the Individual Account Statement Screen: <ul style="list-style-type: none"> <li>• Select the Statement Date (if applicable).</li> <li>• Click on View Individual Account Activity.</li> </ul>	The Individual Account Transaction Activity Screen displays. Go to step 3.
3	On the Transaction Activity Screen: <ul style="list-style-type: none"> <li>• Select the transaction to be disputed.</li> <li>• Click on the "Dispute" button next to the transaction.</li> </ul>	The Cardholder Statement of Disputed Item screen displays.
4	On the Cardholder Statement of Disputed Item Screen: <ul style="list-style-type: none"> <li>• Enter the Account Holder's daytime phone number.</li> <li>• Complete the "Disputed Amount" field.</li> <li>• Select the appropriate dispute reason and enter data requested.</li> <li>• Click on SUBMIT.</li> </ul>	The Comments Screen displays if one of the following dispute reasons was selected: <ul style="list-style-type: none"> <li>➤ Merchandise or Services Not Received</li> <li>➤ Recurring Charge Already Paid</li> <li>➤ Other</li> </ul> If not, skip to step 6.
5	On the Comments Screen: <ul style="list-style-type: none"> <li>• Describe the dispute details in the Comments section of the screen.</li> <li>• Click on SUBMIT.</li> </ul>	The Dispute Confirmation Screen displays.
6	On the Dispute Confirmation Screen: <ul style="list-style-type: none"> <li>• Click OK.</li> </ul>	The Transaction Activity Screen displays.  <b>Note:</b> The status of "Disputed" appears beside the transaction and the Dispute button is no longer available.  The transaction has been successfully submitted for dispute.
7	Click OK.	The EAGLS desktop is displayed.

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### Switch Account (All Users)

Switch Account when you have more than one account associated with your account based user profile role.

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>Click on Session Preferences</li><li>Click on Switch Account.</li></ul>	The Switch Account screen displays
2	Select a new account from the drop-down list. Click on one of the session options <ul style="list-style-type: none"><li>Current Session Only</li><li>Default</li><li>Both</li></ul>	Selected account is highlighted and Session Option radio button is active.
3	Click on SUBMIT.	The Confirmation screen displays.

### Switch Role (All Users)

Switch roles when you have more than one role associated with your user profile.

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>Click on Session Preferences</li><li>Click on Switch Role.</li></ul>	The Switch Role screen displays.
2	Select a role from the drop-down list. Click on one of the following session options: <ul style="list-style-type: none"><li>Current Session Only</li><li>Default</li><li>Both</li></ul>	Selected role is highlighted and Session Option radio button is active.
3	Click on SUBMIT.	The Confirmation screen displays.

### Switch Hierarchy (All Users)

Switch hierarchy when you have more than one hierarchy associated with your user profile

Step	Action	Result
1	From the EAGLS menu: <ul style="list-style-type: none"><li>Click on Session Preferences</li><li>Click on Switch Hierarchy.</li></ul>	Switch Hierarchy screen displays.
2	Select a new hierarchy from the New Choices listing. Click on one of the following session options: <ul style="list-style-type: none"><li>Current Session Only</li><li>Default</li><li>Both</li></ul>	The selected hierarchy is highlighted, and the Session Option radio button is active.
3	Click on SUBMIT.	The Confirmation screen displays.