# Payment Center Quick Start Guide

## Self Enrollment, Online Statements and Online Payments

Bank of America Merrill Lynch

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**Bank of America**
**Merrill Lynch**

# Notice to Recipient

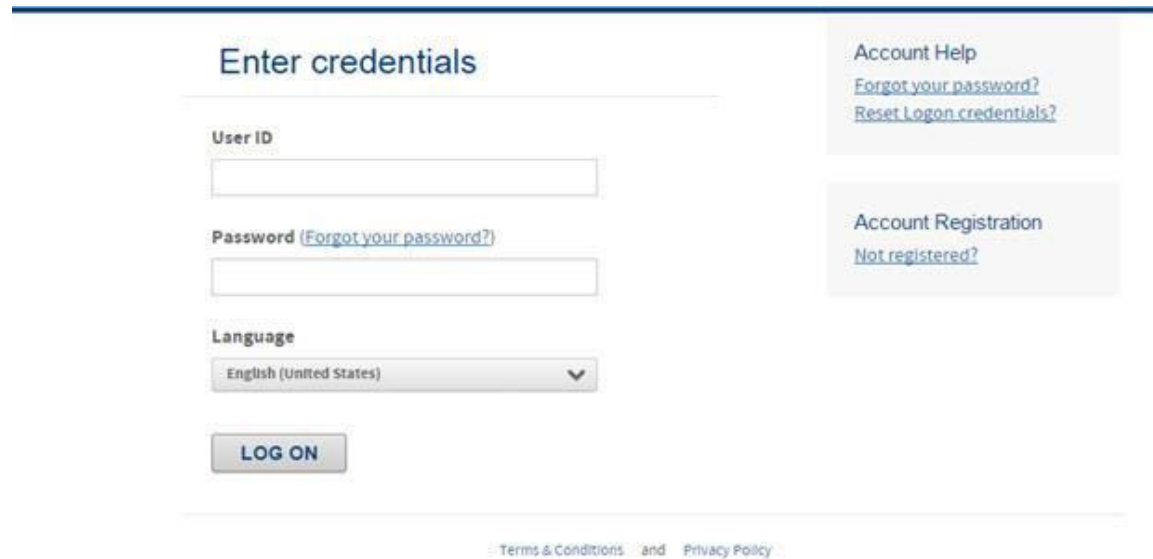# Getting Started and Self Enrollment

Cardholders can access Payment Center via the following URL. We recommend bookmarking the URL for future reference.

## www.baml.com/paymentcenter

The first time Payment Center is accessed, users must click on '**Not registered?**' to begin the setup process.



**Note: Login credentials for other Bank of America applications will not work as your Payment Center login.**
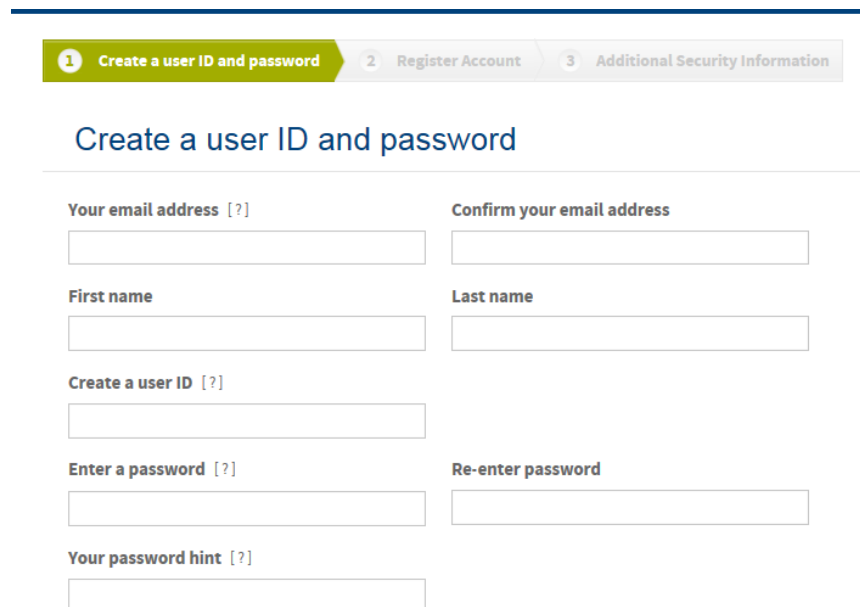
# Getting Started and Self Enrollment

Type the 16 digit account number embossed on your card and click **Next**..

## Provide Account Number

Account Number

NEXT    Cancel

Terms & Conditions    and    Privacy Policy

*The Create a user ID and password* page displays.  Create a user id and password by completing the fields.

| 1  Create a user ID and password | 2  Register Account | 3  Additional Security Information |

## Create a user ID and password

Your email address [?]

Confirm your email address

First name

Last name

Create a user ID [?]

Enter a password [?]

Re-enter password

Your password hint [?]

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# Getting Started and Self Enrollment

Register your account by populating the fields below.

✓ Create a user ID and password | 2 Register Account | 3 Additional Security Information

## Register an existing account

**Account Number ***

402441******0093

**Name on account**
Enter your name exactly as it appears on your
card, including any spaces or special characters

**Account expiration date** [?] *

Month ▼    Year ▼

NEXT    Cancel

Click Next  and a confirmation window will appear.

✓ Create a user ID and password | 2 Register Account | 3 Additional Security Information

## Account has been registered

**Your login account has been created and account 402441******0093 has been registered**

**Your email address**
cristina.arce_evans@baml.com

**Your name**
US LC

**Your User ID**
Cert19

**You have registered the following accounts**
402441******0093    Select Option    ▼

Register another account

NEXT

# Security Information

Select security questions from the **Security Question** list. Provide a **Security Answer** and **Confirm Security Answer** for each question. When you log on at some future date, these questions may be asked to verify your identity. Make sure your answers are accurate so you can remember them.

## Additional Security Information

To help protect your logon account from fraudulent use, you need to set up personal security questions. You may be prompted in the future to answer two or more of these questions as part of the Self Unlock/Reset Password process to help verify your identity.

Select and answer one question from each of the five sets. Use only Uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.

Help me with this task

**Security Question #1**

Which city was your oldest child born in?

**Security Answer #1**

**Confirm Security Answer #1**

**Security Question #2**

What was your first school?

**Security Answer #2**

**Confirm Security Answer #2**

# Terms and Conditions

Scroll to the bottom of the license agreement, and click **I Agree, I Disagree**, or **Print**. When you click **I Agree**, the Payment Center *Home* page opens, and you can perform your online account management tasks. The End User License agreement does not appear again after you agree.

# Helpful Hints

Passwords expire every 90 days.

 **Note**: if a cardholder is enrolled and his/her card is reported lost or stolen, the system will automatically add access to the replacement account as well as linking the account to the user id.

**If you are unable to successfully enroll or if you receive an error when trying to log in, please make sure to have the error details available and call the number on the back of your card.**

**For assistance with password resets, please call 888.449.2273.**

# Payment Center General Information

Based upon your company-level permissions, Payment Center enables cardholders to:

- View Account Summary information

- View posted transactions

- View authorization requests

- View and download historical statements (beginning the cycle after enrollment)

- Receive statement email alerts for enrolled accounts

- Maintain paying accounts

- Make a payment towards your account balance

- Review payment history

Any upgrades or program maintenance outages or enhancements for Bank of America Merrill Lynch clients will be announced in advance via the message board that is displayed for clients upon signing in to Payment Center.

# Statements and Authorization Requests

Viewing Statement and Authorization Request Information:

From the *Statements* menu, select *Account Activity*. The Account Activity page appears, displaying the following tabs

| Tab | Information Displayed |
|---|---|
| Summary | •Activity since last statement<br>•Summary of last statement<br>•Balance, credit limit, minimum payment due, payments received, etc. |
| Transactions | Information for current statement cycle: dates, merchant, billing amount, etc. |
| Authorization Requests (depending upon company setup) | Location, authorization code, reason, etc. |
| Statements | Statements available to view, download and/or print |

# Statements

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<u>To view statements</u>

From the *Statements* menu, select *Account Activity*. Select the *Statements* Tab. Your available statements will display. Click on the PDF icon to view or download the statement.

# Statement Notification

Statements usually generate within two business days after the account cycles.

Statements are only produced if the account has a balance or debit/credit transactions posted during that cycle. The only other time you may receive a statement is when regulatory changes take place and Bank of America Merrill Lynch is required to send notification.

You need to register prior to month-end close in order to receive an electronic statement for that month.

# Statement Notification

Notifications of statement availability will be sent from notifications@centresuite.com.

| | From ▾ | notifications@centresuite.com |
|---|---|---|
| Send | To... | John Cardholder |
| | Cc... | |
| | Subject | Your Bank of America Merrill Lynch Corporate Statement is ready for review |

**Bank of America Merrill Lynch**                    Payment Center®

Dear John Cardholder

Your latest Bank of America Merrill Lynch Corporate statement is now available for you at Payment Center (WWW.BAML.COM/PAYMENTCENTER). Please log on to the application to view your statement.

If you have issues accessing Payment Center, please call the number on the back of your card.

****PLEASE DO NOT REPLY TO THIS EMAIL MESSAGE. THIS E-MAIL IS USED BY AN AUTOMATED SYSTEM AND RESPONSES ARE NOT MONITORED. FOR ASSISTANCE, PLEASE CLICK ON THE "HELP" LINK CONTAINED WITHIN THE APPLICATION.****

# Payments

Managing paying accounts:

From the *Statements* menu, select *My Bank Accounts*.

From this menu you can:

- Add a new bank account

- Edit an existing paying account
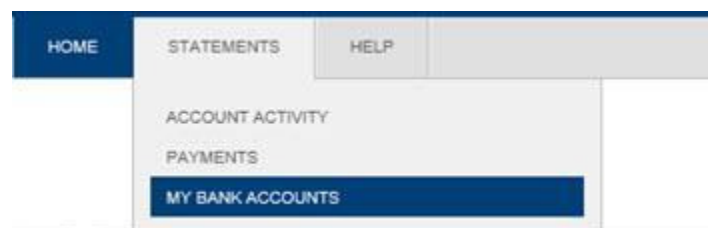
Setting up, viewing and cancelling payments:

From the *Statements* menu, select *Payments*. From this menu

you can:

- Make a first time payment

- Set up a future payment.  You can schedule a payment 60 days in advance.

- View payment log

- Cancel a pending payment

# Payments

When making a payment, the payment date, amount and bank information is required. To complete the payment request, click the **'Confirm Payment'** button at the bottom of the page. After setting up your first payment it is suggested you make note of its due date and check to ensure that the debit amount and scheduling has been set up properly.

As Payment Center draws funds as an ACH Debit, you need to determine if you/your organization uses blocks/filters on your bank account.  If so, you will need to complete any paperwork unique to your bank to add 3001190310 to allow Bank of America Merrill Lynch to ACH debit from that account.

Please ensure you've entered your banking information correctly as incorrect information can result in no payment received/late fees (which are non-refundable).

*Important*: Make sure the account number you enter is valid. When you save the new paying account, only the **transit** routing number is verified. The account number is not verified until you make the payment.
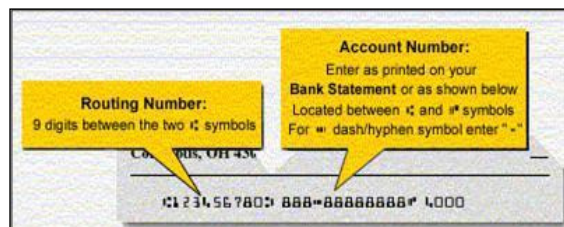


After confirming your payment you will have the opportunity to print your payment receipt with confirmation number.