

# Multi-Channel Ongoing Client Support

## Comprehensive Payables and Paymode-X Connect Member Services



**Member Services** answers product, payment, and service-related issues for buyers and vendors. Examples include: password reset, integration questions, production issues, payment research, report generation, and feature/function support.

### Please note before contacting Member Services:

- **Verification is required.** You and your vendors will be asked to verify the security question created during the Paymode-X.
- **You must be listed on the membership.** If you are not, you will be instructed to contact the current primary user on the membership.
- **Authentication of new users must be complete** before they can be granted access to the Paymode-X application.

Paymode-X Homepage  
[www.paymode-x.com](http://www.paymode-x.com)

Application Login  
<https://secure.paymode.com/paymode/login.jsp>

## Three ways to contact Member Services

1

### Customer Care Portal

Open, update, or review support cases  
Search for and review articles and FAQs

Care portal available 24/7/365

Select *Customer Support* on the drop-down menu in the top-right corner.

2

### Priority phone line

1-877-702-BOFA (2632)  
Available for buyers and vendors

3

### Email

[memberservices@paymode-x.com](mailto:memberservices@paymode-x.com)

Phone and Email monitored 8 a.m. – 8 p.m. Eastern,  
Monday – Friday (excluding bank holidays)

