OHIO STATE UNIVERSITY
Payment Card Services and PCI Contact
Contact Name: Carole Fallon
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BANK OF AMERICA
New Merchant Terminal Activation and Training
Contact Number: 800-558-7101
Hours: M-F, 8 am–10 pm and Sat 10-7 EST
Merchant number: merchants will need their 12 digit merchant number and 7 digit terminal ID number.
Services:
- Activate a new terminal
- Refunds and Password – when activating a new terminal, request password be set for manager only to process refunds
- Training on new terminal
- Reprogram a current terminal

My Client Line – Online Merchant Accounting
Contact Number: 800-285-3978

Help Desk
Contact Number: 800-430-7161
Hours: 24/7
Merchant number - merchants will need their 12 digit merchant number
Services provided:
- Voice Authorization – if the terminal does not provide an authorization number, call the help desk.
- Order Terminal Paper supplies
- Suspicious purchase – Call and ask for CODE 10
- Terminal data to be deleted – to assist with deleting any cardholder data in memory on the terminal before discarding the terminal.