BANK OF AMERICA MERCHANT SERVICES HELP DESK:

800-430-7161

Enter merchant ID number. Use the 8 digit ID that is also used as the SAP assignment – precede with 00000118 (ex. 0000011810341234)

Enter phone number associated with merchant account

Select merchant name from list

Option #1 – Voice Authorization

Option #2 – Terminal Paper Supply Order

Option #2 – Technical Support – Terminal support

Option #3 – Customer Support (missing funding, chargeback inquiries, transaction information)