

## MANAGING PAYMENT INFORMATION

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[Ohiopays.ohio.gov](https://ohiopays.ohio.gov) is designed to provide you, a Payee<sup>1</sup>, with convenient access to information about your organization's financial interactions with the state.

### First Step for Using OhioPays

To begin using the Portal, State of Ohio Payees will log into the site using their OH|ID. OH|ID provides an 8-digit user ID that allows you to login to access a variety of the State of Ohio's online applications. **OH|ID is your personal account (it is for you, not for your organization).** It delivers a more secure and private experience for users during online interactions with the state – with advanced fraud detection, prevention, and analytics features.

### Second Step for Using the Portal

Once you obtain and sign into OhioPays with your OH|ID account, you can either:

- Register as a Payee (Payees may be a business or an individual person depending on your relationship with the state) to conduct business with the state.
- OR associate your personal OH|ID with one (or many) Payee(s) that are already in the state's accounting system to conduct business with the state.

### Using the Portal

With OhioPays you can...

- Register as a State of Ohio Payee.
- Update your existing Payee profile.
- View information for purchase orders that have been submitted to you or your business.
- View status information for invoices submitted for payment view.
- Access information about payments sent to you or your business.

Follow the steps below for guidance on managing your banking information that the State of Ohio will use for payments.

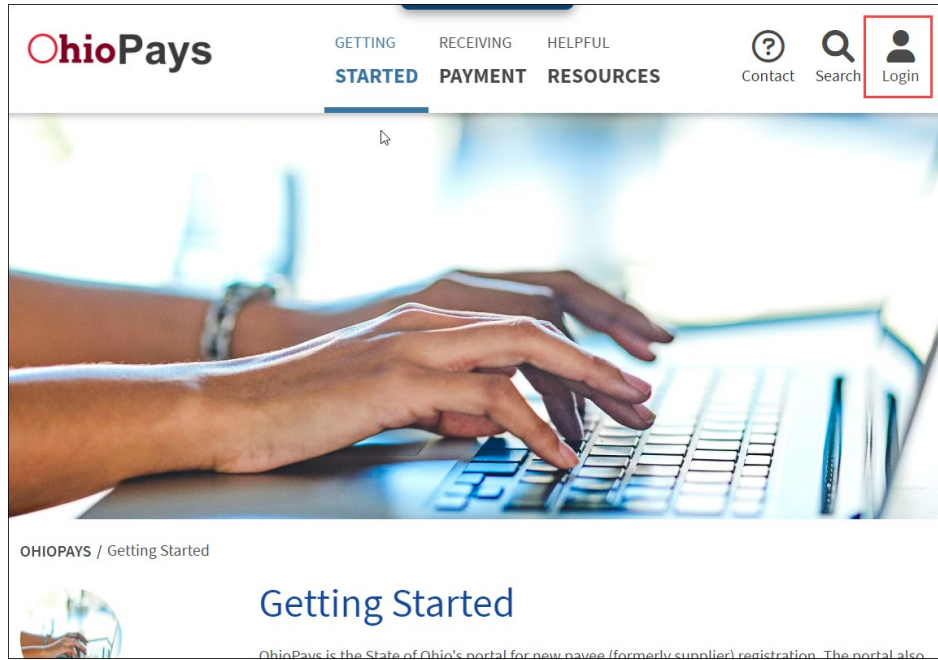
If you need assistance do not hesitate to reach out by email ([obm.sharedservices@obm.ohio.gov](mailto:obm.sharedservices@obm.ohio.gov)) or phone (877-644-6771).

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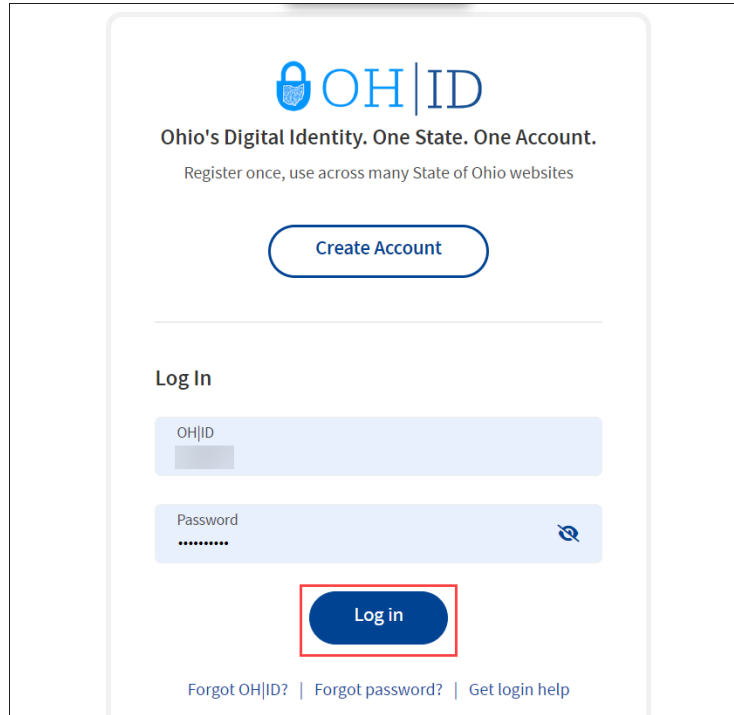
<sup>1</sup> A Payee is any individual or organization who receives funds from the State of Ohio. Some common types of Payees include anyone who provides goods or services to a State of Ohio agency, DODD Providers, grant recipients, reimbursements from the State of Ohio, and state fair participants/entertainers.

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1. Navigate to [ohiopays.ohio.gov](https://ohiopays.ohio.gov).
2. Click on **Login** on the top right corner of the website.

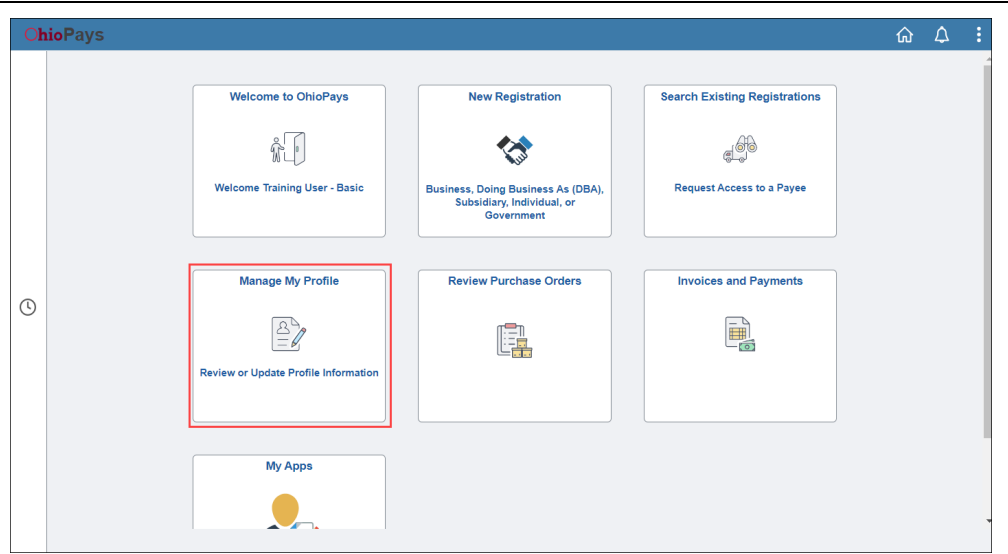


3. Enter your User ID and Password.
4. Click **Log in**.



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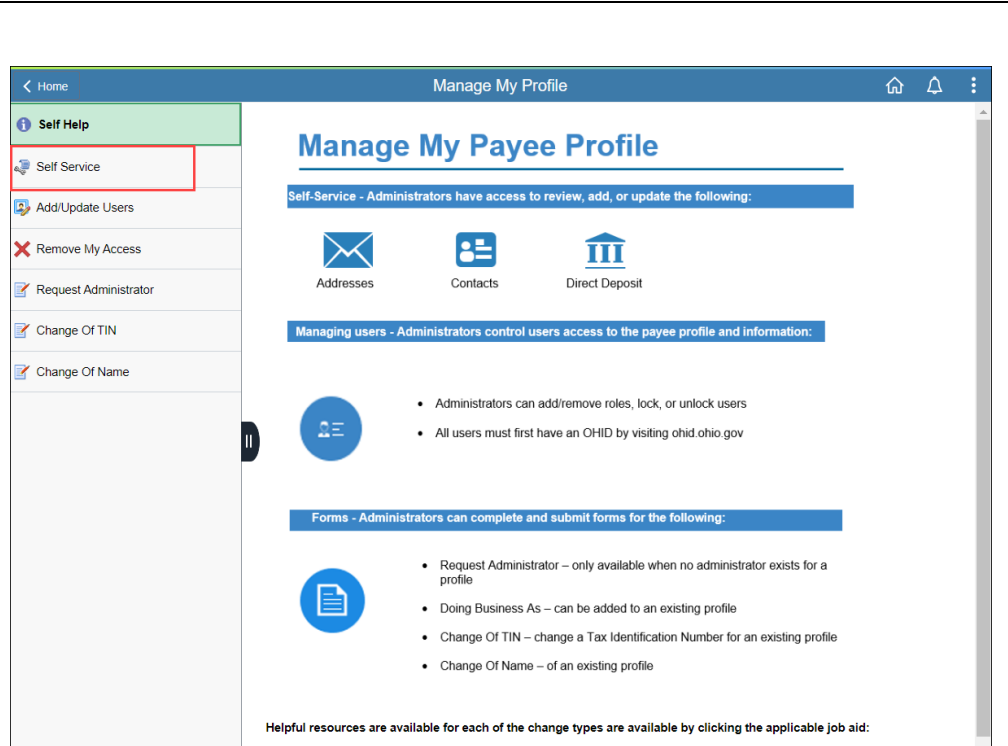
5. Click **Manage My Profile**.



6. Select **Self Service** from the left menu.

- If you have multiple businesses, select the business you wish to update from the drop-down.

**Note:** If there is a pending change request you will receive a message stating that additional changes cannot be made until the pending changes are processed for approval by the State.



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7. Click **Review or Update Information.**

The screenshot shows the 'Manage My Profile' interface. On the left is a 'Self Service' menu with options like 'Add/Update Users', 'Remove My Access', 'Request Administrator', 'Change Of TIN', and 'Change Of Name'. The main content area is titled 'Select Profile' and includes a 'Payee ID' field. A red box highlights the 'Review or Update Information' button. Below this is an 'OhioPays Request' table with columns for Request Type, Request ID, Change Status, Request Submitted By, Request Date Time, and Approved/Denied Date Time. Two rows are visible: 'Change' and 'Registration', both with a status of 'Approved'.

8. Click **Payment Information** from the left menu.

The screenshot shows the 'Self Service' page for a 'Training User'. The left-hand navigation menu has several items: 'Welcome' (Visited), 'Addresses' (Not Started), 'Contacts' (Visited), 'Payment Information' (Visited, highlighted with a red box), and 'Review and Submit' (Not Started). The main content area displays a 'Welcome Training User' message and a list of instructions for reviewing and updating information.

The **Payment information** section allows you to view, edit, and add payment methods.

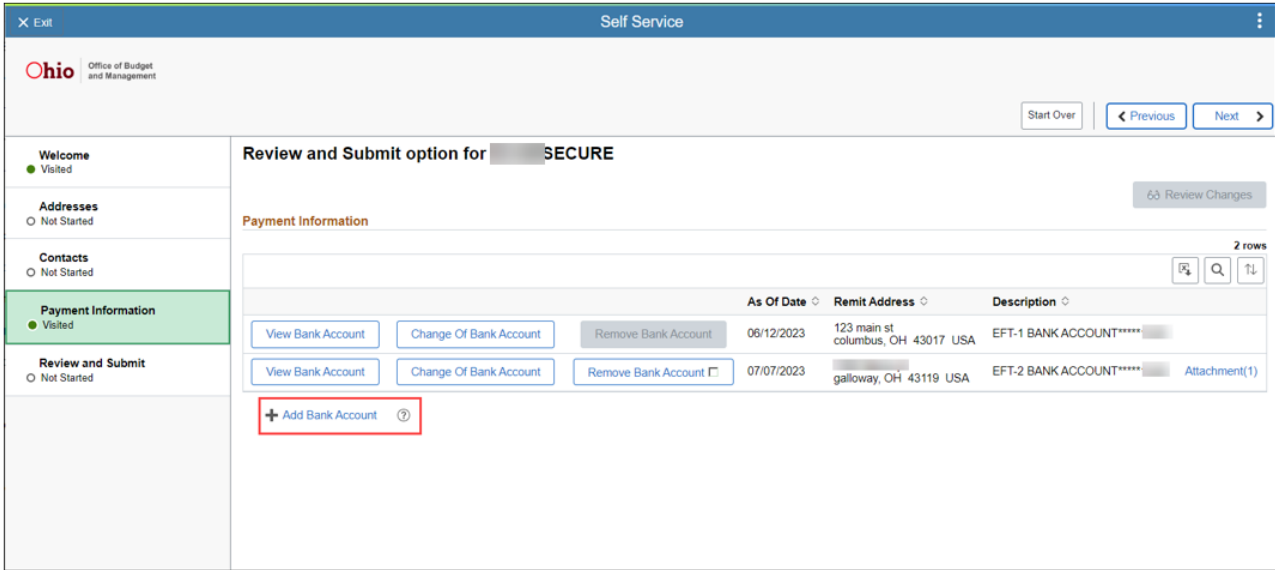
The screenshot shows the 'Review and Submit option for' page. The left menu has 'Payment Information' selected. The main content area is titled 'Payment Information' and features a 'Review Changes' button. Below this is a table with columns for 'As Of Date' and 'Remit Address'. A row shows a date of '06/12/2023' and a remit address of 'long Beach, CA 90806 USA'. Three buttons are highlighted with red boxes: 'View Bank Account', 'Change Of Bank Account', and '+ Add Bank Account'.

- [Click here for instructions on Adding a Bank Account](#)
- [Click here for instruction on Changing a Bank Account](#)
- [Click here for instructions on Removing a Bank Account](#)

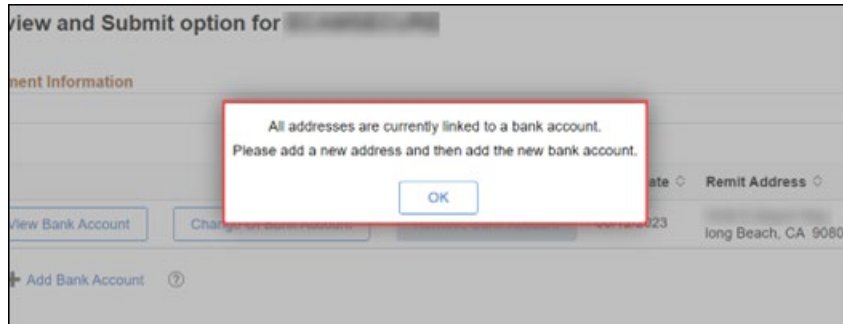
# MANAGING PAYMENT INFORMATION

## Adding a Bank Account

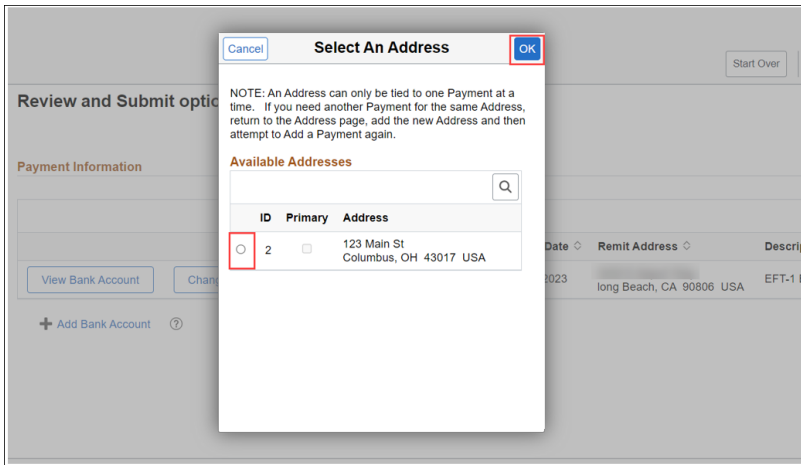
1. Select Add Bank Account.



You may receive a message that all addresses are currently linked to a bank account and a new address needs to be added to link to the new bank account. View the “*Change of Address*” help document for instructions on adding an address.



2. Select the address for the bank account.
3. Click **OK**.



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4. Enter the Bank Account information and click **OK**.

The screenshot shows a dialog box titled "Add Bank Account For Address # 2". It contains the following fields and options:

- Remit Address: 123 Main St, Columbus, OH 43017 USA
- Bank Name: (empty field)
- \*Bank Routing Number / ABA Number: (empty field)
- \*Re-enter Routing Number / ABA Number: (empty field)
- \*Bank Account Number: (empty field)
- \*Re-enter Bank Account Number: (empty field)
- \*Account Type: Checking (dropdown menu)

Buttons for "Cancel" and "OK" are visible at the top of the dialog box.

5. For your security, banking information may require further validation. Click **OK** if popup displays.

The screenshot shows a dialog box titled "Change Bank Account For Address # 2". It contains the following fields and options:

- Remit Address: 123 main st, columbus, OH 43017 USA
- \*Bank Routing Number: (empty field)
- \*Re-enter Routing Number: (empty field)
- \*Bank A: (empty field)
- \*Re-enter Bank A: (empty field)

An "Error(s)" popup is displayed in the center of the dialog box with the following text:

**Error(s)**

The Banking Information requires further validation prior to approval. After selecting the "OK" button for this message, you will be returned to the current page and follow these steps:

1. Select the attachment link on the next page after clicking OK below.
2. Attach either a voided check or bank letter. Other documents will not be accepted.

Please allow up to 14 business days for us to complete our review and validation process. You will receive payments via check until your EFT is approved.

An "OK" button is highlighted with a red box at the bottom of the error message.

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- A hyperlink may display requiring an attachment of a voided check or bank letter. If displayed, click the hyperlink to attach a current voided check or a bank letter on the bank's letterhead confirming your banking account information.

Cancel **Add Bank Account For Address # 2** OK

Remit Address 123 Main St  
Columbus, OH 43017 USA

Bank Name [REDACTED]

\*Bank Routing Number / ABA Number [REDACTED]

\*Re-enter Routing Number / ABA Number [REDACTED]

\*Bank Account Number [REDACTED]

\*Re-enter Bank Account Number [REDACTED]

\*Account Type Checking ▾

**\*Add Attachment - Void check / Bank letter(0)** ✎ ?

- Click **OK** when you have added your attachment.

Cancel **Add Bank Account For Address # 2** **OK**

Remit Address 123 Main St  
Columbus, OH 43017 USA

Bank Name [REDACTED]

\*Bank Routing Number / ABA Number [REDACTED]

\*Re-enter Routing Number / ABA Number [REDACTED]

\*Bank Account Number [REDACTED]

\*Re-enter Bank Account Number [REDACTED]

\*Account Type Checking ▾

\*Add Attachment - Void check / Bank letter(0) ✎ ?

Once finished, [click here for instructions to review and submit the added bank account.](#)

## Change of Bank Account

1. Click the **Change of Bank Account** button on the payment information you want to change.

The screenshot shows the Ohio Self Service portal interface. The left sidebar contains navigation options: Welcome (Visited), Addresses (Not Started), Contacts (Not Started), Payment Information (Visited), and Review and Submit (Not Started). The main content area is titled 'Review and Submit option for ██████ SECURE'. Below this, there is a 'Payment Information' section with a table of bank accounts. The table has columns for 'As Of Date', 'Remit Address', and 'Description'. Two rows are visible. The first row has a 'Change Of Bank Account' button highlighted with a red box. The second row also has a 'Change Of Bank Account' button. Below the table, there is an '+ Add Bank Account' link.

As Of Date	Remit Address	Description
06/12/2023	123 main st columbus, OH 43017 USA	EFT-1 BANK ACCOUNT*****
07/07/2023	██████████ galloway, OH 43119 USA	EFT-2 BANK ACCOUNT***** Attachment(1)

2. Enter the Bank Routing Number, Bank Account Number, and Account Type. Click **OK**.

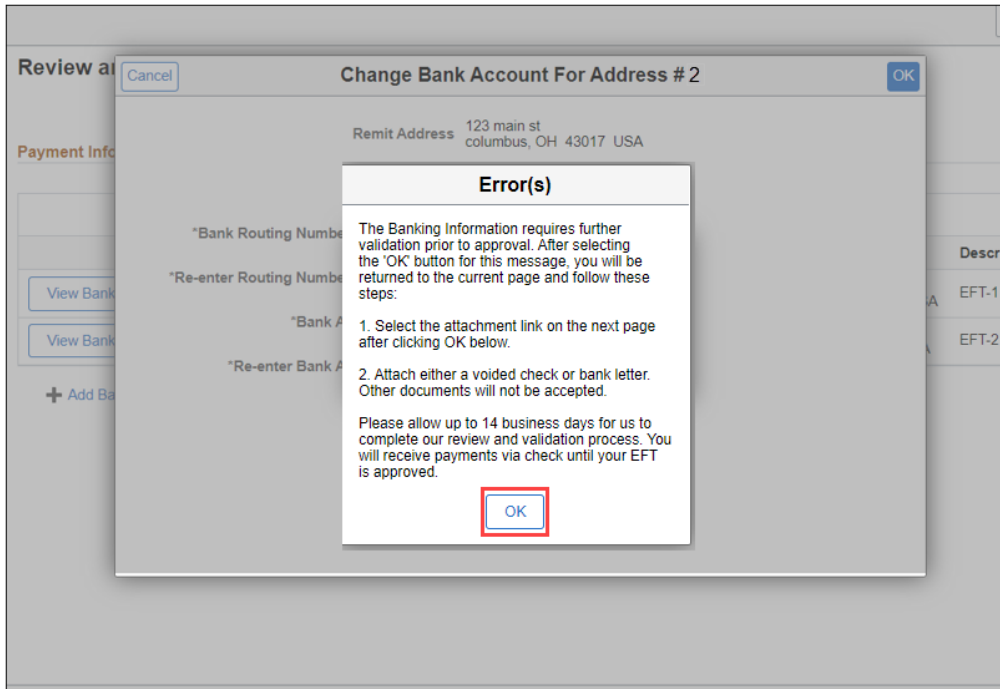
The screenshot shows a modal dialog box titled 'Change Bank Account For Address # 1'. The dialog has a 'Cancel' button on the top left and an 'OK' button on the top right. The main content of the dialog is as follows:

- Remit Address: 123 main st  
columbus, OH 43017 USA
- Bank Name:
- \*Bank Routing Number / ABA Number:
- \*Re-enter Routing Number / ABA Number:
- \*Bank Account Number:
- \*Re-enter Bank Account Number:
- \*Account Type:

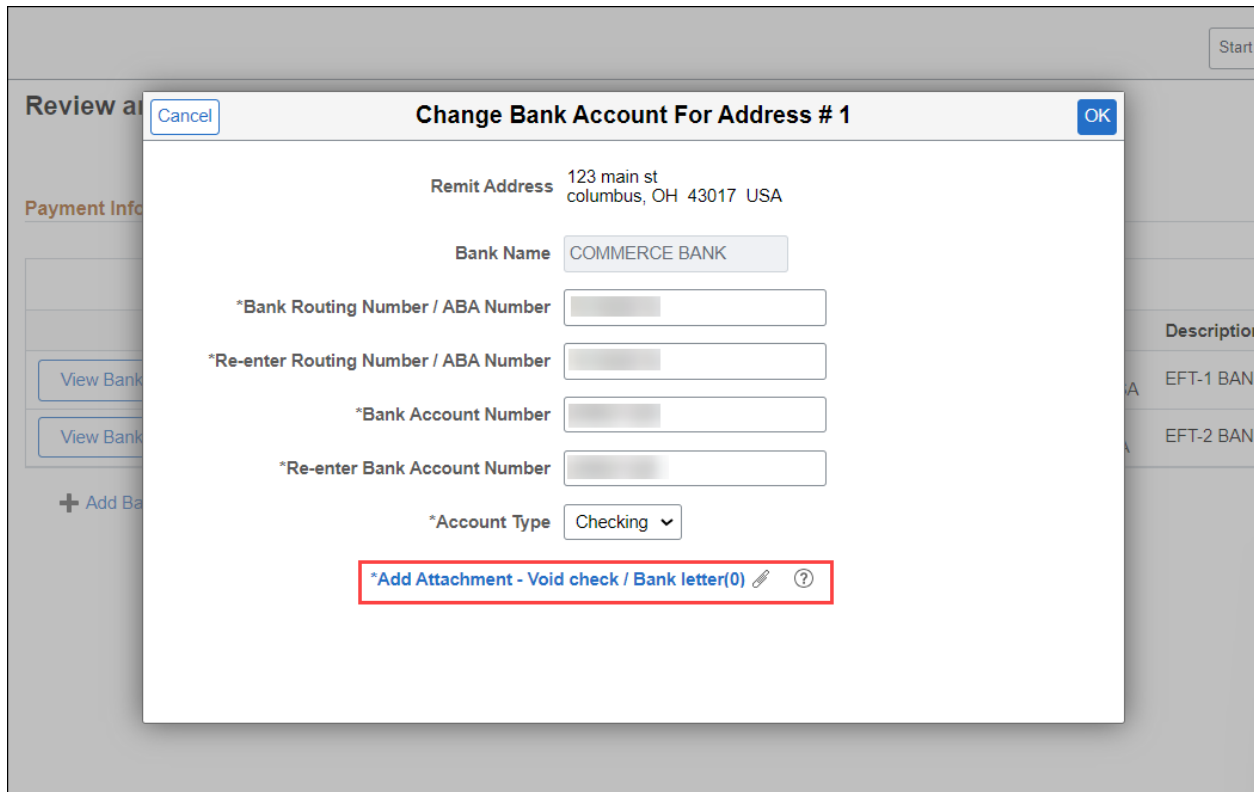


## MANAGING PAYMENT INFORMATION

- For your security, banking information may require further validation. Click **OK** if popup displays.



- A hyperlink may display requiring an attachment of a voided check or bank letter. If displayed, click the hyperlink to attach a current voided check or a bank letter on the bank's letterhead confirming your banking account information.



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5. Click **OK** when the voided check or bank letter is attached.

Review a

Start Over

Cancel

### Change Bank Account For Address # 1

OK

Remit Address 123 main st  
columbus, OH 43017 USA

Bank Name COMMERCE BANK

\*Bank Routing Number / ABA Number

\*Re-enter Routing Number / ABA Number

\*Bank Account Number

\*Re-enter Bank Account Number

\*Account Type Checking

[\\*Add Attachment - Void check / Bank letter\(1\)](#)

Payment Info

Description

EFT-1 BANK A

EFT-2 BANK A

View Bank

View Bank

+ Add Ba

Privacy Statement

Contact Us

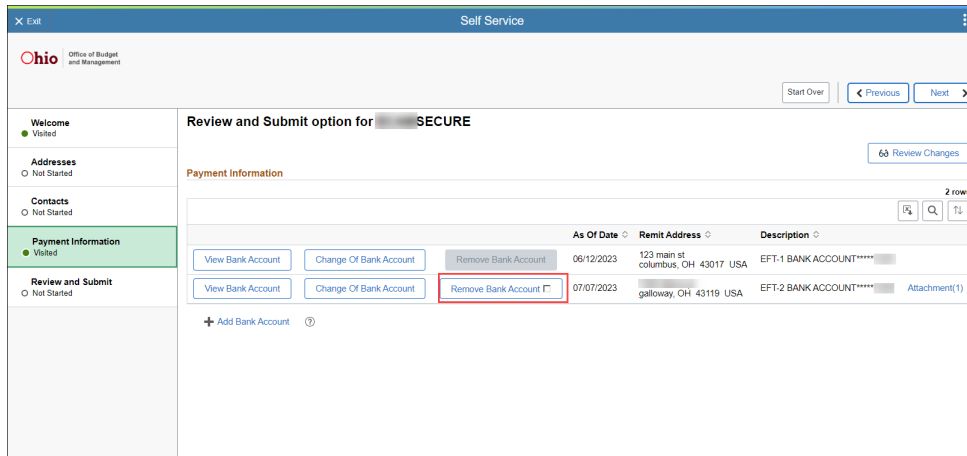
Once finished, [click here for instructions to review and submit the change to bank account.](#)

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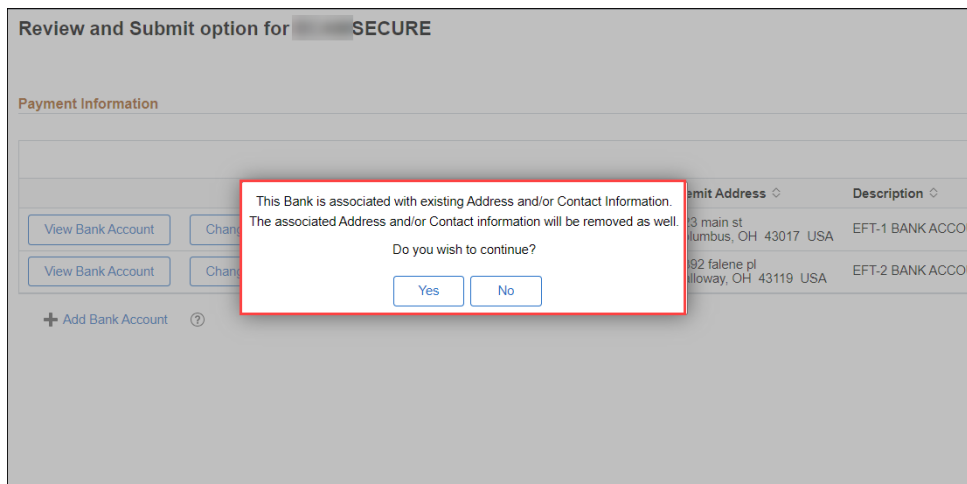
## Remove Bank Account

1. To remove a bank account, click the **Remove Bank Account** button.

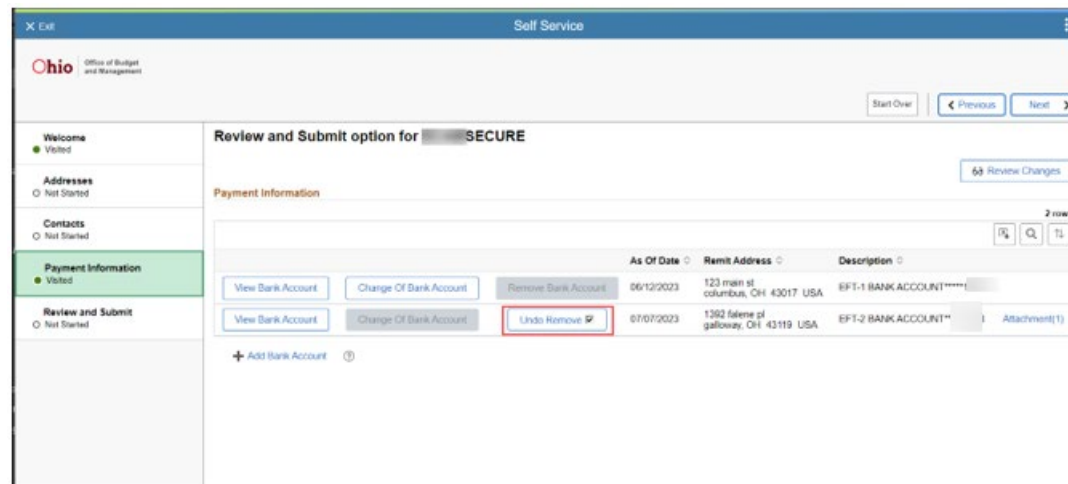
Note: Bank account tied to the primary address cannot be removed



2. You will receive a message that the associated address and/or contact information associated with the bank will be removed. Click **Yes**.



The address will provide an option to Undo the removal.



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## Review and Submit

The **Review and Submit** section must be reviewed for changes to be submitted.

1. Click on **Review Changes**.

The screenshot shows a web application interface titled "Self Service". On the left is a navigation menu with items: "Welcome" (Visited), "Addresses" (Visited), "Contacts" (Visited), "Payment Information" (Not Started), and "Review and Submit" (Visited). The main content area is titled "Review and Submit option for [redacted]". A button labeled "Review Changes" is highlighted with a red box. Below it, there is a "Submit" button and a note: "(Submit button will be enabled only after clicking the 'Review Changes')". At the top right of the main area are "Start Over" and "Previous" buttons.

2. Verify the changes are correct and click **Return**.

The screenshot shows a "Contact" form with a table of contact information. The table has a header "Proposed" and the following rows:

	Proposed
Address ID	2
Address	123 Main St Columbus, OH 43119 USA
Name	richard campbell
Title	
Email ID	[redacted]@yahoo.com
Phone	614/377-[redacted]
Extn	
Fax	
Website	

At the bottom right of the form, a "Return" button is highlighted with a red box.

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3. Click **Submit**.

The screenshot shows a web browser window titled "Self Service" with the Ohio Office of Budget and Management logo. A sidebar on the left lists navigation options: Welcome (Visited), Addresses (Visited), Contacts (Visited), Payment Information (Not Started), and Review and Submit (Visited). The main content area is titled "Review and Submit option for [redacted]". It contains a "Review Changes" button, instructions to review changes and click "Submit", and an email address "obm.training@obm.ohio.gov". A "Submit" button is highlighted with a red box. A note below the button states: "(Submit button will be enabled only after clicking the 'Review Changes')".

4. Click **Yes** to Submit the change.

This screenshot shows the same "Review and Submit" page as above, but with a confirmation dialog box overlaid. The dialog box asks "Are you sure you want to Submit" and has two buttons: "Yes" and "No". The "Submit" button on the page is also highlighted with a red box. The background content is dimmed.

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You will receive a confirmation message about the request.

[← Manage My Profile](#) Confirmation

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### Self Service Change Request Approval Confirmation

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**Approved**

 You have successfully applied your Self Service Request: **SCR000000003**

Any email regarding the request status will be sent to: [redacted]@obm.ohio.gov

 [Return to Manage My Payee Profile](#)

 [Return to Home Page](#)

Make note of the Request ID for future use. The payment information change may be approved and applied or routed for manual processing and an email notification will be received once completed.