



United States Department of the Interior  
BUREAU OF LAND MANAGEMENT  
Oregon State Office  
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Portland, Oregon 97208



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May 18, 2007

EMS TRANSMISSION 05/21/2007  
Information Bulletin No. OR-2007-095

To: All Oregon/Washington Employees  
From: State Director, Oregon/Washington  
Subject: Bank of America Government Issued Charge Card Payments

**Program Area:** Government Issued Charge Cards

**Purpose:** This Information Bulletin (IB) is a reminder to holders of Bank of America (B of A) Government Issued Charge Cards to ensure that the account number is written on the check when paying for individually billed items.

**Policy/Action:** The B of A has several payment options including mailing the payment, making the payment in person at a B of A Banking Center, paying by telephone (a \$10.00 fee applies), or paying online at <https://www.myeasypayment.com/Enter.asp>. The amount of payment due can be obtained by logging into [myeasypayment.com](https://www.myeasypayment.com). Payments should be mailed to Bank of America, P.O. Box 53139, Phoenix, Arizona 85072-3139. The telephone number for Customer Service for paying by telephone is 1-800-472-1424. If you need to send a payment through express mail, use the following address: Bank of America Government Card Services, 1825 E. Buckeye Road, Phoenix, Arizona 85034-4216, Attn: Remittance Processing. Locations of B of A Banking Centers can be found at [www.bankofamerica.com/government](http://www.bankofamerica.com/government) or by calling Customer Service at the number above.

If you elect to make your payment by check, please remember to include the account number on the check. If the check becomes separated from the payment invoice and there is no account number written on the check, B of A will make their best guess at where to post the payment. This can result in delinquencies and is often difficult to resolve.

If you elect to make your payment online, you must be extremely careful entering the required bank routing number and account number from a check (the bank routing number on a deposit

slip may differ from the routing number on a check). If the data is entered incorrectly, the payment will reject. You will receive no notice of this from B of A. It is recommended that you log into myeasypayment.com again after 2-3 days to ensure that your payment was recorded.

**Background:** The Oregon/Washington (OR/WA) has recently encountered several instances where payments are posted to the wrong account. In all instances, the account number has not been written on the check and the check and the payment invoice have been separated. Cardholders are responsible for ensuring that their payments are posted in a timely manner. If you believe that you have made a payment and it does not appear on your statement, immediately contact B of A to trace the payment. Do not wait assuming that it will eventually post.

**Contact:** If you have questions concerning this IB, please contact Kay Gargano, Financial Management Analyst, 503-808-6481, or Cyndi McClelland, Transportation Assistant, 503 808-6199, OR/WA Alternate Agency Points of Contact, or Andy Smith, Chief, Management and Budget Staff, at 503-808-6193.

**Districts with Unions** are reminded to notify their unions of this Information Bulletin and satisfy any bargaining obligations before implementation. Your servicing Human Resources Office or Labor Relations Specialist can provide you assistance in this matter.

Signed by  
Kathy J. Eaton  
Acting Associate State Director

Authenticated by  
Rita Wallberg  
Records Section

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