



Connecticut Paid Leave

A Guide to Your CTPL “My Account”

> For Employers

What is My Account?

Once you have registered your business, “My Account” can be used to view and edit the information you have submitted on the CTPL website.

The “My Account” pages provide detail on your contact information as well as details related to your registered business(es), which can be updated accordingly.

You can process payments through the virtual terminal.

You can review your submitted inquiries and their statuses. Resource links are also provided for your reference.

You can also link businesses together if needed - a tax accountant to an employer or vice versa.

My Account drop-down menu options

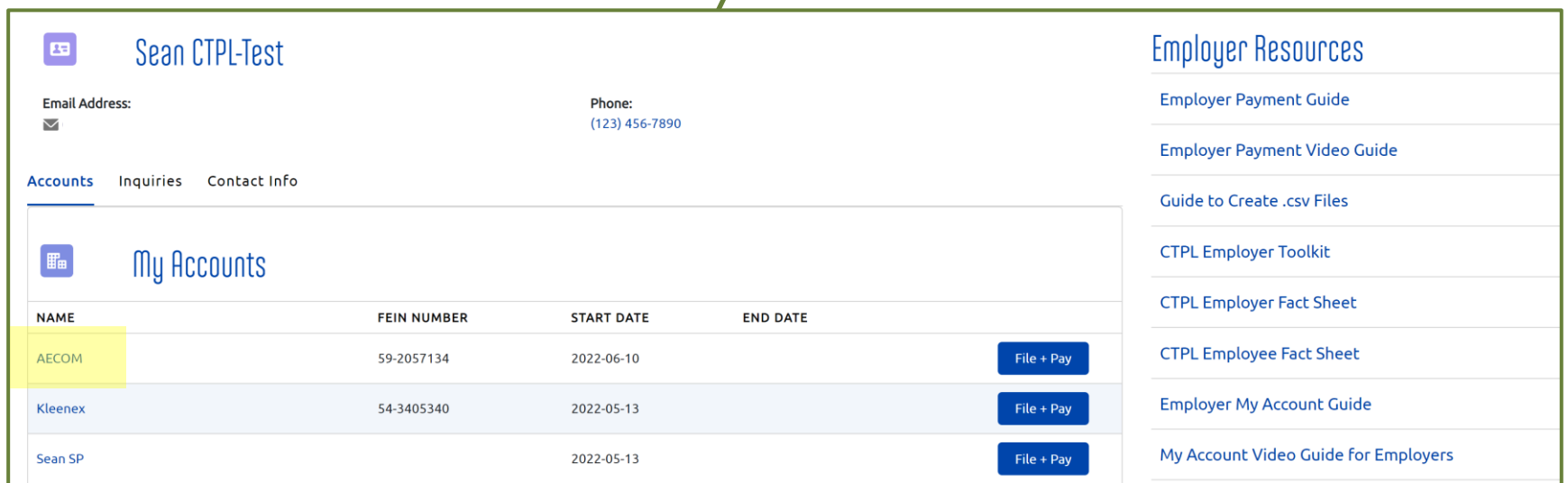


1. **My Account** – access information regarding your account with CTPL, including payment history, contacts, resources, etc. **It DOES NOT include information about your claims.**
2. **User Settings** – link to your profile on ct.gov.
3. **Contact Support** – link to the Contact Us form found on the website.
4. **FAQs** – link to the Frequently Asked Questions found on the website.
5. **Sign Out** – log out of your account.

From the **My Account** landing page, you can view your contact information and:

- The business **Account(s)** you are associated with (click on its name to load its information).
- Any **Inquiries** you submitted through the Contact Us form.
- View and update your **Contact Info**.
- The CTPL **Resources** that apply to your specific business type (Employer, Sole Proprietor/Self-Employed, or TPA/Tax Accountant).

My Account landing page



The following pages will outline what will be visible when the business' account name on the **My Account** landing page is selected.

My Account — Your Business' Information

The screen shown on this page will display when the business' account name on the **My Account** landing page is selected.



Registration Number:
000159551

FEIN Number:
59-2057134

DBA:

[Return to My Account](#)

[Account Info](#) [Contacts](#) [Inquiries](#) [Private Plan](#) [Payment Methods](#)

Account Information

Account Name
AECOM

DBA

Federal EIN
59-2057134

CTPL Registration ID
000159551

Type
Limited Partnership taxed as a C Corporation

Other Business Type

Phone

Business Email

Primary Business Activity
test - batch return registered in terminal

Business Information

Opt In Employer

NAICS Code
111111

TIN

Employee Size Range
10-19

Payroll Frequency
Bi-weekly

SSN # (Last 4 digits)

Payment Remitter
A Third-Party Administrator

Private Plan Information

Has Approved Private Plan

Private Plan Application Type

Private Plan Application Status

Application Decision Date

Plan Reason for Denial

Registration Information

Employer Registered

Employer Registered Date
6/10/2022

Employer Registrant Name
Sean CTPL-Test

Professional Employer Organization

TPA Registered

TPA Registered Date

TPA Registrant Name

CT Business Information

Business Status

Business Formed Date

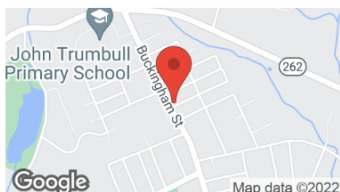
Date of Discontinuance ⓘ

CT Secretary of the State Business ID No

Address Information

Billing Address
696 Jefferson Crescent
Burton, CT 40576

Shipping Address



Filing History

[File + Pay](#)

If you do not see your most recent invoice, please refresh this page.

[Refresh](#)

NAME	AMOUNT	FILING PERIOD START DATE	FILING PERIOD END DATE	PROCESSED DATE
INV-00158034	\$0.00	Apr 1, 2022	Jun 30, 2022	Jun 14, 2022
INV-00157927	\$5.00	Apr 1, 2022	Jun 30, 2022	May 16, 2022
INV-00157630	\$5.00	Mar 12, 2022	Apr 11, 2022	Apr 11, 2022

Amended Return Refunds

PENDING REFUNDS: \$0

Refunds will not be issued automatically since your Returns might not be finalized and may require additional amendments. If your Returns are complete and you believe a refund is owed, please [Contact Us](#). Refunds cannot be applied to future payments. If you are not seeing your most recent pending refund request, please refresh this page.

[Refresh](#)

NAME	AMOUNT	ORIGINAL TRANSACTION	STATUS	DATE REFUNDED
There are no refund transactions to display.				

Related Third Party Administrators

Find A New Third Party Administrator via FEIN Number

xx-xxxxxxx

[Search](#)

NAME	FEIN NUMBER	START DATE	END DATE	ACTIVE
Efrain Rice	90-5644916	2022-04-11		Yes
Efrain Rice	90-5644916	2021-10-22		Yes
Sean Tax	54-5349683	2022-05-16		Yes
Sean TPA-Emp	56-6778365	2022-06-10		Yes

The business page has five main sections:

- **Account Info**
- **Contacts**
- **Inquiries**
- **Private Plan**
- **Payment Methods**


The following pages will highlight the tabs listed above, as well as:

- The **Filing History** box is where you can access the secure online payment portal and view your payment information. The [Employer Payment Guide](#) can guide you through the process of making a payment by clicking **File + Pay**. For more information on the Filing History box, see [here](#).
- The **Amended Return Refunds** box displays any outstanding amended return refunds associated with your account. For more information, see [here](#).
- The **Related Third Party Administrators** box lists the TPA or tax accountant that will be remitting your employees' contributions. For more information, see [here](#).

The Filing History box and Accessing An Invoice

In the **Filing History** box, click **File + Pay** to enter the payment terminal and process a payment. More information on that process can be found in the [Employer Payment Guide](#).

Once you have submitted the payment, click on the hyperlinked invoice that appears at the top of the Filing History box (you may have to click **Refresh** to refresh the page in order to see the new invoice).




Filing History

[File + Pay](#)

If you do not see your most recent invoice, please refresh this page. [Refresh](#)

NAME	AMOUNT	FILING PERIOD START DATE	FILING PERIOD END DATE	PROCESSED DATE
INV-00420365	\$0.50	Aug 1, 2021	Aug 1, 2021	Jan 19, 2022
INV-00420361	\$0.00	Oct 1, 2021	Dec 31, 2021	Jan 19, 2022




Invoice Name:

INV-00157942

Pay Period Start Date: 2022-04-01 Pay Period End Date: 2022-06-30

[Return to Account](#)



Payment History

NAME	AMOUNT	TRANSACTION STATUS	PAYMENT STATUS	PROCESSED DATE
TR-121631	\$500.00	Completed	Captured	May 17, 2022

Invoice Info

Invoice Name	INV-00157942	Description	4039: Lloyd's Coffee Shop: 4/1/2022- 6/30/2022
Status	Complete	CT Employee Count	10
Account	Lloyd's Coffee Shop	Input Wage for Pay Period	\$100,000.00
Processed Date	5/17/2022	Pay Period Start Date	4/1/2022
Refunded Date		Pay Period End Date	6/30/2022
Failed Date		Reporting Quarter	2
		Reporting Year	2022
Calculated Invoice Amount	\$500.00	Amount	\$500.00
Default Payment Method		Currency ISO	USD
		Enter a Different Contribution Amount	No
		Override Reason	
		Override Comments	
Supporting Documentation			
CT Employee Count for Gross Wages	4	CT Gross Wages	\$100,000.00
Transaction Rollup Summaries			
Refunded Charge Count		Retained Charge Count	1
Refunded Charges		Retained Charges	\$500.00

Fields are described in further detail on the next page.

Field Name	Explanation of Value
Invoice Name	System generated number tagged to the invoice.
Status	The status of the invoice (Note: This is not the status of the payment, which is the Transaction Status).
Account	CT Paid Leave account the invoice is connected to.
Description	Combination field comprised of - the last 4 digits of the Account FEIN, the name of the Account, and the pay period the invoice represents.
Processed Date	The date on which the invoice was processed.
Refunded Date	The date on which the invoice was refunded (if applicable).
Failed Date	The date on which the invoice failed to process (if applicable).
Calculated Invoice Amount	The amount that was calculated automatically when the "Input Wage for Pay Period" was entered.
Default Payment Method	The default payment method on the account (not necessarily the payment method used here).
CT Employee Count	The number of employees included in the contribution.
Input Wage for Pay Period	Subject earnings amount entered for the specific pay period included in this report.
Pay Period Start Date	Start date for the pay period you are filing for.
Pay Period End Date	End date for the pay period you are filing for.
Reporting Quarter	The quarter for which you are reporting your earnings.
Reporting Year	The year for which you are reporting your earnings.
Amount	Contribution amount the system automatically calculated based on the amount entered for Subject Earnings. This is the amount sent to the CT Paid Leave Authority.
Currency ISO	Always USD
Enter a Different Contribution Amount	Either "Yes" or "No"; indicates whether the user entered a contribution amount that is different than the one calculated from their entered wages.
Override Reason	Either "Rounding" or "Other"; indicates the reason for the user's choice to enter a different contribution amount.
Override Comments	Comments entered by the user to describe their reason for entering a different contribution amount.
CT Employee Count for Gross Wages	The number of employees included in the CT Gross Wages.
CT Gross Wages	CT gross wages amount entered for the specific pay period included in this report.
Refunded Charge Count	Only applicable if a refund is processed against this invoice. Indicates the number of refund transaction(s) processed.
Refunded Charges	Only applicable if a refund is processed against this invoice. Indicates the amount of the refunded transaction(s).
Retained Charge Count	Indicates the number of transaction(s) processed.
Retained Charges	Indicates the amount of the transaction(s) processed.

Accessing Your Transaction Information

Invoice Name:
INV-00157942

Pay Period Start Date: 2022-04-01 **Pay Period End Date:** 2022-06-30

[Return to Account](#)

Invoice Info

Invoice Name	INV-00157942	Description	4039: Lloyd's Coffee Shop: 4/1/2022- 6/30/2022
Status	Complete	CT Employee Count	10
Account	Lloyd's Coffee Shop	Input Wage for Pay Period	\$100,000.00
Processed Date	5/17/2022	Pay Period Start Date	4/1/2022
Refunded Date		Pay Period End Date	6/30/2022
Failed Date		Reporting Quarter	2
		Reporting Year	2022
Calculated Invoice Amount	\$500.00	Amount	\$500.00
Default Payment Method		Currency ISO	USD
		Enter a Different Contribution Amount	No
		Override Reason	
		Override Comments	

▼ **Supporting Documentation**

CT Employee Count for Gross Wages	4	CT Gross Wages	\$100,000.00
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▼ **Transaction Rollup Summaries**

Refunded Charge Count		Retained Charge Count	1
Refunded Charges		Retained Charges	\$500.00

Payment History

NAME	AMOUNT	TRANSACTION STATUS	PAYMENT STATUS	PROCESSED DATE
TR-121631	\$500.00	Completed	Captured	May 17, 2022

To view the details of your payment, click on the name of the transaction. Each transaction begins with "TR".

You will be redirected to the Payment Details page.

Payment Details
TR-121631

[Return To Invoice](#)

Transaction Name	TR-121631
Transaction Status	Completed
Payment Status	Captured
Processed Date	5/17/2022, 4:14 PM
Amount	500.00

Account + Payment Information

Contact First Name	Lloyd
Contact Last Name	CTPL-Test
Contact Mailing Street	1 Main St
Contact Mailing State	CT
Contact Mailing City	Hartford
Contact Mailing Postal Code	06103
Payment Method Holder's Name	Visa
Account Name	Lloyd's Coffee Shop
Payment Method Last 4	4242
Payment Method Funding	Credit
Brand	Visa
Payment Method Brand	Visa
Type	
Error Message	


Field Name	Explanation of Value
Transaction Name	System generated number tagged to the transaction.
Transaction Status	Status of the transaction (either Pending, Completed, or Failed).
Payment Status	Status of the actual funds (either Authorized, Captured, Refunded, Partially Refunded, or Disputed).
Processed Date	Date and time payment was filed through the CTPL online payment portal.
Amount	The amount paid to the CT Paid Leave Authority.

Information taken from the contact record for the individual who submitted the payment.

Field Name	Explanation of Value
Payment Method Holder's Name	Either the name of the cardholder or the bank account owner
Account Name	CT Paid Leave account the invoice is connected to.
Payment Method Last 4	Last four digits of credit card or bank account used in the payment.
Payment Method Funding	Either Credit or Bank
Brand	Either Visa, Mastercard, ACH
Payment Method Brand	Name of the Banking Institution
Type	Either Charge or ACH
Error Message	If the transaction failed, an error message will appear here to indicate why it failed.

The Amended Return Refunds box

The **Amended Return Refunds** box displays any outstanding amended return refunds associated with your account.




Amended Return Refunds

PENDING REFUNDS: \$0

Refunds will not be issued automatically since your Returns might not be finalized and may require additional amendments. If your Returns are complete and you believe a refund is owed, please [Contact Us](#) . Refunds cannot be applied to future payments. If you are not seeing your most recent pending refund request, please refresh this page.

[Refresh](#)

NAME	AMOUNT	ORIGINAL TRANSACTION	STATUS	DATE REFUNDED
TR-099413	\$2.50	TR-097396	Refunded	May 27, 2022



Payment Details

TR-099413

Return To Account

Transaction Name	TR-099413
Transaction Status	Completed
Payment Status	Refunded
Processed Date	4/8/2022, 12:22 PM
Amount	2.50

Account + Payment Information

Contact First Name	
Contact Last Name	
Contact Mailing Street	
Contact Mailing State	
Contact Mailing City	
Contact Mailing Postal Code	
Payment Method Holder's Name	
Account Name	Chargepal
Payment Method Last 4	
Payment Method Funding	
Brand	
Payment Method Brand	
Type	
Error Message	

Some of the fields are left blank on purpose because the original transaction was submitted through the batch process.

The Related Third Party Administrators box

By linking your account with your Third Party Administrator's or Tax Accountant's account, they will be able to access your account and make payments on your behalf.

Private Plan Application Status

Registration Information

Employer Registered

Employer Registered Date 6/10/2022

Employer Registrant Name Sean CTPL-Test

CT Business Information

Business Status


Business Formed Date

Date of Discontinuance

Address Information

Billing Address 696 Jefferson Crescent
Burton, CT 40576

Shipping Address



Amended Return Refunds

PENDING REFUNDS: \$0

Refunds will not be issued automatically since your Returns might not be finalized and may require additional amendments. If your Returns are complete and you believe a refund is owed, please [Contact Us](#). Refunds cannot be applied to future payments. If you are not seeing your most recent pending refund request, please refresh this page.

[Refresh](#)

NAME	AMOUNT	ORIGINAL TRANSACTION	STATUS	DATE REFUNDED
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There are no refund transactions to display.

Related Third Party Administrators

Find A New Third Party Administrator via FEIN Number

53-4946349

[Search](#)

Registered Third Party Administrator Results:

London TPA

[Link Accounts](#)

NAME	FEIN NUMBER	START DATE	END DATE	ACTIVE
Efrain Rice	90-5644916	2022-04-11		Yes
Sean TPA-Emp	56-6778365	2022-06-10		Yes
Sean Tax	54-5349683	2022-05-16		Yes

[Edit](#)

To link accounts with your TPA or Tax Accountant:

- Enter their FEIN Number into the search bar and click the **Search** button.
- Verify that the name of their business appears along with the **Link Accounts** button
- Click **Link Accounts**
- The TPA/Tax Accountant will appear in the list with the "Active" field displaying "Yes." The "Start Date" will be today's date.

To remove the relationship with your TPA or Tax Accountant:

- Click the dropdown arrow on their row and then click **Edit**. The **Edit Third Party Administrator Relationship** modal will appear.
- Click on the calendar icon in the "Effective Period End Date" field and select the date on which the relationship with your TPA has ended.
- Click **Submit**.

Please note that your TPA will still be able to access your account and make payments on your behalf.

Edit Third Party Administrator Relationship

* TPA Account

Sean TPA-Emp

Active


Effective Period Start Date

Jun 10, 2022

Effective Period End Date

[Cancel](#)

[Submit](#)



Registration Number: 000159551 FEIN Number: 59-2057134 DBA:

[Return to My Account](#)

Account Info Contacts Inquiries Private Plan Payment Methods

Account Information

Account Name AECOM	Phone
DBA	Business Email
Federal EIN 59-2057134	Primary Business Activity test - batch return registered in terminal
CTPL Registration ID 000159551	
Type Limited Partnership taxed as a C Corporation	
Other Business Type	

Business Information

Opt In Employer <input type="checkbox"/>	Employee Size Range 10-19
NAICS Code 111111	Payroll Frequency Bi-weekly
TIN	SSN # (Last 4 digits)
	Payment Remitter A Third-Party Administrator

Private Plan Information

Has Approved Private Plan <input type="checkbox"/>	Application Decision Date
Private Plan Application Type	Plan Reason for Denial
Private Plan Application Status	

Registration Information

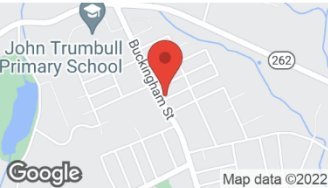
Employer Registered <input checked="" type="checkbox"/>	Professional Employer Organization <input type="checkbox"/>
Employer Registered Date 6/10/2022	TPA Registered <input type="checkbox"/>
Employer Registrant Name Sean CTPL-Test	TPA Registered Date
	TPA Registrant Name

CT Business Information

Business Status	CT Secretary of the State Business ID No
Business Formed Date	
Date of Discontinuance ⓘ	

Address Information

Billing Address 696 Jefferson Crescent Burton, CT 40576	Shipping Address
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The **Account Info** tab displays the business' information gathered during the registration process.

Note:

Only fields that have a pencil icon are editable. They include:

- Account Name
- DBA
- Type
- Other Business Type
- Phone
- Business Email
- Primary Business Activity
- NAICS Code
- TIN
- Employee Size Range
- Payroll Frequency
- Payment Remitter
- Professional Employer Organization (intended for TPAs only)
- CT Secretary of the State Business ID No
- State EIN
- Billing Address
- Shipping Address

If you applied for a private plan, information about your application's status will appear in the **Private Plan Information** section.

The **Contacts** Tab and Adding a User

AECOM

Registration Number: 000159551 FEIN Number: 59-2057134 DBA:

[Return to My Account](#)

Account Info **Contacts** Inquiries Private Plan Payment Methods

Account Contacts [+ Add User](#)

ACCOUNT NAME	ROLE	OTHER ROLE	ACTIVE
Sean CTPL-Test	Owner / Authorized Company Representative		Yes <input type="checkbox"/>

The **Contacts** tab displays information about the contacts (i.e. the person who registered the business as well as any other invited users) gathered during the registration process. The contacts in this list have access to this account when they log into ctpaidleave.org.

Additional employees can be added by selecting "**Add User**".

Create Contact

* Role

* First Name:

* Last Name:

Account Name: Molly's Payroll Services

* Email Address:

Phone:

When you add a new user to the account, that user will be able to view and edit the information for this account when they create credentials and log in with ctpaidleave.org. They will also be able to make payments on behalf of the business.

When the new user creates credentials when first signing into ctpaidleave.org, they must use the **same first name, last name, and email address**, or else the system **will not recognize** that they are the same user that you added. You can add new users that already have existing credentials with CTPL, as long as you use the same first name, last name, and email address that they used to register.

How to Create a Contact:

Complete the required fields:

- Role (select from the dropdown)
- First Name
- Last Name
- Email Address

Then, click the **Create Contact** button.

The **Contacts** Tab and Removing a User

Registration Number: 000159551 FEIN Number: 59-2057134 DBA:

Return to My Account

Account Info **Contacts** Inquiries Private Plan Payment Methods

Account Contacts + Add User

ACCOUNT NAME	ROLE	OTHER ROLE	ACTIVE
Sean CTPL-Test	Owner / Authorized Company Representative		Yes

Edit Contact Relationship

Removing contacts:

If an employee leaves the company and/or should no longer have access to your account, you can remove them from the account.

- Click the dropdown arrow next to that contact record.
- Select **Edit Contact Relationship**.

Edit Contact Relationship

* Role
Owner / Authorized Company Representative

Other

Active

Start Date
Jul 1, 2022

End Date

Cancel **Update Record**

The **Edit Contact Relationship** modal will appear.

To change the contact's role title, select an alternate title in the **Role** dropdown list.

To remove the contact from the account:

- Click on the calendar icon in the "End Date" field and select the date on which the user should no longer be able to access the business' information.
- Click the **Update Record** button to complete the process.
- The "Active" field will now display "No," indicating that the contact is no longer active.
- After the selected End Date has passed, the contact will no longer be able to access the account's information in My Account when they log into the CTPL site.

Inquiries that you submit through the Contact Us form will appear in the **Inquiries** tabs in your account. **You will NOT be able to see your claims here.** Claims can only be viewed through the Aflac portal on the **For Claims** page.

Registration Number: 000159551 FEIN Number: 59-2057134 DBA:

[Return to My Account](#)

Account Info Contacts **Inquiries** Private Plan Payment Methods

My Inquiries [New](#)

CASE NUMBER	STATUS	CREATED DATE	CLOSED DATE
00005445	Submitted	Jan 22, 2021	
00005534	New	Jan 26, 2021	

Viewing the Status of your case:

You will not be able to click into the cases to see the details of your inquiry, but you can see the **Status**. It will be one of the following:

- New (*recently submitted*)
- Researching
- Researching IT
- Pending Customer Response (*you must respond to the latest communication from CTPL in order for the case to move forward*)
- Pending Changes
- Payment Pending
- Escalated to Aflac (*your case has been transferred from CTPL to the Aflac support team*)
- Pending Aflac Follow-up (*your case is with Aflac and requires action on their part*)
- Escalated
- Closed (*your case is closed; you will no longer be receiving communications about it*)

The **Inquiries** tab displays any **Contact Us** submissions associated with your account.

Please note that if you have multiple businesses registered, the next time you submit a Contact Us form, the submission will appear in the Inquiries tab of the most recently registered account, as well as the Inquiries tab on the My Account page for your user.

To submit a new inquiry,

1. Click the **New** button.
2. You will be brought to the **Contact Us** page on the website where you can complete the form and click **Submit**.
3. Navigate back to **My Account** by clicking "My Account" in the button with your name in the top righthand corner of the website.
4. Click on the **Inquiries** tab to see the new inquiry listed. You can also click on the name of the last account listed in your list of accounts and navigate to the **Inquiries** tab there.

The screenshot shows the AECOM account management interface. At the top left is the AECOM logo. Below it, the Registration Number (000159551), FEIN Number (59-2057134), and DBA are displayed. A link for "Return to My Account" is present. A navigation menu includes "Account Info", "Contacts", "Inquiries", "Private Plan" (highlighted with a red box), and "Payment Methods". Below the menu, there is a "Private Plan" section with a "Request Approval" button (also highlighted with a red box). Below this is a table with the following headers: NAME, PLAN EFFECTIVE DATE, PLAN EXPIRY DATE, TYPE, and STATUS.

If your company wants to request approval from the CT Paid Leave Authority to provide a private plan to your employees, rather than participate in the CT's program:

- Click the **Request Approval** button from the **Private Plan** tab.
- Indicate what type of plan you are requesting approval for
- Complete the remainder of the form and provide the documentation requested.
- Click **Submit**.
- For a complete step-by-step guide on how to request approval for a Private Plan, review the Apply for a Private Plan checklist on the [Register Your Business](#) page.

The Payment Methods Tab: Adding a new payment method

Photo Framers

Registration Number: 000063267 FEIN Number: 42-5358903 DBA:

[Return to My Account](#)

Account Info Contacts Inquiries Private Plan **Payment Methods**

Account Payment Methods Add a Payment

NAME	CARD HOLDER NAME	TYPE	LAST FOUR DIGITS	IS DEFAULT?	PAYMENT METHOD STATUS	REMOVE PAYMENT METHOD
PM-001284	Bank invalid currency	ACH	4440	No	Verified	Remove
PM-001283	Debit not authorized	ACH	3335	No	Verified	Remove
PM-001266	Insuff Funds	Card	9995	No	This Payment Method is Invalid. Please try creating a new correct payment method. Error: Your card has insufficient funds.	Remove
PM-001264	Bank Account Closed	ACH	1113	No	Verified	Remove
PM-001259	Visa	Card	4242	Yes	Valid	Remove

You can add a payment method from your account's **Payment Methods** tab. When you add a payment method here, you will be able to select it and pay with it the next time you process a payment.

- From the Payment Methods tab, select **Add a Payment Method**.
- Select the method of payment by clicking on either **CREDIT CARD** or **BANK**.
- Complete the fields for the payment method you selected.

Add Payment Method

Please select the type of payment method:
* This selection is required.

Bank
 Credit Card

* Name of Cardholder

* Card Number

* Card Expiration Month

* Card Expiration Year

* CVV

* Billing Email

* Billing Postal Code

[Cancel](#) Create New Payment Method

- Click the **Create New Payment Method** button to add the payment method.

The Payment Methods Tab: Removing a payment method

Photo Framers

000063267 FEIN Number: 42-5358903

Return to My Account

Account Info Contacts Inquiries Private Plan **Payment Methods**

Account Payment Methods

Add a Payment

NAME	CARD HOLDER NAME	TYPE	LAST FOUR DIGITS	IS DEFAULT?	PAYMENT METHOD STATUS	REMOVE PAYMENT METHOD
PM-001325	Visa	Card	4242	No	Valid	Remove
PM-001284	Bank invalid currency	ACH	4440	No	Verified	Remove
PM-001283	Debit not authorized	ACH	3335	No	Verified	Remove
PM-001266	Insuff Funds	Card	9995	No	This Payment Method is Invalid. Please try creating a new correct payment method. Error: Your card has insufficient funds.	Remove
PM-001264	Bank Account Closed	ACH	1113	No	Verified	Remove
PM-001259	Visa	Card	4242	Yes	Valid	Remove

You can remove a payment method from your account's **Payment Methods** tab. When you remove a payment method here, you will be not able to see it in the payment terminal or process a payment with it.

- From the Payment Methods tab, select **Remove** next to the payment method you want to remove.
- In the popup, click **Yes** to remove the payment method. To keep the payment method, click **Cancel**.

Contact Us About Us Resources News Events More

Remove Payment Method

Are you sure you want to remove the following Payment Method?

Id: PM-000375
John Smith
Last Four Digits: 4242
Status: Valid
Type: Card

Cancel Yes