

Guidance for HBAs wishing to update ACH bank information and/or authorized HBA contact information within their HBA profile on the Ramp Payment Platform

How Vendors (HBAs) Can Update Their Information in the Ramp Vendor Portal

1. Accessing the Vendor Portal

- Vendors can log in at app.ramp.com/sign-in using their email address.
- Each HBA that is enrolled as a vendor within the Ramp platform is enrolled as a result of a designated HBA team member having already established a vendor profile in Ramp. The vendor profile securely includes the bank ACH information for the HBA.
- HBA leadership/authorized team member who wish to update bank information in the Ramp platform needs to log in to the link noted immediately above. The log in information required includes the email address that the HBA team member previously established in the Ramp platform as the designated financial/business manager/representative for the HBA for payment platforms such as Ramp Payment Platform.
- Upon log in, Ramp will typically send a six digit verification code (as “Multi-Factor Authentication” for security purposes) to the mobile number the HBA representative previously provided to the Ramp platform.

2. Updating Bank Account (Payment Details)

1. Navigate to **Vendor Profile** → **Payment Details**
2. Under **ACH (Direct Deposit)**, click **+** or **Add Account**
3. Click **Secure Bank Connection** and follow the prompts to link their bank

Note: ACH supports US-based bank accounts only.

To update an existing bank account, vendors can use the "**Update Company Profile**" button within the portal.

How a Vendor Can Update Their Email in Ramp

Steps to Update Email Address

1. Log in to the **Ramp Vendor Portal** at app.ramp.com/sign-in
2. Navigate to **Settings** → **Profile**
3. Update the email address to the new desired address
4. Save the changes

Important Notes

- **The vendor must know their current login email** to access the portal and make this change. If they don't know it, the best path is to contact you (the payer) to resend a payment detail request link, as covered previously.
- **Email conflicts:** If a vendor's email is already associated with a Ramp business user account (e.g., an employee account), there will be a conflict. In that case:
 - The vendor should update their Vendor Portal email to a **different address** (ideally a company-specific email)

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If a Vendor Doesn't Know Their Email on Record

Option 1: Vendor Has a Portal Account but Forgot the Email

If the vendor previously created a Vendor Portal account and just can't remember which email they used:

- They can try logging in at app.ramp.com/sign-in with different email addresses they may have used
- If they have access to their inbox, they can search for a past email from **Ramp** (noreply@ramp.com or similar) to identify which address was used

Option 2: Vendor Needs Support

If the vendor has a Vendor Portal account and is still stuck, they can contact **Ramp Support directly** through the help menu within their Vendor Portal.

Option 3: Contact You (the Payer)(NAHB) to Resend the Request

The next path is for the vendor to **reach out to you directly** and ask you to resend the payment detail request. When the vendor (NAHB) resends it:

- The vendor (HBA) will receive a **fresh email with a secure link** to submit or update their payment and tax details
- **No Vendor Portal account is required** – the vendor (HBA) can complete the form without creating an account

The payer (NAHB) can resend the request from the (HBA) vendor's profile in Ramp. This is a reliable way to get them access.

- Note: there is **No self-service email reset without portal access**: If the vendor (HBA) cannot log in at all, they cannot update their email on their own. In this case, you (NAHB) as the payor would need to **resend the payment detail request** to the correct email address so the vendor can resubmit their information.

⚠ Note: Ramp Support can only discuss payment processing details with **you (the payor) (i.e., NAHB)**, not the vendor (i.e., HBA). A resolution is for the vendor (HBA) to contact you (NAHB) to resend the request.