

# Key Contacts

## **MERCHANT SUPPORT TEAM**

This area responds to general enquiries regarding:

- Daily/Monthly reports
- New Division set up
- Merchant information on File (i.e contact address, phone numbers)
- File and transaction history
- Banking information/Funds transfer
- Reporting structure

## **EUROPEAN OFFICE**

The Merchant Support Centre is available 8.30am-5.30pm (GMT) Monday-Friday.

Telephone: +353 (1) 726 2909  
Lo Call from UK: 0845 399 1130  
Fax: + 353 (1) 889 3156  
EUMerchantSupport@Chasepaymentech.com

## **US OFFICE**

The Merchant Support Department is available 8.00am-8.00pm (EST) Monday-Friday.

Telephone: +1 603 896 8333  
Fax: +1 603 896 8715  
Merchant\_Services@Chasepaymentech.com

If you have any queries and are unsure which Department you should contact please contact the Merchant Support Team who will be happy to assist.

## **TRAINING SPECIALIST**

If you are unsure of who your Training Specialist is, please call the Merchant Support Call Centre at +353 (1) 726 2909

Your Training Specialist provides

- Chargeback Report Review
- Financial Report Review

## **CHARGEBACK ANALYST**

If you are unsure of who your Chargeback analyst is, please call the Merchant Support Call Centre at +353 (1) 726 2909

Your Chargeback Analyst assists with the following:

- Chargeback Report Review
- General Chargeback queries

## **GATEWAY SUPPORT CENTRE**

Lo Call Gateway Support from **Ireland**:  
+353 (1) 726 2909  
Select Option 2 when prompted.

Lo Call Gateway Support from **UK**:  
0845 399 1130  
Select Option 2 when prompted

Phone **Direct**: (US) + 1 (866) 645 1314  
GatewaySupport@chasepaymentech.com

The Gateway Support Centre is available 24 hours a day & responds to Gateway-specific inquiries regarding

- Payment Manager questions & login assistance
- Gateway batch submissions /rejections
- XML processing
- Gateway certification & connectivity.

## **COMPUTER OPERATIONS/DATA CENTRE**

Lo Call Computer Operations from **Ireland**:  
+353 (1) 726 2909  
Select Option 3 when prompted.

Lo Call Computer Operations from **UK**:  
0845 399 1130  
Select Option 3 when prompted.

Phone **Direct**: (US) + 1 (800) 228 7782

The Data/File Processing area is available 24 hours a day and responds to enquiries regarding

- File processing
- Current day file submissions
- Current day file retrievals

Please ensure you have the relevant PID (Presenter ID) in advance of contacting the Computer Operations team.

## **AMERICAN EXPRESS(AMEX) INTERNATIONAL CONTACT CENTRE**

Merchants who process AMEX transactions are required to have an SE# assigned by AMEX.

Merchants Domiciled outside US & Canada should call AMEX Multi Currency Team to obtain an SE number for Multi-currency transactions

+ 441273576832

**NOTE: When submitting enquires please have your appropriate reference number. This will enable us to provide you with the best possible service**

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