

Key Contacts

MERCHANT SERVICES CALL CENTER

Phone: (603) 896-8333
Fax: (603) 896-8715
Merchant_Services@chasepaymentech.com

The Merchant Services Center is available 8:00 a.m. to 8:00 p.m. (Eastern Time), Monday through Friday. This area responds to general inquiries regarding:

- Daily/Monthly reports
- New division set-up
- New merchant set-up status
- Merchant information on file (i.e., contact, address, phone number)
- File & transaction history
- Banking information/funds transfer
- Reporting structure
- Adding additional card types
- Cardholder descriptor

ACCOUNT MANAGER

If you are unsure of whom your account manager is, please call the Merchant Services Call Center at (603) 896-8333.

Your Account Manager responds to the following:

- Contractual issues
- Ongoing support issues
- Additional products & services
- New processing methods

TRAINING SPECIALIST

If you are unsure of whom your Training Specialist is, please call the Merchant Services Call Center at (603) 896-8333.

Your Training Specialist provides the following:

- Financial Report Review
- Chargeback Report Review

CHARGEBACK ANALYST

If you are unsure of whom your Chargeback Analyst is, please call the Merchant Services Call Center at (603) 896-8333.

Responses to the following items should be faxed to your assigned Chargeback Specialist:

- Retrievals
- Compliance & collection items
- Information requests

GATEWAY SUPPORT CENTER

Phone: (866)645-1314
GatewaySupport@chasepaymentech.com

The Gateway Support Center is available 24 hours a day and responds to Gateway-specific inquiries regarding:

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

COMPUTER OPERATIONS/ DATA CENTER

Phone: (800) 228-7782**

The Data/File Processing area is available 24 hours a day and responds to inquiries regarding file processing:

- Current day file submissions
- Current day file retrievals

****CALLS RECEIVED BY THIS AREA CANNOT BE TRANSFERRED TO OTHER CHASE PAYMENTECH AREAS**

INTERACTIVE VOICE RESPONSE (IVR)

Phone: (603) 896-8700
www.chasepaymentech.com

IVR is available 24 hours a day. Automated access to the Transaction History Database and bank telephone numbers is available through the IVR system or visit our WEB site at www.chasepaymentech.com.

POINT OF SALE (POS) SUPPORT

Chase Paymentech Network Services

Terminal Support 800-354-8893

Advanced Product Support

(APS) (Software) 800-254-9556

CAD Terminal Support 800-265-5158

CAD Advanced Product Support

(APS) Software 800-254-9556

*Contact APS for CAD supplies and swaps First Data

(Envoy)

800-647-3722

TSYS 800-847-2737

Global Payments:

- Central (POS) (Mapp)

or Mapp PC 800-741-1784

- Retail @dVantage (Central) 800-622-2318

- East (POS) (NDC) 800-736-9293

- Retail @dVantage (East)

(PC Batch) 800-622-2318

VOICE AUTHORIZATION CENTER

1-888-706-1526 (primary)

1-214-849-3002 (secondary)

(Please have your Division # available)

TRAVEL & ENTERTAINMENT CARD

ORGANIZATIONS

American Express Only:

USD-USD or CAD-CAD 800-445-2639

Other Currency Pairs 800-528-5200

X.26208

International Merchants +441273576832

Discover 800-347-0235

Existing Accounts

American Express Only:

USD-USD or CAD-CAD 800-445-2639

Other Currency Pairs 800-528-5200

X.26208

International Merchants +441273576832

Discover 800-347-2000