



## CONTACTING CUSTOMER SUPPORT

At Versatalis Payment Solutions, we want you to have quick access to all your support options. Following is complete a list of the support options available. Please keep in mind that many of our support options are provided in conjunction with Chase Paymentech. [Versatalis Payment Solutions](#) is proud to be a Strategic partner and registered Independent Sales Organization (ISO) of [Chase Paymentech](#).

If you **have difficulty accessing any of the following support options**, or would like to **make changes to your account** such as checking account information, address, DBA name, open new accounts, close your existing account, order new terminals or software, **please call your account executive @ 888.800.6219 or send an e-mail to [changes@versatalis.com](mailto:changes@versatalis.com)**.

### TERMINAL SUPPORT:

Have your merchant number ready.

**800.354.8893**

1. Deposit, batch, or transaction information
2. Voice authorizations
3. **Terminal support** (Point of Sale Device)
  - 1) New Merchant
  - 2) Deposit, batch, or transaction information
  - 3) Assistance with terminal functionality
  - 4) Download terminal
  - 5) Technical Support

### SOFTWARE SUPPORT:

Have your merchant number ready.

**800.254.9556**

1. Deposit, batch, or transaction information
2. Voice authorizations
3. Tech support for **Point of sale Software** or **Resource Online**
  - 1) To verify a transaction batch or deposit
  - 2) Resource Online
  - 3) Software Set-up
  - 4) Advanced product support
  - 5) Orbital gateway support

\*If using an integrated payment processing solution (Envision, Atrex, Cerium Software, etc), please refer to their specific support document for Software support. If unsure, contact your account executive.

### PCCHARGE SUPPORT:

Have your serial number ready.

**877.659.8981**

### ORBITAL/VIRTUAL TERMINAL:

Have your merchant number ready.

**866.645.1314**

### CHARGEBACK INQUIRIES:

Have your merchant number ready.

**888.292.2608**

### AUTHORIZE.NET:

Have your Authorize.Net Log-In ID ready.

**877.447.3938**

### SUPPLIES:

**866.276.7289 option 2 (Please leave a message after hours)**

When calling for supplies, be sure to have your credit card handy and to receive discounted supplies, be sure to let them know your **“Reseller Log-In ID”** is **“Versatalis”**.

### AMEX:

**800.528.5200**

### DISCOVER:

**800.347.2000**

**For a live CUSTOMER SERVICE REP and/or AFTER HOURS SERVICE:**

**877.765.8669**

Enter merchant number, then option 6, then option 4.