



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.

24 x 7 Customer Service and Tech Support 888-800-6219 ext #1

Many support functions can be performed by simply contacting your account executive, or by sending an e-mail to our account management team. Please send your inquiry, along with your merchant ID number and contact information, to changes@versatalis.com.

Some specific functions are provided by First Data Directly. Following are the numbers and extensions for reaching the specific support you are in need of:

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 extension #2 or [Versatalis Supplies](#)

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.