



Customer Service & Tech Support Phone Numbers

National Payment Processing Customer Service

Main Phone: 800-324-9825 option 4 (Call for access to both customer service and risk departments, by pressing their individual options)

Direct: 800-554-2777 (Questions on accounts only, no risk issues)

Risk/Loss Prevention Department

PH: 800-324-9825 option 3

National Payment Processing Tech Support

PH: 800-920-9943 (This number is to be used by staff and agents only. This is not for customer use. For their tech support issues please have them call customer service or FDR tech support)

First Data (FDR) Tech Support

PH: 800-228-0210 (This number can be used by your customers for help with their terminal. FDR will not be able to answer any questions regarding their merchant account, deposits etc. Agents can also use this number to build new files and help with download if the file has been built at FDR.)

***Note: Customer Service and Risk/Loss Prevention Services are provided by National Payment Processing in conjunction with iPayment Inc.**

Supply Desk

PH: 800-396-5660 option 4 (This is National Payment Processing Merchant Services Administrative office. The merchant will leave the name of their business and terminal type. Paper supplies based on their volume will be sent in the next 48 hours via UPS ground. Please note that this arrangement is made by our office. If the merchant calls customer service for paper they will be charged.)