

## Account Management team

- Adding merchant IDs
- Updates to existing equipment and adding devices
- Settlement account updates
- Additional methods of payment
- Reporting updates or changes
- Funding inquiries
- Transaction inquiries
- Add Locations
- Reporting & Service Issues

## Your primary escalation point for all servicing needs

[PTI-NPS@Chase.com](mailto:PTI-NPS@Chase.com)

8:00 a.m. – 8:00 p.m. ET

## Chargeback support

- Review incoming chargeback and retrievals requests and responses
- Compliance and collection items
- Information requests
- Merchant consultation

**1-800-333-3372**

**Chargeback dedicated representative: [Chase-cb@chase.com](mailto:Chase-cb@chase.com)**

## Technical support

### Non-urgent technology support, during business hours

#### Enhanced Resolution Team (24/7)

888-354-3055

[Merchant.Priority.Support@chase.com](mailto:Merchant.Priority.Support@chase.com)

- General support and inquiries
  - Terminal support
  - Product support
  - Training webinars

### Priority one and platform-specific support

#### Platform Production Support (24/7)

[Merchantservicestechops.external@jpmorgan.com](mailto:Merchantservicestechops.external@jpmorgan.com)

800-228-7782 option 1

- For Stratus and Tandem platform incidents

### Product-specific support

#### Paymentech Online Reporting Support

866-428-4962

#### Technical Implementations

[Technical.Implementations@Chase.com](mailto:Technical.Implementations@Chase.com)

- All test environment support