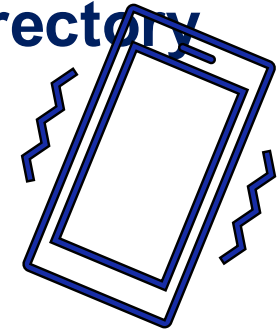




Operations

888-588-5484

Phone
Directory



**Tomorrow
Murphy**
Vice President of
Operations



Josh Mandell
President



Carrie Harrod
Lead Client
Support
Specialist



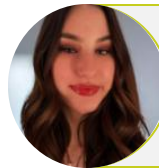
Erin Davis
Client Support
Specialist

Option 1 Customer Support

- Batch Inquiries
- Deposit Inquiries
- Statement Inquiries
- Funding Inquiries
- Risk Inquiries
- Merchant Portal Inquiries
- Merchant Billing Inquiries
- Account Maintenance
- Chargebacks
- Account Closures
- High-Ticket Review
- PCI



Laura Stepp
Sales Support
Specialist



**Makenna
Cato**
Sales Support
Specialist

Option 2 Sales Support

- Form Assistance
- Gift Cards
- Pricing Updates
- Product Information
- Proposal Requests
- VAR Updates/Request
- Prospect Solutions Research
- Agent Residual Inquiries
- Agent Billing Inquiries



**Rebecca
Lomaz**
Lead Fintech
Specialist



Laura Hunter
Fintech
Specialist



**Tammy
Raines**
Fintech Specialist

Option 3 Tech Support

- Functionality, Batch & Processing Errors on Valor, Pax, Dejavoo
- Third-Party Equipment
- File Builds/ Updates
- Gateway Assistance
- Deployment/Tracking Inquiries
- Merchant Solutions Research