

Department Contact Guide

Sales/Business Development:

Connect with the Business Development team for strategic pre-sale support and expert guidance on onboarding new ISOs and Agents, setting the stage for successful partnerships. partner@merchantindustry.com or **866-811-1005 Option 6**.



Payment Operations Team:

Reach out to the Payment Operations team for expert guidance and support on residuals, balance sheets, and financial insights that keep your earnings on track. residuals@merchantindustry.com or as a **residual ticket**.



Tech Support Team:

Contact the Tech Support team for specialized assistance with terminal integration, comprehensive support, and smooth deployment to ensure reliable performance. tech@merchantindustry.net or **866-811-1005 Option 5** or as a **technical support ticket**.



Underwriting Team:

Contact the Underwriting team for expert assistance with account approvals and onboarding procedures, ensuring a smooth and compliant start for new accounts. underwriting@merchantindustry.net.



POS Team:

Reach out to the POS Support team for expert assistance with quotes, POS technical support, seamless integrations, and efficient POS deployment to keep your business running smoothly. pos@merchantindustry.net or **866-811-1005 Option 5**.



Risk Operations Team:

Contact the Risk team for expert management of holds, account flags, reserves, and high-risk approvals, ensuring your operations remain secure and compliant. risk@merchantindustry.net or **866-811-1005 Option 7**.



Back Office Operations Team:

Connect with the Backoffice team for full-service support on merchant account management, including updates, billing, pricing, and seamless onboarding. support@merchantindustry.net or **866-811-1005 Option 4** or as a **"Merchant Problem" ticket**.



CRM Operations Team:

Contact the Risk team for expert management of holds, account flags, reserves, and high-risk approvals, Reach out to the CRM Support team for dedicated assistance with all inquiries related to the IsoAccess CRM, ensuring you maximize your platform's capabilities. crm@merchantindustry.net.



Portals

IsoAccess CRM:

Manage your merchant portfolio and onboarding

<https://newgen.isoaccess.com/>



ISO Quote:

Provide merchants with accurate quotes

<https://merchantindustryllc.isoquote.com/session/new>



Resource Center:

Our Resource Center offers live training and access to all essential resources.

<https://www.merchantindustry.com/resource-center/>



866-811-1005



sales@merchantindustry.net