



Quick Start Guide
Office of the Treasurer – Payment Card Contact List
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UNIVERSITY OF TOLEDO

Payment Card Services and PCI Contact

Contact Name & Number: Kim Beaubien 419-530-6265 and Chelsea Hoskinson 419-530-1386

Contact email: kim.beaubien@utoledo.edu; Chelsea.Hoskinson@utoledo.edu

First Data

Terminal Help Desk and Merchant Supplies: 877-810-9315

Hours: 24/7

Merchant number - merchants will need their merchant number

Services provided:

- Voice Authorization – if the terminal does not provide an authorization number, call the help desk.
- Order terminal paper supplies
- Suspicious purchase – Call

Software Help Desk: 800-365-1998

First Data: 800-735-3362

- Questions on payment disputes

New Merchant Terminal Activation & Training Contact Number: 877-810-9315

Hours: M-F, 8 am– 10 pm and Sat 10-7 EST

Merchant number: merchants will need their merchant number and terminal ID number.

Services:

- Activate a new terminal
- Refunds and Password – when activating a new terminal, request password be set for manager only to process refunds
- Training on new terminal
- Reprogram a current terminal

Online Merchant Accounting Contact Number: 877-810-9315

First Data Reference

Customer Service – Emergency Contact 800-368-1000