

## HELP DESK INFORMATION

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### ALL SYSTEMS – BATCH PAYMENT AND DAILY CARD PROCESSING QUESTIONS

#### **BATCH PAYMENT:**

All Point of Sale Platforms (Ruby, G-Site and VeriFone Omni 490) should call Marathon Dealer Support for Batch Payment concerns and questions. This number is 1-800-352-2422, ext. 1 and is staffed between 7:00 AM - 4:45 PM (EST).

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### EQUIPMENT PROBLEMS – VERIFONE OMNI 490

*1st Level Help Desk...Call this number FIRST!!*

<b>POINT OF SALE TERMINAL</b>	<b>PHONE NUMBER</b>
VeriFone Omni 490	1-800-378-1204*
*This number is Heartland Payment Systems (HPS)	
<b>Your call will be assigned an IR (Incident Report) number, please make note of this number as well as the name of the person you spoke with in case follow up is needed.</b>	

*2nd Level Help Desk . . . Marathon Dealer Support*

<b>POINT OF SALE TERMINAL</b>	<b>PHONE NUMBER</b>
VeriFone Omni 490	1-800-352-2422, ext. 1*

\*Marathon's Dealer Support Representatives will handle your POS terminal concerns or will direct you to a Point of Sale Technical Analyst.

**EQUIPMENT PROBLEMS – INTEGRATED POINT OF SALE TERMINALS**

***Call the HPS Help Desk for both VeriFone Omni 490 Point of Sale and Integrated Point of Sale Systems when Network Communication problems exist. HPS can be reached at 1-800-378-1204.***

If a Point of Sale Terminal (G-Site) is not functioning properly, please call the MANUFACTURER'S HELP DESK first. The telephone numbers are listed below:

***When trouble occurs.....call these numbers FIRST!***

<b>POINT OF SALE TERMINAL</b>	<b>PHONE NUMBER</b>
Ruby	1-800-519-7225
G-Site	1-800-800-7498

***If no help is received...call these numbers SECOND!***

<b>POINT OF SALE TERMINAL</b>	<b>PHONE NUMBER</b>
Ruby	Call Local Distributor*
G-Site	Call Local Distributor*

\*Local Distributor is the company that maintains and upgrades the POS terminal. Call this company when first level contact fails to respond to POS hardware concerns.

***If First and Second Levels are not available....Call this number NEXT!***

<b>POINT OF SALE TERMINAL</b>	<b>PHONE NUMBER</b>
Ruby	Marathon Dealer Support @ 1-800-352-2422 ext. 1
G-Site	Marathon Dealer Support @ 1-800-352-2422 ext. 1