

Who do I call about credit card processing issues, problems with the Ruby, G-Site, and Omni?

Network Help Desk
Heartland Payment Systems (HPS)
1-800-378-1204
(24 Hours – 7 Days)*

Marathon Dealer Support
1-800-352-2422, option 1
1-419-421-4615 (fax)
1-419-421-3816 (Retrieval fax)
(7:00 a.m. – 4:30 p.m. EST)
*All calls concerning: Payment Status, Voids, Procedural Inquiries) **

VeriFone Ruby Equipment Problems
1-800-519-7225 *

VeriFone Omni Equipment Problems
1-800-378-1204
(24 Hours – 7 Days) *

Gilbarco G-Site Equipment Problems
1-800-800-7498 *

Marathon Cardholder Services
1-800-537-9580 *
(All calls concerning Marathon Cardholder Inquiries)
** Credit Card Handbook Section Back Cover*

Prepaid (Cash and Gift cards) Helpdesk
Point of Sale Support **1-866-349-6592**
Cardholder Support **1-866-752-5378**
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