

CONTACT DIRECTORY

MERCHANT SUPPORT

Monday-Friday 7AM-7PM CT
merchantsupport@go-afs.com
888-708-8019 option 1

- Statement Requests
- Merchant Online Access
- Full Card Numbers
- Merchant Processing Inquiry (Funding, Batches, etc.)
- Account Change & Pricing Updates
- APEX Inquiries
- Closures
- PCI Inquiries
- 1099K Requests
- Terminal Use / QRG
- Bank Change - Merchant
- Password Resets

TECHNICAL SUPPORT

Monday-Friday 7AM-7PM CT
techsupport@go-afs.com
888-708-8019 option 2

- Terminal Activation
- Terminal Settings
- Terminal Setup
- Terminal Troubleshooting
- Terminal Downloads
- Gateway Setup

PARTNER SUPPORT

Monday-Friday 8AM-5PM CT
partnersupport@go-afs.com
866-744-1190

- Any Service Escalations
- CRM Assistance
- Residual Inquiries
- Missing Notifications
- Online Access Setup-Agent
- Agent Info Changes
- General Deal Questions
- Pricing Questions
- Application Questions / Assistance