

CONTACT US

CALL (888) 311-7248

OPT 1 - TECH SUPPORT

OPT 2 - CUSTOMER SERVICE

OPT 3 - SALES SUPPORT

7AM-11PM CST

For Sales Support

- Pre-sale questions regarding paperwork, pricing, integration, and products

For Operational Support:

- Applications & Leases
- Submission of New Merchant Applications
- Submission of New Leases
- Submission of Marketing Agreements

Contact Operations by email: operations@poweredbyevolv.com

For Customer Support:

- General Merchant Services/General
- Customer Support
- (Statements, Closes, Merchant Updates, etc.)
- ACH Change Request and ACH Change Forms
- Updates to Merchant Account Information
- Closure Requests
- File Maintenances / Additional Processing Services Amendments
- COLEAs (change of legal entity amendments)
- PCI Compliance help and access
- Answer non-terminal related questions

Contact Customer Support

By phone: 888.311.7248 option 2

By email: customerSRV@poweredbyevolv.com (24 HR. SLA)

For Technical Support & Equipment Deployment:

- Deployment of Terminals
- Programs / Tests / Deploys all approved merchant application POS equipment and supplies upon approval
- Processes Network / Terminal changes for all merchants
- Terminal Support for all sales agents

Contact Deployment

By phone: 888.311.7248, option 1

By email: deploymentdpt@poweredbyevolv.com (24 hr. SLA)

