

Contact Us

PayFacto General Contact Information

Emergency Contact Info

FOR ANY EMERGENCY CONTACT US AT **1-888-800-6622** and send an email to support@payfacto.com

Request	Team	Telephone	Email
For any request or issue regarding the production environment.	Help Desk Availability: 24/7	1-888-800-6622	support@payfacto.com
For any request or issue regarding the preproduction/staging/test environment, including test merchant add modification or deletion.	Integration Availability: Monday to Friday 9h00 - 17h00	1-877-341-8293 x521	integration@payfacto.com
For any production merchant new setup, modification or deletion.	Setups Availability: Monday to Friday 9h00 - 17h00	1-888-800-6622	setups@payfacto.com
For Pinpad Activations.	Activations Availability: Monday to Friday 9h00 - 17h00	1-888-800-6622	activations@payfacto.com
For any question regarding merchant billing.	Accounting Availability: Monday to Friday 9h00 - 17h00	1-877-341-8293 Option 2 - English Option 3 - Accounting	accounting@payfacto.com
For a request regarding contracts, rates or information on products and services.	Sales Availability: Monday to Friday 9h00 - 17h00	1-877-341-8293 Option 2 - English Option 1 - Products & Services	sales@payfacto.com

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