

Wells Fargo Retail Services

Merchant contact information

Program Name: _____ Merchant #: _____

*(Please fill in the above information for future reference.)***Primary contact for questions:** **Phone: 1-800-551-5111**
Client ProcessingMonday - Saturday & Holidays: 8 a.m. - 10 p.m. Central Time;
Sunday: 10 a.m. - 10 p.m. Central Time; Easter, Thanksgiving & Christmas: Closed

Processing Type:

Online Processing (wellsfargo.com/retailservices): Phone: 1-800-551-5111

Omni/Verifone Processing: Phone: 1-800-551-5111

IVR/Auto-Authorization: Phone: 1-800-247-0049

Backup Application Process: Phone: 1-800-551-5111

Fraud related questions:

Phone: 1-800-257-7799

Fax: 1-800-499-2567

Monday - Friday: 8 a.m. - 6 p.m. Central Time

Disputes:

Phone: 1-866-835-6679

Fax: 1-866-656-0056

Monday - Friday: 8 a.m. - 5 p.m. Central Time;

Saturday, Sunday & Holidays: Closed

**Invoice & Notice of Right to Cancel, Invoices,
Manual Invoices and Credit Memos**

Fax: 1-866-280-8327

Fax monitored Monday - Friday: 8 a.m. - 4:30 p.m. Central Time;

Saturday, Sunday & Holidays: Closed

Order supplies:

wellsfargo.com/retailservices

Document retention:

Mailing address for Credit Card Account Applications or

Important Terms of Your Credit Card Account - Merchant Copy.

Wells Fargo Retail Services

MAC F0003-039

800 Walnut Street

Des Moines, IA 50309

For detailed information regarding Wells Fargo Bank, N.A.'s document storage and security policies, login to the Online Resource Center at wellsfargo.com/retailservices and click on the Instructions and Procedures link.

Customer service information

For cardholder account information

Phone: 1-800-459-8451

Monday - Friday: 8 a.m. - 6 p.m. Central Time;

Saturday, Sunday & Holidays: Closed

24 Hour Automated Service

Payment Options

Online Payment: wellsfargo.com/cardholders

Phone Payment: 1-800-459-8451

Mail Payment: Refer cardholder to their statement

Customer payments are not accepted at the store

Together we'll go far

