



Who to contact and when?

RedFynn Contacts

Partner Support

This is your information center. Contact us for assistance with any of the following:

- Schedule A's
- Commissions & Residuals
- Help selling an account
- Help with paperwork for an account
- Questions about equipment and functionality of equipment
- POS questions

Phone: (877) 928-0305 Opt 4

Email: partnersupport@redfynn.com

Applications

This department handles all applications and should be contacted for the following:

- Questions regarding an application, including how to fill out
- Questions regarding the status of an application
- Submitting pending items from an application you are working on

Phone: (877) 928-0305 Ext 205

Email: applications@redfynn.com

Customer Success

This is our general customer support department. Contact for assistance with the following:

- Merchant contracts
- Merchant rate reductions
- Merchant change requests – bank accounts, addresses, business name, etc.
- Merchant account cancellations
- Risk questions or assistance

Phone: (877) 928-0305 opt 3

Email: support@redfynn.com

Technical Support

This department handles all functions of tech support for your accounts. Contact for assistance with the following:

- Merchant equipment swaps or reprograms
- If a merchant would like a demo of a product or service



- If a merchant would like to add a product or service

Phone: (877) 928-0305 option 2

Email: tech@redfynn.com

Installations

This department will handle the installation of your hardware and software for your merchants.

Contact for assistance with the following:

- Schedule an install date/time: book.redfynn.com/install
- Call in for assistance with an install (if you have a complicated installation with many pieces of hardware, please use the scheduling link above to ensure team availability to assist): (813) 803-5503

Phone: (813) 803-5503

Email: tech@redfynn.com

Point of Sale Sales & Support

This department handles all functions of POS sales & support for your accounts.

Contact for assistance with the following:

- Assistance with a POS sale
- Questions about a certain POS system or functionality of a POS system
- Configuration and setup; if a merchant needs to make changes to their setup.
- Onboarding and Implementation assistance
 - Schedule training here:
<https://calendly.com/pos-nhs/onboarding-training>
 - Direct Contact 877.928.0305 ext 280

Phone: (877) 928-0305 option 2

Email: pos@redfynn.com

For Your Clients and Merchants

RedFynn Main Line: (877) 928-0305

Merchant Customer Success

Phone: (877) 928-0305 opt 3

Email: support@redfynn.com

Merchant Technical Support

Phone: (877) 928-0305 opt 2

Email: support@redfynn.com

**Clover Support**

Merchants who are currently using Clover, use the following:

(844) 864-5449