

# GPI Merchant Support

**Merchant Technical Support** – reinstalls, processing issues or otherwise broken, existing merchant hardware orders, tracking info and incomplete shipments

- 800-774-6462 Option 2
- [support@openedgepay.com](mailto:support@openedgepay.com)
- 24/7, 365 days a year

**Client Care** – billing, credit, funding and fee questions/issues, account closures

- 800-774-6462 Option 3
- [customerservice@openedgepay.com](mailto:customerservice@openedgepay.com)
- M-F 6:00 AM – 6:00 PM MST

**Installations** – new merchants will call this line to schedule Merchant Portal Training

- 800-774-6462 Option 4
- [installations@openedgepay.com](mailto:installations@openedgepay.com)
- M-F 6:00 AM – 6:00 PM MST

**PCI ASSURE** – merchants will call this line for questions about PCI compliance.

- 800-774-6462 Option 5
- [PCIAssureHelp@openedgepay.com](mailto:PCIAssureHelp@openedgepay.com)
- M-F 6:30 AM – 6:00 PM MST