

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 Processing	Monday – 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
IVR/Auto-Authorization:	Phone: 1-800-247-0049
Backup Application Process:	Phone: 1-800-551-5111
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Fraud related questions:	Phone: 1-800-257-7799 Fax: 1-800-499-2567 Monday – Friday: 8 a.m. – 6 p.m. Central Time
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Disputes:	Phone: 1-866-835-6679 Fax: 1-866-656-0056 Email: RetailServicesDisputeDept@wellsfargo.com Monday – Friday: 8 a.m. – 5 p.m. Central Time; Saturday, Sunday & Holidays: Closed
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Invoice & Notice of Right to Cancel, Invoices, Manual Invoices and Credit Memos	Fax: 1-877-778-0718 Fax monitored Monday – Friday: 8 a.m. – 4:30 p.m. Central Time; Saturday, Sunday & Holidays: Closed
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Order supplies, login at:	wellsfargo.com/retailservices
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Document retention: Mailing address for Credit Card Account Applications or Important Terms of Your Credit Card Account - Merchant Copy.	Wells Fargo Retail Services P.O. Box 10373 Des Moines, IA 50306
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 select 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 Payments are accepted at the bank locations Customer payments are not accepted at the merchant location
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