**Credit Card Processing Contact List**

**FreedomPay Technical Support**
Phone: 888-495-2446 (8am-6pm; automatic routing set up after hours)
Email: techsupport@freedompay.com
Contact for:
- Problems with devices
- Issues with hosted payment pages, Virtual Portal, etc.

**FreedomPay Client Support**
Phone: 877-888-8430 (8am-6pm; automatic routing set up after hours)
Email: support@freedompay.com
Contact for:
- Questions about chargebacks, etc.
- Missing revenue

**ClientLine Help Desk**
Phone: 800-285-3978 (Mon-Fri 8am-10pm)
Contact for:
- Questions about ClientLine reporting tool

**PCI Compliance Questions**
Email: pci-help@cornell.edu
Contact for:
- General questions about PCI compliance
- Questions about the annual PCI attestation process

**PayPal Support**
Phone: 888-215-5506 (Mon-Fri 7am-12am; Sat-Sun 9am-11pm)
Email: Use ‘Contact Us’ link in your PayPal account
Contact for:
- Questions about your PayPal (NOT Payflow) business account
  - (This is the account that does not use a credit card MID – it is a ‘child’ to the Cornell ‘parent’)

**Payflow Support**
Phone: 888-883-9770 (Mon-Fri 8am-9pm)
Email: payflow-support@paypal.com
Contact for:
- Questions about your Payflow (NOT PayPal) account
  - (This is the account that requires a credit card MID in order to work)
Cornell Cash Management

Kevin Mooney – Cash Management Representative
Phone: 607-254-1596
Email: km484@cornell.edu
Contact for:

- Opening/closing a credit card MID
- Creating a ClientLine chain ID
- Questions about ordering devices
- General questions about credit card revenue and fees
- Changing KFS account for existing MIDs
- Setting up a PayPal or Payflow account

Debra Federation – Director of Cash Management
Phone: 607-254-1597
Email: dmf39@cornell.edu
Contact for:

- Urgent credit card-related matters