

Synchrony Answers at Your Fingertips!

MY MERCHANT NUMBER: 534812 _ _ _ _ _

(Required when interacting with Synchrony)

MERCHANT ASSISTANCE

Visit Business Center at bc.syf.com

SCENARIO	SELF HELP (FASTEST)	CONTACT
Add Synchrony application link to website	Visit: synchronybusiness.com/mmc-assets.html	Call Merchant Services: 888-222-2176, Option 3
Training	Watch short videos on toolbox.syf.com	Call Merchant Experience: 866-885-2637
Register devices, fix errors or additional questions on Synchrony Transact	Watch short videos on toolbox.syf.com/transact	Call Business Center Help Desk: 888-679-6700
Business Center login or technical issues	Business Center: Login Screen > Support > Chat with an Agent or Help & Resources > Chat with an Agent	Call Business Center Help Desk: 888-679-6700
Questions on fundings or how to process a customer refund	See reporting on Business Center: Management Tools > Daily Funding or Monthly Statement	Call Funding Department: 800-330-5187
Submit Sales Slips for funding	Send using Business Center: Sales Tools > Send Sales Slip Documents	Call Funding Department: 800-330-5187
Addressing customer disputes	Sign up for the dispute monitoring option Business Center: Management Tools > Dispute Documentation Requests	Call Disputes Department: 855-662-2669 Call Fraud Department: 800-268-9131
Update banking, tax information or make a business name change	Business Center: Sales Tools > Disclosures > DDA Change Form	Call Client Review: 866-376-0276 email: DDAChanges@synchronyfinancial.com
Add a location, add a program or change of ownership		Call National Sales: 866-209-4457, Option 3
Can I accept another SYF Card?		Call Merchant Services: 888-222-2176, Option 3

CUSTOMER ASSISTANCE

CUSTOMER SCENARIO	CUSTOMER ACTION	MERCHANT ACTION
Requesting a credit line increase	Have customer call Customer Service: 800-250-5411	Call Merchant Services: 888-222-2176, Option 2 You must provide your Merchant ID. In Business Center: Sales Tools > Request Credit Limit Increase
Application is declined	Add a co-applicant and resubmit. Note: Use the Direct to Device customer application method to increase approvals!	Apply to add financing with Fortiva Retail Credit here . See dealer qualifications.
Card activation, lost card, due date, etc.	Call Customer Service: 800-250-5411	
Cancel dispute	Call 866-396-8254	Follow disputes in Business Center: Management Tools > Dispute Documentation Requests