

Department Contact Guide

Sales/Business Development:



Connect with the Business Development team for strategic pre-sale support and expert guidance on onboarding new ISOs and Agents, setting the stage for successful partnerships. partner@gosuede.com or 866-811-1005 Option 6.

Payment Operations Team:



Reach out to the Payment Operations team for expert guidance and support on residuals, balance sheets, and financial insights that keep your earnings on track. residuals@gosuede.com or as a residual ticket.

Tech Support Team:



Contact the Tech Support team for specialized assistance with terminal integration, comprehensive support, and smooth deployment to ensure reliable performance. tech@gosuede.com or 866-811-1005 Option 5 or as a technical support ticket.

Underwriting Team:



Contact the Underwriting team for expert assistance with account approvals and onboarding procedures, ensuring a smooth and compliant start for new accounts. underwriting@gosuede.com

POS Team:



Reach out to the POS Support team for expert assistance with quotes, POS technical support, seamless integrations, and efficient POS deployment to keep your business running smoothly. pos@gosuede.com or 866-811-1005 Option 5.

Risk Operations Team:



Contact the Risk team for expert management of holds, account flags, reserves, and high-risk approvals, ensuring your operations remain secure and compliant. risk@gosuede.com or 866-811-1005 Option 7.

Back Office Operations Team:



Connect with the Backoffice team for full-service support on merchant account management, including updates, billing, pricing, and seamless onboarding. support@gosuede.com or 866-811-1005 Option 4 or as a "Merchant Problem" ticket.

CRM Operations Team:



Contact the Risk team for expert management of holds, account flags, reserves, and high-risk approvals, Reach out to the CRM Support team for dedicated assistance with all inquiries related to the IsoAccess CRM, ensuring you maximize your platform's capabilities. crm@gosuede.com

Portals

IsoAccess CRM:

Manage your merchant portfolio and onboarding
<https://newgen.isoaccess.com/>



ISO Quote:

Provide merchants with accurate quotes
<https://gosuede.isoquote.com/session/new>



Resource Center:

Our Resource Center offers live training and access to all essential resources.
<https://www.gosuede.com/resource-center/>

