
CUSTOMER SERVICE CONTACT INFORMATION

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For assistance with general payment card questions, statement and fee issues, etc.:

Please contact the Office of Treasury Operations via email at treasury@purdue.edu.

To establish a new Merchant location, please review the following document:

[How to Request a New Account](#)

For assistance with ReconNet Entry or questions relating to ReconNet (administered by Purchasing Card Operations):

Please contact reconnet@purdue.edu.

For assistance with Resource Online or to reset your password:

Please contact customer service at **1-800-254-9556**.

For assistance with PCI Compliance issues, training, etc:

Please contact the Office of Treasury Operations via email at treasury@purdue.edu.

For assistance with Verifone Omni terminal or printer issues, card processing issues, ordering supplies, etc.:

Please call the 24 hour help desk at **1-888-886-8869**.

For assistance with Touchnet Marketplace issues or implementation questions:

Please contact the Office of Treasury Operations via email at treasury@purdue.edu.

For voice authorizations please call one of the following:

Visa/MC/Discover Authorization – 1-888-706-1526

American Express Authorization – 1-800-528-2121
