

IMPORTANT TELEPHONE NUMBERS

Equipment (repair) issues		
Help Desk	Telephone Number	Comments
Maintenance Help Desk	1-800-828-0711 * Note Preferred method to report is via Maintenance Online Help on 7-Connect	Equipment issues (other than RIS): Gas, Lights, Safe, Slurpee, Refrigeration, Heat/ AC, Roller Grill, Coffee, Sanden Cases, Fountain, Hot Food, Plumbing, Electrical
RIS Help Desk Option 1 - Password/7-Connect Issues, 2 - How DO I" - procedures3 - Software & Hardware issues	1-800-987-0711	Scanners, Money Order Machine, MOT, POS, PinPads, Ordering, 7-Connect, Cash Report, Network Issues, How do I (procedures)
ATM Customer Service	1-800-452-1610	ATM issues
V-Com Help Desk	1-800-711-3918	V-Com issues
Pacific Telemanagement Services	1-866-450-4787	Payphones
Security Loss Prevention Issues		
7-Eleven Hot Line / Incidents	1-800-555-2620 * Note - theft only incidents report using CHD On-Line	Robbery or other criminal incidents, and any vehicle related incidents.
Alarm Testing	Contact SBT Alarm Center at (800) 560-8335 or (877) 572-5149, and select	
Asset Protection	Steve Kellison – 714-812-3210 Stephen.kellison@7-11.com Kevin New – 951-522-4231 kevin.new@7-11.com	
Customer Service Issues		
Customer Relations	1-800-255-0711	Customer issues and complaints including questions or charges on bank statements
Accounting Customer Service	1-877-711-4422 * Note – preferred method is CHD On-Line	Payroll, Draw, Closed Cash Report issues, Financials, Invoicing, disputing an expense charge, Utility Disconnect Issues.
Payroll Dedicated Line	1-855-PAY-4-NOW (1-855-729-4669)	Resolution of payroll issues with a new dedicated payroll toll-free number managed by the Payroll Department.
Media inquiries (TV / News)	972-828-7285 or 972-828-7345 After hours1-800-255-0711	Any media person asking information for news story
Vendors / Ordering CDC and McLane Center contact numbers.		
McLane's Customer Service	1-909-887-7500	4472 Georgia Blvd. San Bernardino, CA
Western Union	1-800-999-9660	Policy issues, cashing MO over \$75
Western Union: Stop payment	1-800-444-4670	Stop MO payment and watch list request
PayNearMe	866-968-0999	Store or Customer questions about PayNearMe Payments
Front End Services	1-800-474-1995	Phone cards and stamps
National Gasoline	1-800-527-3132	Pricing strategy
Gas- Fuel Deliveries	1-800-648-2361	For Fuel Delivery