

Axepta BNP Paribas Helpdesk - (English)



Customer Service

If you have any questions, we are always available!

Contact us by phone at **02/828.06.06** or by email at support@axepta.be.

Please indicate your **merchant identifier (MID)** and, if necessary, the **additional elements** indicated below.

Opening hours:

Monday - Friday: 8:00 AM - 10:00 PM

Saturday: 9:00 AM - 6:00 PM

Sunday: 10:00 AM - 4:00 PM

If your question is about the Merchant Portal:

- User name
- Functionality used

If your question is about a transaction or transactions:

- Information to identify your transaction

MID (Having made the transaction)	TransID	PayId	RefNr	Date/Time of the transaction	Amount
AXPB_name of the merchant	TID-20480457802137656	dda7fd92e1f54ac388ded9f55eaftr78	dxmnq0ljk0uu	**	**

- The error message
- A screenshot (optional)

If your integration is under CMS:

- The CMS and the version used as well as the version of the Axepta plugin
- A screenshot (optional)