Contact Axepta BNP Paribas Helpdesk

ⓘ **Assistance Axepta BNP Paribas**

Our support service is available by email and phone from 8:30am to 6pm, Monday to Friday.

You can contact them at bnpparibas@computop.com or **+33 825 07 27 47** *(Service 0,15€ / min. + call price)* by indicating your **merchant identifier (MID)** and, if necessary, the **additional elements** indicated below.

If your question is about the Back-Office :

- 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
BNP_DEMO_AXEPTA	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)

✓ **Where is my payID ?**

Please check our dedicated section How to find the PayId of a transaction ?