
ListBuilder Frequently Asked Questions

What type of credit cards do you take?

We take Mastercard, Visa and American Express.

Can I pay by PayPal or Venmo?

We can't support those platforms right now, but we do take major credit cards such as Mastercard, Visa and American Express.

How can I access the data that I purchase?

It will take us a few minutes to process your order. Once it's processed and ready, it will be ready to download from the site. We will also send an email to the email associated with your account with a downloadable link.

How do I access a previous order?

Log into your account. After you have logged in, select My Order in the drop down menu under the My Account section.

Can I finish my order with a representative?

Sure. You'll need to be sure your order is saved. Our representatives will not have access to your account, but they can help guide you to finish your order. Our representatives are available M-F from 8:30 - 5:00 central time. Please call 800-776-6373 or send an email to info@mchdata.com, and we'll get you in touch with a representative. Orders that are completed via a representative are subject to minimum order amounts.

Where do I enter a promo code?

The promo code can be entered on the checkout page. You will enter the code provided in the box called promo code and click apply.

My password isn't working/I forgot my password

You can reset your password by clicking on the Forgot Password link in the lower left corner of the log-in box. You will be prompted to enter the email address that you use as your user log-in. An email will be sent to the email address we have on file for you with a link to reset your password.

I placed an order by mistake. Can I change it?

Because ListBuilder processes requests in real-time, and your order is prepared in minutes, once you confirm and place your order, all changes are final.

Why was my promo code not accepted?

If your promo code wasn't accepted, please check the spelling and data entry to ensure that it matches the promo code given to you. Also, check the expiration date, as promo codes expire. Once a code is expired, it can no longer be used. If you are still having issues, please contact us at info@mchdata.com with details, and we'll respond promptly to your inquiry.

How can I change my email address associated with my account?

Please email info@mchdata.com, and an IT representative will get back to you with email instructions.

What browsers does ListBuilder support?

Google Chrome, Microsoft Edge, Firefox, Safari and Internet Explorer 11 are supported.

Are multiple logins under the same account credentials allowed?

The login account is IP address based. Users can log in at multiple places, on multiple devices at the same time. If a user places items in a cart on different devices, all items, from all devices appear in the user's shopping cart.