Account Maintenance Services

(Masterfile Maintenance/Add Equipment Services/Existing Merchant Rates/Existing Merchant Updates/Merchant Change)

Account Maintenance Services handles updates to existing accounts. Below are the inboxes and what each area handles. The forms can be located on The Learning Center.

Add Equipment Services
addequipmentservice@elavon.com
Additional equipment orders and value-added services are added to existing customers. Post-mid functions are also completed in this area. Post-mid is a request that came in with the new application but required a MID number before completing the set-up.

Merchant Change
Merchant.Change@elavon.com
The Merchant Change team handles all updates to Banking information/DDA and Doing Business As name/DBA change requests, and signer/owner changes.
If A DDA change needs to be completed due to an exceptions/rejects issue the email address is
BankChangesCR@elavon.com

Existing Merchant Updates
EMUpdates.Updates@elavon.com
Updates information, with exception of VAS, on existing accounts.

Existing Merchant Rates
#MSP.AccountReview@elavon.com
The Rates Team is responsible for updating Pricing and Fees. Requests must be before cut off each month in order to be active during the current month. If submitted after cut off, the request will be completed the following month.
Reopen requests can be sent to this team as well. The rate/fee update form needs to be submitted with the box checked at the bottom of the form labeled "I want to reactivate my account and agree to the rates and fees indicated above (If reactivating an account, the Fee and Rate section needs to be completely filled out)"

Merchant Transfers
MerchantTransfer@elavon.com
Entity & Chain Hierarchy/transfer requests. Send Hierarchy change requests to change entity and add/remove/change chain.

Closures
Merchant-Closure-Form
- Closures received by the fifth to last day of the month, will be processed in that month.
- Merchants will be billed their statement and monthly minimum fees for the month they were closed. For instance, if a merchant account is closed in June, they will be billed the monthly minimum and statement fees for June.

Note: If you wish to deactivate the fees during the closure, check the box on the bottom of the closure form that states deactivate fees

Wireless Deactivation and Fee Removal
All MSP Wireless Deactivation Requests must be submitted by the MSP via the Learning Center – ONLY
You will need the MID, 21-digit Terminal ID#, MAN or MDN # (for the same #), and the ESN #.

MSP-Wireless-SIM-Card-Deactivation-Form

Note** The MSP must send a separate request through the Learning Center on the Rate Update Form to remove any fees associated with wireless terminals and submit that through the online upload process

Reopening Accounts

Note: Accounts that have been closed or inactive for 90 days or longer cannot be reopened and a new application would need to be submitted.

If the account has been closed less than 90 days or is a Seasonal Account, follow this process below.

Seasonal Reopen –
- A signed Rate/Fee Update Form will be needed to reopen

Standard Reopen – Non-Seasonal and has been closed or inactive for less than 90 days
- A signed Rate/Fee Update Form and the Account Reopen form is needed to reopen