

Partner Contact Guide



Partner Sales Support Pre-sales assistance

Hours: M-F 8:00AM to 6:00PM EST
Phone: 800-819-6019 option 1 option 3
Email: PartnerSalesSupport@elavon.com
SLA to response: 24 hours via email

Management Escalation

Primary Contact- Paul Ladd, Partner Sales Support Manager
470-866-6108 | Paul.Ladd@elavon.com

Jake Turnmire, Senior Director Sales Support
865-403-8936 | Jake.Turnmire@elavon.com

- New merchant application assistance
- Underwriting guidelines and policy information
- Assistance with new and existing merchant forms
- Equipment solution guidance
- Value Added Services (VAS) solutions guidance
- Merchant reporting solution guidance
- Card schemes and & interchange programs
- General pricing inquiries and monetary pricing program requests

Partner Enablement

New or existing partner due diligence and user set up for most Elavon systems

Hours: M-F 7:00AM to 4:00PM EST
Email (Best way to reach team): PartnerAdmin@elavon.com
SLA to response: 3-5 days via email

Initial Due Diligence Manager
Misty Black, Partner Enablement Manager
Misty.Black@elavon.com

Annual Due Diligence Manager
Terrance Ellis Partner Enablement Manager
Terrance.Ellis@elavon.com

Management Escalation Point
Jake Pishney, Partner Enablement Manager
763-258-4203 | Jacob.Pishney@usbank.com

Tearsheet Requests/VAR Sheets

Email: tearsheetrequests@elavon.com
Phone: 800-819-6019, opt 1
SLA to response: 24 hours via email

For immediate Tearsheet requests, call Premier Services

Compensation

Email: #MSP.Compensation@elavon.com
SLAs to email response: 1 to 3 business days
SLA for adjustments received by 22nd of each month

Management Escalation Point

Sabrina Harrell, Director
Sabrina.Harrell@elavon.com

Premier Services Existing merchant operational support

Hours: M-F 8:00AM to 9:00PM EST
Phone: 800-819-6019 option 1 option 1
Email: PremierServices@elavon.com
SLA to response: 24 hours via email

Management Escalation

Tammy Lee, Vice President
470-936--7920 | Tammy.Manis@elavon.com

Kelly Johnson, Assistant Vice President
470-936-7916 | Kelly.Johnson@elavon.com

Armando Acosta, Officer
470-936-7907 | Armando.Acosta@elavon.com

Nick Burdi, Officer
647-948-6533 | Nicola.Burdi@elavon.com

Jacky Tam, Officer
470-936-7915 | Jacky.Tam@elavon.com

- Escalation point-of-contact for all merchant operational issues
- Statement and funding questions, refunds and special processing requests
- Change requests (DDA/DBA requests)
- Verification requests (status requests for change requests, processing limit, address changes, rate/fee requests.)
- Merchant refund requests
- Research requests
- New merchant programming information
- Tracking requests
- Terminal troubleshooting and technical assistance

Boarding & Underwriting Merchant application submission and status update requests

Email (Best way to reach team): MSPFulSer@elavon.com
SLA to response: 24hours
Data Entry Escalations Inbox: deescalations@elavon.com
Phone: 800-819-6019, option 1, option 2*(Used to check and return VM)

Credit Underwriting Management Escalation

Amanda Parton, Credit Analyst
Amanda.Parton@elavon.com

Emily Leith, Operations Manager
Emily.Leith@elavon.com

Application Escalations and Status Inquiries
Email: MSPFulSer@elavon.com

Paper Application Submission
Email: FSNewapps@elavon.com

Management Escalation
Amy Lawson, Assistant Manager
Amy.Lawson@elavon.com

Customer Activation & Training Customer facing support for installation and training

For terminal training or standard Converge training:
Hours: M-F 8:30AM to 9:00PM EST
Email: ActivationandTraining@elavon.com (Partners only)
Phone: 866-451-4007
· Converge Mobile – Option 2
· PC Software (includes Converge) – Option 3
· Terminal Activations – Option 4

Loss Prevention Address all inquiries to the Security Risk inbox prior to engaging the management

Hours: M-F 8:00AM to 5:00PM EST
Email: SecurityRisk@elavon.com
SLA to response: 24 hours via email

Management Escalation Point
Corey Newcomb, Senior Director
865-403-7938 | Corey.Newcomb@elavon.com

Sherry Franklin, Vice President
865-403-8434 | Sherry.Franklin@elavon.com

Eric Woods, Senior Vice President of Loss Prevention North America
865-403-8712 | Eric.Woods@elavon.com

Dispute Resolution Customer facing team, focused to resolve merchant disputes such as Chargebacks and Retrievals

Hours: M-F 8:30AM to 6:30PM EST
Phone: 866-600-5008
Email: Chgback@elavon.com
SLA to response: 24 hours via email

Management Escalation Point
Brian Boyden, Senior Manager
865-403-8729 | Brian.Boyden@elavon.com

Lori Worley, Manager
865-403-8732 | Lori.Worley@elavon.com

MSP Portfolio Management Final escalation for portfolio, account or escalated issues

Phone: 800-819-6019, option 4
Email: MSPRM@elavon.com

Management Escalation Point for MSP/ISO Partners:
Sara Bednara, Vice President, Partner Management
708-250-2110 | Sara.Bednara@elavon.com

Gail Poders, Vice President, Partner Management
847-302-5919 | Gail.Poders@elavon.com

Integrated Support Support for partners with an integrated solution

Software Technical Support (STS) - For Converge or CSDK integrations
Phone: 800-377-3962, Option 2, Option 2

Gateway Support - For Fusebox Simplify integrations
Phone: 866-265-6225, Option 3

Technical Partner Support - For all integrations
Fusebox/Converge/CSDK/Partner API (eBoarding)
Email: TPS@elavon.com

The Learning Center

<http://globallearninglab.csod.com/client/globallearninglab/default.aspx>

Online repository of information needed to operate your business.
Includes but is not limited to forms, product information, procedures, etc.

The Partner Marketing Portal

www.elavonbrand.com
Username is your work email; Temporary password is Elavonbrand1234!

Houses customizable marketing materials and resources.
For assistance, reach out to your Portfolio Manager.

Residuals on Demand (Varicent)

<https://elavonprod.spm.varicent.com/payeeweb/reporting/report>

Online reporting tools including Month-End Residual Reporting,
Adjustments Reporting, etc.

PulsePoint

Support website: <http://support.fidano.com>
(Each MSP office can find their customized URL in their Fast Facts)

Customer Management Portal with Electronic Application Submission
Brian Strodbeck, Director of Customer Success
Phone: 877-844-0032
Email: Support@fidano.com
SLA to response: 24 hours via email

Sales Automation Tool (SAT)

<https://buynow.elavon.net/sales>

Electronic Application Submission Portal
For password and application assistance, reach out to: Partner Sales Support

Payment Insider

www.mypaymentsinsider.com

Self-service merchant portal for managing all aspects of your payments business

talech Mobile POS Solution for SMB Customers

www.talech.com/sales_portal/elavon

Pre-sales: elavonsales@talech.com

Customer demo request (no partners):
https://go.oncehub.com/talech_demo_Elavon

Technical assistance (post MID):
888-995-1998 | support@talech.com

Viking Cloud (previously known as Sysnet) PCI Certification

www.pcicompliancemanager.com

Annual PCI Validation Site
Phone: 855-750-0747

WorksWith

www.workswith.elavon.com

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