

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
865-403-7882 | 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 solutionguidance
- 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 all Elavon systems

Hours: M-F 7:00AM to 4:00PM EST
Email (Best way to reach team): PartnerAdmin@elavon.com
SLA to response: 24-48 business hours via email

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

Annual Due Diligence Manager
Jeana Coatney, AVP, Partner Enablement
Jeana.Coatney@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

Inquiries related to residuals and Residuals on Demand

Email: #MSP.Compensation@elavon.com
SLAs to email response: 5 Days
SLA for adjustments received by 22nd of each month

Management Escalation Point

Sabrina Harrell, Director
865-403-8731 | 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
EMAIL:
Jacky Tam, Assistant Manager (Premier Email)
888-888-8872 Ext 604-6103 | Jacky.Tam@elavon.com

PHONE:
Kelly Johnson, Officer (Premier Phone – US)
865-403-7981 | Kelly.Johnson@elavon.com

Ronald Leung, AVP (Premier Phone – US)
888-468-1155 | Ronald.Leung@elavon.com

Armando Acosta, Assistant Manager (Premier Phone- US)
865-403-7634 | Armando.Acosta@elavon.com

Nick Burdi, Officer (Premier Phone- Canada)
416-640-2640 Ext 8338 | Nicola.Burdi@elavon.com

Tammy Manis, AVP
865-403-8131 | Tammy.Manis@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 VM. No call backs)

Credit Underwriting Management Escalation

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

Jake Bolton, Operations Manager
Jake.Bolton@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

Charissa Sloffer, Director
865-403-8509 | Charissa.Sloffer@elavon.com

Sherry Franklin, Senior Director
865-403-8434 | Sherry.Franklin@elavon.com

Eric Woods, VP 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

MSP/ISO Partners:
Sara Bednara, VP, Partner Management
708-250-2110 | Sara.Bednara@elavon.com

Gail Poders, SMB Mid-market
847-302-5919 | Gail.Poders@elavon.com

Online Resources

The Learning Center

<https://globallearninglab.csod.com>

Online repository of information needed to operate your business. Constantly updated and includes but is not limited to forms, marketing materials, product information, procedures, etc.

Residuals on Demand (Varicent)

<https://compensation.elavon.com/>

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

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