

ELAVON

Merchant Services Quick Guide



New Merchant Activation

- Information or Assistance: (866) 451.4007
- Monday to Friday, 8:30 a.m. to 9:00 p.m. ET
- ActivationandTraining@Elavon.com

You will need your Business Tax ID and Merchant ID numbers which are located on the side of your credit card terminal.

POS or Mobile Software Assistance

- Converge 24/7: (800) 377.3962
- Talech 24/7 Help Desk: (888) 995.1998 or support@talech.com
- NCR 24/7 Help Desk: (877) 270.3475 or customercare@ncrsilver.com

Credit Card Machine, Duplicate Charges & Funding Issues

- 24/7 Technical Support: (800) 725.1243
- 24/7 Spanish Support Line: (800) 334.1941
- Supplies (Reorder Paper): (800) 972.7815

Chargebacks

- (866) 600.5008
- Monday to Friday, 8:30 a.m. to 6:30 p.m. ET
- DisputeResolution@Elavon.com

Online Portal to Reporting & Statements

- www.MyPaymentsInsider.com

PCI Help Desk (Sysnet)

- (855) 750.0747
- Monday to Friday 8:00 a.m. to 9:00 p.m. ET
- Saturday 8:00 a.m. to 5:00 p.m. ET

SouthState Merchant Services Support

- Order new equipment
- Update account information
- Research statements
- Review pricing
- Monday to Friday, 9:00 a.m. to 5:00 p.m. ET
- (855) 662.0938
- MerchantSupport@SouthStateBank.com

