

Onboarding Elavon Merchants

Elavon Direct Merchants

Once an Elavon application has been approved, you will receive an email with the MID and follow the below steps to complete the onboarding:

1. Email Jordan Potter asking for the TID (provide her the MID)
2. Copy and paste MID & TID to notes on onboarding task
3. Update application status to "Class A"
4. Go to billing tab and select "No Billing"
5. Go to MID/TID Tab & paste MID in Primary and Secondary fields
6. Paste TID in TID field & select "via Connex (Elavon) & press Add
7. Type SP MID (ei SPRA1287) in TID field & select "InterPay" & press Add
8. Go to Gateway tab & click Add Terminal
9. Select "Active"
10. Select "SPBASIC" under Credit Handler
11. Paste TID beside termID=
12. Click "Add From Template" & Select dealer (reg. partner)

** If SportsHeadz - copy and paste website URL into gateway setup*
13. Click "Generate" Password & Save
14. Copy gateway password to spreadsheet
15. Go to notes tab & add the following note to onboarding task: updated billing, added MID/TID, added to gateway, sent reporting and welcome email and notified RP
16. Complete task & click go to merchant
17. Go to Info tab & click "Add User" (this sends password for PaymentsHQ login)
18. Click Send Email, select which template & type "Welcome to SportsPay!" as Subject and type "." in body (this sends the welcome email)

- General: RAMP & PowerUp
- SportsHeadz - SportsHeadz
- HCR: Hockey Canada ** ONLY SEND HCR WELCOME EMAIL ONCE THEY CONFIRM**
19. Add completed date to spreadsheet & save

20. Send partner email of merchant info

- PowerUp: send to Joe & Dan
- RAMP: send to Justin
- HCR: send to info & ask them to confirm once completed
- SportsHeadz: do not have to email info

Revision #3

Created 3 March 2024 01:36:01 by Meagan Love

Updated 1 May 2025 15:56:25 by Meagan Love