

Elavon Equipment and Training Information

Hello,

I can order a Hypercom for you. To order the machine for you I will need the following:

- 1) Merchant ID #
- 2) Merchant name (DBA)
- 3) Address and person the Hypercom will be shipped to
- 4) Auto settle yes or no?
- 5) Any other requests for your machine

The Hypercom will cost \$299.00 and show up directly against your merchant ID on merchant monthly statement.

Hypercom machines are programmed for dial out and need a regular analog phone line.

When your equipment arrives, verify your machine has your correct address, name and MID on the machine when you plug it in. **Call Elavon training at 866-451-4007**. Schedule a 20 minute training on how to use the Hypercom and transaction settlement. Note: terminal will not auto settle unless the machine is plugged in. Auto settle occurs at 12:30 am unless otherwise specified.

To report equipment problems call Relationship Services National Account at **800-725-1245 Option 1. Document these equipment problem calls**; request the first and last name of the relationship person you are working with.

To order supplies such as thermal paper call Customer Service Center at **800-725-1243 Option 3**.

Ethernet connection must be approved by PCI-CAT. The Hypercom machine must be dedicated to a specified Data Port and must not be moved. For approved Ethernet use only (PCI-CAT), you MUST contact RADS to ensure that the IP will go through the PCI Datacenter. Please schedule this with RADS at 263-RADS (7237) or email repair@doit.wisc.edu and let RADS know this is a PCI issue.