

DWEB - All Hotels, misc - PSS #110

Merchant General Information - of the Vendors

05/16/2026 02:59 PM - Sieu Ngo

Status:	New	Start date:	05/16/2026
Priority:	Medium	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Description FD Merchant Services is MSP (Merchant Service Provider), serving as the relationship manager and provider supporting the merchant account. While Elavon handles the processing itself, FD Merchant Services is the organization supporting the account setup, servicing, and overall merchant relationship. So basically customer service, but not the actual work. Elavon is the company that processes the credit card transactions and handles the movement of funds. FreedomPay is the platform that connects the POS to the processor (Elavon) and manages payment devices, security, tokenization, and transaction routing. So can think of Freedom pay as customer service acting on behalf of Elavon - they just sell Elavon's products. Converge is an Elavon product - just a web based payment gateway/portal. Payment Insider is primarily a reporting and transaction visibility tool - and assume Elavon Product? reporting and reconciliation tool			