

PayFusion365 for Elavon

Microsoft Dynamics 365 F&O · Commerce · Business Central · Supply Chain

When Compliance Is Not Optional. Deep Integration. Backed by U.S. Bank.

\$576B

Annual Payment Volume

Top 5

U.S. Acquirer · Nilson 2025

2M+

Merchant Locations

36+

Countries Served

6.6B

Annual Transactions

BACK OFFICE

eCOMMERCE

POINT OF SALE

FIELD SERVICE EPay

HEADLESS COMMERCE

- **Plug and Play Ingenico Sync** Lane 3600, 7000, 8000, and Link 2500 pin pads talk to D365 with no middleware and no translation layers.
- **Field Service Payments** Take card payments in the field against a work order, tokenize on file, void, and sync straight to back office.
- **Built for Control States** Auditable back office workflows, module level compliance governance, and PIN entry for regulated retail.
- **Advanced Security Architecture** EMV, NFC (Apple, Android, Samsung Pay), encrypted devices, token vaulting, PCI scoped throughout.
- **Processing Backed by U.S. Bank** Elavon enterprise processing, native to Dynamics 365 Finance, Commerce, and Business Central.

Executive Overview

PayFusion365 for Elavon · New West Technologies SE · nwt365.com



PayFusion365 for Elavon is not a connector. It is a payment intelligence layer. Deeply embedded and field tested, it makes Elavon feel native to Dynamics 365 Finance, Commerce, and Business Central. Built for control states, government agencies, and regulated operators that demand deep terminal integration, fully auditable workflows, and processing backed by the strength of U.S. Bank.

BACK OFFICE

- ERP native void, refund, and re-auth
- Linked and non-linked refund workflows
- Incremental capture for split shipments
- Pay by Link email payment collections
- Automated reconciliation reporting
- Sales order hold and release automation
- Non-recurring token management
- Customer master tokenization, Call Center and No Call Center

FIELD SERVICE

- Board Card on File on the work order
- Synchronize captures to back office
- Void field authorizations before settlement
- Payment against a D365 work order

eCOMMERCE

- D365 Commerce LCS managed deployment
- Card on file with auth in checkout
- Non-recurring token flows
- Storefront pay by card (LCS)
- Third party RESTful API connectivity
- Headless commerce order import
- Imported auth and token handling
- Unified reconciliation across channels

POINT OF SALE

- Ingenico terminal plug and play sync
- Five scenario customer order suite
- Store and Forward offline mode
- External gift card sell and redeem
- Level II and III purchasing card data
- Digital signature and receipt capture
- Customer PIN entry at the lane

Elavon Gateways

One connector surfaces Elavon through the Converge and Fusebox gateways, with no parallel integrations or duplicate data.

Certified Hardware

Ingenico Lane 3600, 7000, 8000, and Link 2500 with NFC (Apple, Android, Samsung Pay), EMV, MSR, and manual entry.

Security Architecture

End to end encryption, PCI scoped token vaulting, encrypted device options, and flexible signature requirements.

24 / 7 / 365 Support

US based engineering and support. Guaranteed response time. No offshore escalation. Direct at 800-466-7839.

ABOUT ELAVON · A SUBSIDIARY OF U.S. BANK

\$576B Annual Volume · 6.6B Transactions · 2M+ Merchant Locations · 36+ Countries · Top 5 U.S. Acquirer (Nilson 2025)

Elavon is one of the world's largest payment processors and a wholly owned subsidiary of U.S. Bank, the fifth largest commercial bank in the United States. It delivers secure acceptance across in store, online, mobile, and integrated commerce through a single provider, with processing surfaced to Dynamics 365 by the Converge and Fusebox gateways.



Back Office Capabilities

Countertop Device · Customer Master Record · Payment Journal · Headless Commerce



A full, ERP native payment suite embedded directly inside Dynamics 365, removing context switching and manual reconciliation. Every transaction, void, refund, and token is auditable, GL posted, and visible across the enterprise in real time.

COUNTERTOP DEVICE | CALL CENTER AND NO CALL CENTER

● Pay by Card

Process card present and card not present transactions natively in D365 back office. Removes system switching and manual error risk across call center and countertop scenarios.

● Pay by Card (Manual Entry)

Secure manual card entry for telephone and mail order with full PCI scope management inside the ERP. Supports agent assisted collections without leaving D365.

CUSTOMER MASTER RECORD | CALL CENTER AND NO CALL CENTER

● Board Card on File (+New)

Tokenize and vault customer payment credentials against the D365 customer master record. Enables repeat transactions across call center, back office, and connected channels.

● Board Card on File (+New) +NEW

Tokenize and vault a customer card outside the call center flow, giving No Call Center operators the same card on file continuity across the enterprise.

CUSTOMER PAYMENT JOURNAL · HEADLESS COMMERCE

● Pay by Card

Process card payments through the D365 Customer Payment Journal. AR balances clear in real time with full transaction traceability and automated GL posting against the customer account.

● Handle Imported Auth

Ingest and reconcile pre authorization tokens from external headless commerce systems, giving unified settlement across hybrid architectures without duplicate authorization risk.

● Handle Imported Card Token

Import tokenized card data from third party channels into D365, preserving PCI compliance and enabling cross channel payment continuity and unified reporting.

● Pay by Card

Execute card payments within headless commerce order flows managed through D365, providing ERP native payment capture and reconciliation for decoupled storefront architectures.

Back Office Capabilities

Sales Order · Call Center and No Call Center · Refunds · Tokens · Reconciliation



SALES ORDER | CALL CENTER AND NO CALL CENTER

Note. Sales Order card transactions post and reconcile in full.

● Pay by Card

Full card payment embedded in the D365 Sales Order workflow. Removes manual entry, reduces fraud exposure, and auto posts to the GL at transaction completion.

● External Gift Card (Physical)

Accept, verify, and redeem physical gift card balances against sales orders with live network balance checks and automated remaining balance management within D365.

● Incremental Capture

Extend the captured amount on an existing pre authorization, purpose built for split shipment, backorder fulfillment, and partial delivery scenarios requiring revised capture amounts.

● Linked Refund

Issue refunds directly linked to the original transaction for complete audit trail integrity, chargeback defense, and automated AR credit memo generation.

● Non-Linked Refund

Process standalone credit refunds without the original transaction reference, enabling flexible service operations for returns, adjustments, and goodwill credits.

● Non-Recurring Tokens

Store tokenized credentials for single use authorization scenarios, expanding payment flexibility while holding strict PCI DSS scope management inside D365.

● Pay by Link (Email)

Generate and dispatch secure, time limited payment hyperlinks by email, enabling receivables collection without agent assisted card capture or customer portal logins.

● Sales Order Hold (Pay-by-Link)

Place orders in a payment pending hold state with automated release and fulfillment triggering upon confirmed Pay by Link completion across email, SMS, and ACH channels.

● Reconciliation Batch ID

Assign batch reference identifiers to payment runs for precise end of day settlement matching, exception management, and streamlined bank reconciliation workflows.

● Reconciliation Report

Generate detailed transaction settlement reports for GL accuracy, dispute management, and operational finance review within the D365 reporting framework.

● Void Authorization

Cancel pre authorized transactions within the open authorization window, removing interchange fees and releasing held customer funds without a full settlement reversal.

A module built for the field, and a first for the PayFusion365 line. Field Service EPay puts Elavon acceptance in the hands of the technician. Take payment against a work order on site, store the card on file, void when needed, and sync every capture back to Dynamics 365 for posting and reconciliation. Purpose built for control states and regulated operators running mobile service in the field.

FIELD SERVICE | EPay

● Board Card on File

Tokenize and vault a customer card during a field service visit, stored against the D365 customer master for future work orders and recurring service billing.

● Synchronize in Back Office

Field captured payments and tokens sync to D365 back office for GL posting, reconciliation, and full enterprise visibility the moment the technician closes the job.

● Void

Cancel a field service authorization before settlement, removing interchange and releasing held customer funds without a full reversal, right from the field.

● Work Order

Capture card payment directly against a D365 Field Service work order, tied to the job record for complete audit trail and matched revenue recognition.

ELAVON INTELLIGENCE LAYER | MID-MARKET VS. ENTERPRISE VALUE

Elavon's intelligence layer aligns processor-level logic directly with Dynamics 365, giving operators a unified payment model that scales cleanly from mid-market deployments to multi-channel enterprise architectures.

MID-MARKET ADVANTAGE

Operational Intelligence Built Into Every Payment

- + **F&O-Native Payment Governance** Role-based controls, audit-ready logs, and deterministic workflows that eliminate manual overrides and reduce reconciliation drift.
- + **Smart Terminal Orchestration** Automatic device pairing, lane-aware routing, and zero-middleware sync for faster deployments and lower support overhead.
- + **Continuity Across Channels** Card-on-file, Pay-by-Link, and Field Service EPay all feed the same customer record, giving mid-market operators enterprise-grade continuity without enterprise complexity.
- + **Error-Proof Back Office** Real-time GL posting, imported auth handling, and unified settlement remove the "black box" effect common in mid-market payment stacks.
- + **Predictable Operations** Backed by U.S. Bank's stability, delivering consistent uptime and clean settlement files for operators who cannot afford payment volatility.

ENTERPRISE ADVANTAGE

High-Scale Payment Architecture for Multi-System Environments

- + **Unified Token Fabric** One token vault across POS, eCommerce, headless, and Field Service, eliminating fragmentation across multi-ERP or multi-brand deployments.
- + **Advanced Capture Logic** Incremental capture, split-shipment orchestration, and imported token flows designed for complex fulfillment and multi-node logistics.
- + **Omnichannel Routing Intelligence** LCS storefront, RESTful API, and headless commerce all settle through a single Elavon rail, enabling enterprise-wide reporting and dispute defense.
- + **Compliance at Scale** PCI-scoped encryption, encrypted devices, and signature governance built for regulated retail, government, and high-volume commercial operators.
- + **Global Acquiring Backbone** \$576B annual volume, 6.6B transactions, and 36+ countries, engineered for enterprises that require multi-region consistency and processor-level resilience.

eCommerce Capabilities

Elavon Gateway · D365 Commerce (LCS) · Third Party eCommerce · Exposed RESTful API



PayFusion365 supports native D365 Commerce through Lifecycle Services and third party platforms through an exposed RESTful API, delivering one ERP native payment layer with consistent tokenization, reconciliation, and reporting across every digital commerce channel.

D365 eCOMMERCE | LIFECYCLE SERVICES (LCS) DEPLOYMENT

● Board Card on File with Auth

Capture and tokenize customer payment credentials during D365 Commerce checkout. Enables repeat purchases, subscription billing, and cross channel card on file via LCS managed deployment.

● Non-Recurring Tokens

Generate secure, single use payment tokens within D365 eCommerce checkout. Reduces storefront PCI scope while enabling compliant, flexible payment flows managed through the LCS pipeline.

● Pay by Card

Full card payment for the D365 Commerce storefront. Supports card not present flows with real time authorization, automated capture, and ERP native GL posting through Lifecycle Services.

THIRD PARTY eCOMMERCE | EXPOSED API INTEGRATION

● Pay by Card (via Exposed API)

RESTful API letting any third party commerce platform route card transactions through Elavon via D365. Shopify, Magento, and custom storefronts run on the same ERP payment rail, reconciliation, and tokenization as native D365 Commerce, with no parallel integrations.

ONE PAYMENT RAIL · EVERY DIGITAL CHANNEL

Native storefront, headless, and third party carts settle through the same Elavon connection, tokenization vault, and reconciliation framework inside Dynamics 365.

Point of Sale Capabilities

Elavon Gateway · StoreCommerce App · StoreCommerce for Web · Operational Intelligence



Enterprise grade POS through D365 StoreCommerce with plug and play Ingenico hardware, complete customer order management, and operational intelligence in one unified ERP deployment.

CORE TRANSACTION CAPABILITIES

● Pay by Card

Full EMV, NFC, and MSR card acceptance. Supports Apple Pay, Android Pay, Samsung Pay, and contactless tap to pay on all Ingenico pin pads at every POS lane.

● Board Card on File

Capture and securely tokenize customer payment methods at POS for future use across all connected channels, stored against the D365 customer master record.

● Manual Entry (CC, CoF, GC, Customer Order)

Secure manual card entry for Credit Card, Card on File, Gift Card, and Customer Order scenarios with full PCI scope management inside the ERP.

● Customer PIN Entry +NEW

Cardholder PIN entry at the lane on Ingenico pin pads for PIN debit and stronger cardholder verification, meeting stricter authorization requirements common in regulated and government retail.

● Linked Return

Process refunds directly tied to the originating transaction for complete dispute documentation, chargeback defense, and automated inventory reversal within D365.

● Non-Linked Return

Issue standalone refunds without the original transaction reference, handling complex return scenarios and cross channel purchase history gaps.

● External Gift Card

Sell, reload, and redeem physical gift card balances at POS with live network balance verification and D365 native gift card ledger posting.

● Store and Forward (SAF)

Process transactions in full offline mode during connectivity outages with automatic secure upload and settlement upon network reconnection.

● Device (Ingenico Lane 3600, 7000, 8000, Link 2500)

Plug and play Ingenico terminal integration across countertop, line busting, and mobile form factors with zero middleware or translation layers.

Point of Sale Capabilities

Elavon Gateway · StoreCommerce App · StoreCommerce for Web · Operational Intelligence



CUSTOMER ORDER MANAGEMENT SUITE

● Deposit Override and Full Payment

Override configured deposit percentages or collect full payment at order placement for flexible enterprise order financing and cash flow management.

● Pay Deposit and Auth Remaining

Collect the required deposit and pre authorize the balance at the same time, guaranteeing capture upon fulfillment without re engaging the customer.

● Pay Deposit and Pay Later

Accept the initial deposit and defer balance collection to a defined future milestone, supporting customer friendly financing across complex fulfillment cycles.

● Pay Deposit and Tokenize New Payment

Collect the deposit and tokenize the balance method for fully automated capture at fulfillment, removing manual collection touchpoints entirely.

● Customer Order Return

Process full or partial returns against customer orders with correct inventory reversal, GL credit memo generation, and linked transaction history.

CUSTOMER EXPERIENCE, COMPLIANCE AND OPERATIONS

● Payment Signature

Digital signature capture built into the checkout flow, stored linked to the transaction for dispute resolution and audit compliance.

● Donation

Offer round up or fixed amount charitable donation at checkout with integrated CSR reporting for nonprofit giving and cause marketing programs.

● Experience Survey

Trigger customer satisfaction surveys immediately post transaction, feeding NPS and CSAT data directly into the D365 customer record for operational analytics.

● Payment Agreement

Capture digitally signed payment authorization agreements at point of transaction, holding full compliance documentation within D365.

● Receipt Configuration

Define receipt format, content, and delivery per terminal and transaction type with print, email, or paperless preference options.

Point of Sale Capabilities

Elavon Gateway · StoreCommerce App · StoreCommerce for Web · Operational Intelligence



OPERATIONS AND INTELLIGENCE

● Reconciliation Report

End of day shift close with full batch settlement detail, terminal level breakdowns, and exception flagging for precise cash management.

● Reconciliation Batch ID

Assign batch reference numbers at close of business for precise matching against processor settlement files and bank clearing reports.

● Level Data (II / III)

Capture Level II and III purchasing card data at POS for reduced interchange on B2B corporate and government procurement card transactions.

● Lane ID (LID)

Lane identification data capture for multi terminal environments with precise transaction to lane attribution for operational analytics.

● Customer Lookup

Retrieve D365 customer records at POS for personalized service, card on file retrieval, loyalty lookup, and complete order history reference.

● HelpCenter

In application support documentation and guided troubleshooting for associate facing issue resolution without leaving the StoreCommerce interface.

STORECOMMERCE FOR WEB

● Pay by Card (StoreCommerce Web)

Full card payment through the browser based D365 StoreCommerce application. Delivers a hardware agnostic experience across web, tablet, and desktop for distributed retail operations.

Ready to Deploy PayFusion365 for Elavon?

US built. Enterprise tested. Fully supported 24 hours a day, 365 days a year.

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Back Office
Capabilities

4

Field Service
EPay Features

4

eCommerce Platform
Options

27

POS Core
Capabilities

54+

Total Verified
Features

24 / 7 / 365 Technical Support

US based engineering team

800-466-7839**Sales and Solution Design**

Enterprise engagements

sales@nwt365.com**Schedule a Demo**

See it in your environment

**[nwt365.com/payfusion365-
for-elavon](https://nwt365.com/payfusion365-for-elavon)**

"Our priority is you. Fast response. Every time. No exceptions."

New West Technologies SE • Dallas, TX • Portland, OR

ABOUT ELAVON • A SUBSIDIARY OF U.S. BANK

Elavon is one of the world's largest payment processors, backed by U.S. Bank, the fifth largest commercial bank in the United States. It processes more than \$576 billion in annual volume across 6.6 billion transactions, serving more than two million merchant locations in over 36 countries, and ranks among the top five U.S. acquirers per the 2025 Nilson Report.

