

## Essential Merchant Information Guide

Keep these quick resources at your fingertips.

### Technical Support Page

[acumenconnections.com/tech-support/](https://acumenconnections.com/tech-support/)

A one-stop shop for tech support can be found on our website. Find device manuals, watch tutorials, order receipt paper, and submit a ticket for IT all online.

### High-Ticket Transactions

Verifying high-ticket items is key for fraud prevention. If you have an unusually large transaction, we sometimes place a temporary pause to check for fraud. To avoid potential delays from an unusually big sale, contact Andrew ahead of time. **Read more about high-ticket items:** [bit.ly/high-ticket-item/](https://bit.ly/high-ticket-item/)

### Billing Cycle

Our billing cycle is usually monthly. PCI compliance is billed quarterly. Have billing questions? We offer free statement evaluations and can explain each charge. **Learn more about billing:** [bit.ly/statement-evaluation/](https://bit.ly/statement-evaluation/)

### Manager or Admin Password

This password gives you access to important device features, such as changing settings or batching out at the end of the day. Keep it handy!

### PCI DSS Compliance

[acumenconnections.com/pci-dss-requirements/](https://acumenconnections.com/pci-dss-requirements/)


PCI DSS compliance involves adhering to a set of standards to protect cardholder data. It is mandatory and beneficial for all businesses accepting payment cards. We make it hassle-free for our merchants.

### Hand Key Transactions

Payment information can be entered when a card is not physically present. Merchants need to be aware of the fraud risks and higher costs involved. Exercise judgement with these transactions.

**Learn more about manual hand-keyed transactions:** [bit.ly/keyed-in-transaction/](https://bit.ly/keyed-in-transaction/)

**Your Customer  
Support Specialist:**

 316-265-4477

 [support@acumenconnections.com](mailto:support@acumenconnections.com)



**Building** business connections.

Happy payment **processing!**