



ABTEK TRIBUNE

News you care about. Tips you can use.

January 2025

Vol 5 Issue 1

Welcome to the latest edition of ABTEK's monthly newsletter! Stay in the loop with our updates, insights and exciting developments in the world of payment processing. In each issue, we bring you valuable content, special offers, and a glimpse behind the scenes. Thank you for being part of our community!

The Voice on the Line: How One Merchant Fell Victim to a Costly Scam

It started with an urgent phone call. On May 8, the manager of a small business was warned about “high-dollar transactions” and imminent downloads on their payment terminal. The caller, claiming to represent their payment processor, sounded authoritative and convincing. Though the manager and her assistant found it unusual, they didn’t suspect foul play—yet.



Two days later, chaos erupted. Missing transactions from a recent batch led to a startling discovery: large refunds, processed on May 8, had drained funds from the account. These refunds—directly to unknown cards—were confirmed in a negative batch report.

By May 15, the puzzle deepened. A second call had come in, this time to another location. The caller, identifying himself as “Dennis,” claimed he needed to update the terminal. Suspicious, the manager contacted their actual merchant services representative, who confirmed no updates were authorized. Alarmed, they planned to reprogram the terminal and shipped out a replacement just to be safe.

Then came the devastating revelation. The original May 8 call had convinced the manager to process fraudulent refunds, all under the guise of troubleshooting. The losses were staggering.

By May 17, the fraud’s scale was clear. Calls to issuing banks initiated attempts to recover the funds, but the trail led to a name, tied to the card number used in the scam. A police report was filed, and the case escalated to the business’s bank security team.

In the aftermath, the business took steps to ensure this never happened again. Safeguards for refund thresholds and batch delays were reinforced. Training was completed to help employees spot red flags.

The incident serves as a stark reminder: even the most cautious businesses can fall prey to a clever scam. One phone call changed everything, but their vigilance moving forward ensures this story ends as a lesson, not a legacy.

1099K Tax Forms

Be on the lookout for 1099K tax forms to hit your mailbox around 1/15/2025. ABTEK will have access around January 10th. Feel free to contact us for a copy via email. If you use our online tool, AccessOne, look for the form under the “Statements” menu.

New Year, New Equipment! P Series Terminals/iPosPays

Elevate your payment acceptance with iPosPays. This Cloud POS has a virtual terminal for taking payments, emailing payment links, and recurring billing. Add on a powerful P series terminal to replace your old countertop model and now you have even more options. With our support you can start surcharging or dual pricing (eliminating your processing fees), sell your own gift cards and have a loyalty points program to keep your customers coming back. You can take contactless payments from smart phones and watches and even provide digital receipts via text or email.

We’ve only scratched the surface. Want to know more? Call us at (800) 544-9145.

“And now we welcome the New Year, full of things that have never been”
-Rainer Maria Rilke



Registration Deadline for Payment Card Settlement is February 4, 2025

Act now to ensure your eligibility for the Payment Card Interchange Class Action settlement. This lawsuit claims that merchants were charged excessive fees for processing Visa and MasterCard payments, violating antitrust laws. If your business accepted Visa or MasterCard transactions between **January 1, 2004, and January 25, 2019**, you may qualify for compensation.

Registering is simple and takes just five minutes. Importantly, **you do not need a third party to assist with the process.**

The deadline to register is February 4, 2025. Don't miss this opportunity to claim what you may be owed!

Please note, ABTEK is not authorized to register or represent merchants in this matter, but we're here to provide guidance if needed.

Visit www.paymentcardsettlement.com and use your tax ID number to begin your registration.

If you have any questions, don't hesitate to contact ABTEK. We're here to support you.



ABTEK
5841 Andersonville Road
Waterford, MI 48329



What's PCI DSS?

Is PCI DSS a new band? A sci-fi villain? A secret society? Nope. It's way cooler—it's a set of ultra-serious security standards made by credit card overlords Visa, MasterCard, AmEx, Discover, and JCB. Think of it as their way of saying, "If you're dealing with our precious card data, guard it like you're protecting the crown jewels."

Why Should Merchants Care?

Not taking PCI DSS seriously could cost you big time. Imagine: **Fines so huge your accountant might quit** or **Customers leaving faster than you can say, "Oops, data breach."**



A reputation so ruined, even medieval knights would be like, "Yikes." PCI DSS compliance is your shield against becoming a "what-not-to-do" story in the data security world.

How to Comply Without Losing Your Mind

Following PCI DSS is easier than you think. Just do this:

Firewall Like a Boss: Guard your systems like they're the gates to a treasure trove.

Encrypt Everything: Data without encryption? It's practically begging to be stolen.

Lock the Door: Only let the good guys (a.k.a. authorized personnel) in.

Check Yourself: Regular audits are your digital checkup—minus the awkward doctor vibes.

Adult Homework: Fill out the annual self-assessment questionnaire. It's like a pop quiz for grown-ups.

Don't Panic—Help Is Here!

ABTEK and their sidekick, Security Metrics, are here to save the day. They'll guide you through compliance, remind you to recertify, and help you dodge scary headlines about data breaches—all for just \$125 each January. Got questions? Arthur at ABTEK has your back. You've got this!