



ABTEK TRIBUNE

News you care about. Tips you can use.

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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!

Dial-Up Technology is Phasing Out.

Upgrade your Systems Today!

We want to inform you that dial-up technology is rapidly becoming obsolete, and we are here to assist you in transitioning to a more modern and reliable communication system.

Recently, we've received numerous technical inquiries related to communication errors when devices are connected to analog phone lines. The data required for settlements, downloads, equipment updates, and even simple transactions has significantly increased, making it difficult for phone lines to handle this volume of information reliably. Additionally, the availability of devices compatible with dial-up is diminishing, and we anticipate that dial-up technology will soon be entirely phased out.

To ensure your operations run smoothly and to avoid potential issues like transaction reversals or delays in fund processing, we strongly encourage you to switch your device to an IP-based solution or contact us for an updated system that better suits your needs.

Our team is ready to help you make this conversion seamlessly. Please reach out to us as soon as possible to discuss the best options for your business.

Signatures Not Required for EMV Transactions: A New Era of Convenience and Security



In a world where we can unlock our phones with a glance and pay with a wave, it's no wonder that signatures for EMV (Europay, MasterCard, and Visa) transactions have been shown the door. Goodbye to scrawling on receipts, and hello to a streamlined, more secure way to pay.

The Antiquated Role of Signatures. Remember when signing your name meant something? Well, those days are as outdated as dial-up internet. Signatures were once the gold standard for verifying transactions, but they were about as secure as using a sticky note for a password. The chance for forgery and the hope that cashiers could decipher your hurried scribble? Not exactly a foolproof system.

EMV Technology to the Rescue. Enter EMV technology, the superhero of the payment world, complete with its trusty sidekick: the chip card. These cards generate a unique transaction code each time you use them, making it tough for fraudsters to play their tricks. No more magnetic stripe shenanigans—this tech is all about keeping your money safe.

Signing Off on Signatures. In April 2018, the big wigs at Visa, MasterCard, American Express, and Discover decided it was time for a change in North America. Signatures? Who needs them! Here's why:

- 1. Security Upgrade:** EMV's dynamic data authentication is like a digital bodyguard, making signatures redundant.
- 2. Wave and Pay:** Contactless payments are the new cool kids on the block. Tap, wave, or use your mobile wallet—these methods are faster, more secure, and don't require a John Hancock.
- 3. Speedy Checkout:** Ditching signatures speeds up transactions, turning long lines into a thing of the past.
- 4. Less Paper, More Efficiency:** No more storing signed receipts means fewer trees sacrificed for the cause of commerce and a more streamlined process for merchants.

Consumers and Businesses: The Big Winners For consumers, this means a quicker checkout process. No more fumbling for a pen or pretending your signature is consistent. Businesses enjoy shorter lines, happier customers, and less paperwork. It's a win-win.

Security Concerns? Pfft, What Concerns? Sure, some might worry about ditching signatures, but let's be real—EMV tech has got us covered. With PIN verification, tokenization, encryption, and real-time fraud monitoring, it's like having a digital fortress guarding your transactions.

Conclusion: Bidding farewell to signatures in EMV transactions is a leap into the future. With the robust security of EMV and the rise of contactless payments, we're all set for a smoother, safer transaction experience. So, next time you're at the checkout, just wave and go—your payment is secure, and your autograph can rest easy.

Important Notice—Protect your information!

We want to remind you to be cautious when sharing your business information. Recently, we've received reports of merchants being contacted by individuals claiming to represent "your current processing company" or "merchant services." These callers may ask about your statement, the rates you pay, and may even promise significantly lower rates if you send them your statement. **Beware—these are likely scammers!** Please remember that we will always clearly identify ourselves when contacting you. We will never ask you to send your statement or disclose the rates you pay. If you ever receive a suspicious call or email, don't hesitate to reach out to us directly. We're here to help!



"The secret of getting ahead is getting started" - Mark Twain

Happy LABOR DAY

DID YOU KNOW:

LABOR DAY, OBSERVED ON THE FIRST MONDAY IN SEPTEMBER, HONORS THE CONTRIBUTIONS OF AMERICAN WORKERS. ESTABLISHED BY THE LABOR MOVEMENT IN THE LATE 19TH CENTURY, IT BECAME A FEDERAL HOLIDAY IN 1894. FOR MANY, IT ALSO MARKS THE END OF SUMMER, CELEBRATED WITH PARADES, PARTIES, AND SPORTS EVENTS.



ABTEK's Contact Information— Your first

Make sure to reach out to someone on the ABTEK team first when you need help. We often get looped into calls from Clover, FiServ, and other companies whose products we resell, with a merchant on the line needing support. By contacting us directly from the start, you'll avoid unnecessary hold times, reduce confusion, and get your issue resolved faster.

Please take note of the below contact information next time you need us!

Main Phone Number: 800-544-9145

Technical Support Email: techsup@abtek.com

Particular person you're trying to reach? Our emails are all our first names, @abtek.com.



ABTEK
5841 Andersonville Road
Waterford, MI 48329



Product of the Month—Biller Genie

Your QuickBooks Integration Solution!

Get ready to simplify your invoicing and payment process with our exciting partnership with Biller Genie! Now, you can keep using QuickBooks or your favorite accounting software while ABTEK handles all your credit card and check transactions. It's as easy as pie! Once you're set up, just create your invoices like usual, and let Biller Genie work its magic. It will send out beautifully branded invoices via email, collect online payments 24/7, and seamlessly reconcile everything back in QuickBooks or whatever software you prefer.

Say goodbye to those steep processing fees with QuickBooks—our expert services offer a smarter, more cost-effective solution. Plus, with our check service add-on, you can even offer dual pricing or cash discounts, giving your customers more ways to save while making payments a breeze. You'll love how much time and money you save, and your customers will appreciate how easy it is to pay. Get ready to focus on what you love most, while we take care of the rest!



RIDING THE WAVE OF OUR THRILLING Q2 CONTEST, WE'RE EXCITED TO OFFER YOU ANOTHER CHANCE TO WIN – THIS TIME CELEBRATING OUR DETROIT LIONS ON THEIR JOURNEY TO SUPER BOWL LIX!

FROM SEPTEMBER THROUGH NOVEMBER 2024, REFER FRIENDS, FAMILY, COLLEAGUES, OR ASPIRING ENTREPRENEURS TO ABTEK. ONCE YOUR REFERRAL STARTS PROCESSING WITH US, YOU'LL BE ENTERED TO WIN A PAIR OF 2024/2025 LIONS HOME GAME TICKETS AT FORD FIELD. DON'T MISS YOUR CHANCE TO BE PART OF HISTORY AND CHEER ON OUR RISING TEAM!