



Actinic Payments

Frequently Asked Questions

Q:	I already have a merchant account with my bank that I use for my PDQ / Streamline machine, can I enter payments taken via the telephone or fax into Actinic Payments using this account?
A:	No, as it was originally setup to take payments from the PDQ /Streamline machine.

Q:	I wish to take payments on my website, alongside orders raised via telephone and fax machine. Will I need two separate Merchant accounts for this?
A:	Please contact your bank, different banks have different policies.

Q:	I already use Actinic Payments on my website, but currently do not take American Express (AMEX) cards, can I choose to accept them later?
A:	Yes this is possible, but please check with the bank who issued you with your merchant account in the first instance. It may be the case that they do not offer this service, in which case please contact AMEX for a merchant account. Please note that if your Actinic Payments account is already setup, there will be a £10.00 administration charge.

Q:	I would like to increase the transaction limit, can this be done? If so, how long would it take?
A:	Yes, this can be done. Once Actinic have the request it can usually be arranged for the next working day.

Q:	Can I upgrade my payments service from say Actinic Payments 20 to Actinic Payments 40?
A:	Yes, the changes will take affect from your monthly renewal date. Please email your request to services@actinic.co.uk

Q:	How long does it take for my payments to be reflected on my bank statement?
A:	This can take between 1 to 3 days, depending on your bank. If you are a new customer, this can take anything up to 30 days however.

Q:	Will I be able to use the same Merchant Account IDs for each of my different websites?
A:	No, as this contravenes the 'Payment Card Industry Data Security Standard' (PCI-DSS) requirements.

Q:	I have submitted my application for Actinic Payments, how long before I can start trading with it?
A:	So long as the details you have provided are correct, and the application is approved, you can normally start trading after five working days.

Q:	Where can I view the transactions taken using Actinic Payments?
A:	Enter https://admin.actinicpayments.com/login.php into your browser and login using your credentials. From here you can search for specific transactions, find submission files or run reports.