

? Acquiring & Banking Queries

Last Modified on 17/09/2026 4:42 pm BST

Register Pay helps you manage your day-to-day payments and reporting, but some enquiries are handled by your **Merchant Service Provider** or **Acquiring Bank**.

For questions relating to your merchant account or banking arrangements, please contact your **Merchant Service Provider** and / or **Acquiring Bank** directly.

This includes enquiries about:

- ? **Settlements** – When and how your funds are paid into your bank account.
- ? **Bank accounts** – Changing or checking the bank account used for settlements.
- ? **Merchant Identification (MID)** – Your merchant account or identification number.
- ? **Transaction fees** – Questions about card processing fees, rates, or charges.
- ? **PCI compliance** – Payment Card Industry compliance requirements and responsibilities.
- ? **Merchant services** – Any other questions relating to your acquiring or merchant account.

? Who should I contact?

Your **Solution Provider** can assist with Register Pay and the functionality of your system. However, your **Merchant Service Provider or Acquiring Bank** is responsible for your merchant account, transaction processing arrangements, fees, settlements, and banking-related queries.

If you're unsure who to contact, your Solution Provider may be able to point you in the right direction.
