

Processing Large Transactions

When processing larger-than-normal transactions, it's essential to follow specific best practices to ensure smooth, secure, and efficient processing. Larger transactions often involve higher risk, greater complexity, and sometimes analysis from our prevention teams. Therefore, adopting appropriate practices can minimize issues like fraud, chargebacks, or declined payments.

Best Practices for Processing a Large Transaction

- **Contact our Support Team.** Prior to processing, please contact us at 855-796-2729 or support@syncpayments.com to guarantee all standard procedures are followed carefully.
- **Obtain a signed receipt and itemized invoice.** Verify the invoice includes the customer's name, address and phone number, as well as a description of the service provided/purchased. Retain the receipt for at least 18 months in case of disputes or chargebacks.
- **Request a copy of the customer's ID if possible.**

We have a dedicated team of specialists with in-depth knowledge and expertise to assist with these requests. They manage the complexities that come with processing a large transaction, ensuring your business is secure, while providing positive customer experience.