

ISO and ISV Key Request Process

2-STEP PROCESS ON STARTING RKI

1

The ISO responsible for the merchant processing service must request the key on behalf of the merchant.

The ISO should contact their merchant acquirer and request distribution of the ISO's key to PAX.

2

Upon receipt of the keys from the acquirer, PAX will notify you availability for injection.

WHAT DO OUR CUSTOMERS NEED TO KNOW?



What is this for?

All Rhino Direct and Rhino PAXSTORE enabled remote key injection



What does the ISO requesting the key typically need to know when speaking to their acquirer to request the key?

- (1) Name of the merchant who will be using the key
- (2) The reason for the change
- (3) Name of the ESO to receive the key (PAX)



Who is this for?

All ISOs whose customers utilize PAX terminals and where PAX does not already have the acquirer key



Does this process work if we already have the key?

This process is not needed if PAX already has the key(s).



How long does it take for the acquirer to send the key to PAX?

It typically takes 2 to 4 weeks for PAX to receive the key from the acquirer once the ISO has made the official request.



Where is this for?

United States + Canada