

FAQ

MX Insights™ Frequently Asked Questions

HOW DO I ACCESS MX INSIGHTS?

Sign in to your MX Merchant account and navigate to the Apps tab. Activate the MX Insights app and sign in once installed.

WHO DOES THE MERCHANT CALL FOR SUPPORT?

They can call Priority's dedicated MX Insights Client Services at 844-647-3616.

WHERE CAN I LEARN MORE ABOUT THE DATA IN MX INSIGHTS?

There is support documentation within the application to help users understand and answer questions. Visit the "Docs" tab to learn more.

WHAT ARE THE BUY RATES FOR MX INSIGHTS?

Please talk with your Relationship Manager for more information.

HOW WILL AGENTS MAKE MONEY ON MX INSIGHTS?

Agents can either upcharge for MX Insights or use it as a value-add service to retain the merchant for a longer period of time.

HOW DO I DEACTIVATE MX INSIGHTS?

To deactivate MX Insights, Merchants will follow the steps below:

1. Login to MX Merchant 6 (<https://mxmerchant.com/mx6>)
2. Click "Apps" in left nav
3. Click "Deactivate" when hovering over the MX Insights App

HOW WILL MERCHANTS BE BILLED?

Priority Merchants: Merchants will be billed in accordance with billing notifications received from Priority. Fees will be reflected on your Merchant statements.