Introduction

Purpose

This manual provides network-specific information for Passport™ systems at stores that use the Worldpay® network.

IMPORTANT INFORMATION

Passport V20 software requires PX60 hardware platform. Do not upgrade to V20 if the store is not already running on PX60 hardware.

Upgrading to Passport V20 requires advance notice to the Worldpay network if the site is implementing EMV® functionality. Passport V20 supports EMV both inside at the registers and outside at the dispensers. At least two full days before the scheduled upgrade, advise the merchant to contact the Worldpay network and explain that the site is implementing an upgrade to Passport to enable EMV. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

For ALON branded stores, advise the merchant or store manager to contact ALON at 1-877-256-6729 a week before the scheduled upgrade. ALON provides the merchant or store manager with instructions for preparing for the upgrade.

On the day of the scheduled upgrade, ask the merchant or store manager if they notified the Worldpay network of the need to prepare to enable EMV network communication. If the merchant or store manager has not notified the Worldpay network, contact the network on behalf of the merchant or store manager. Ask the network representative if they can expedite enabling EMV functionality for the store within four hours. If the network representative indicates that they can prepare for enabling EMV on the network within the next four hours, continue with the upgrade.
Otherwise, consult the merchant or store manager regarding the following options:

- Upgrade without enabling EMV and return later for the PDL Download to enable EMV.
- Arrange a later date for the upgrade, after the network has sufficient time to enable EMV.

IMPORTANT INFORMATION

Due to the end-of-life of the Ingenico PIN Pads (iSC250 and iPP320), these devices were not certified with the Worldpay network for Passport V20. When upgrading to V20.04, Passport will check to see if an Ingenico PIN Pad is connected. If one is detected, an error message is displayed and the upgrade will be aborted. For a clean install of V20.04, Ingenico will not be an option on the Register Set Up screen. Although the iSC250 and iPP320 will still process EMV transactions on V20.02, it is recommended that the site upgrades their PIN Pads to Verifone MX915 to remain in compliance with the approved Worldpay network EMV configuration. Sites that continue using iSC250 or iPP320 after upgrading to Passport V20.02 will be at their own risk for receiving fraud liability charge backs due to using a non-EMV certified solution.

Intended Audience

This manual is intended for merchants, cashiers, store managers, and Passport-certified Gilbarco® Authorized Service Contractors (ASCs).

Note: Leave this manual, excluding "Appendix A: Upgrading to Passport V20" on page 39 at the site for the manager's reference. This manual is available for download by Passport-certified ASCs on Gilbarco Online Documentation (GOLD℠).

REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V20 FOR WORLDPAY.

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Related Documents

Document Number	Title	GOLD Library
MDE-5025	Passport V9+ System Reference Manual	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
MDE-5419	Passport V11.04 Network Addendum for Worldpay	Passport
MDE-5470	What's New in Passport Version 12	Passport
MDE-5519	What's New in Passport Version 20	Passport
MDE-5524	Passport EDH (Worldpay) V11.34.01.* Implementation Guide for PA-DSS V3.2	Passport

Abbreviations and Acronyms

Term	Description
AID	Application Identifier
ASC	Authorized Service Contractor
BOS	Back Office System
CD	Compact Disc
COM	Communication
CRIND®	Card Reader in Dispenser
CVM	Cardholder Verification Method
CVV	Cardholder Verification Value
CWS	Cashier Workstation
DNS	Domain Name System
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EMV	Europay®, MasterCard®, and Visa®
GOLD	Gilbarco Online Documentation
ISP	Internet Service Provider
MNSP	Managed Network Service Provider
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
PDL	Parameter Data Load or Parameter Download
PPU	Price per Unit
RAS	Remote Access Service
SSL	Secure Sockets Layer
SVS	Stored Value Solutions
SZR	Secure Zone Router
TCP/IP	Transmission Control Protocol/Internet Protocol
TID	Terminal ID
TLS	Transport Layer Security
VEPS	VISA Easy Payment Services
WAN	Wide Area Network

Technical Support

If you are a store manager or merchant and you need assistance with your Passport system, contact Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, contact Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or installation issue, contact Gilbarco at 1-800-743-7501. Be prepared to provide your ASC ID.

To contact the Worldpay Help Desk, contact 1-800-200-5965.

Network Data Retention

The Passport system's network database saves all transaction details for 35 days, which means Passport purges network transaction details older than 35 days. This network setting is not editable.

Besides meeting Payment Application Data Security Standard (PA-DSS) compliance requirements, it also allows retailers to use the Backup Journals/Reports utility to save up to one full month of Passport system data on a single CD. For additional information on saving journals and reports to CD, refer to *MDE-5025 Passport V9+ Reference Manual, found on user documentation CD that accompanies the Passport software*.

What's New in Passport V20 at Worldpay Stores

Passport V20 Core Feature Enhancements

For information on any of the new core features, refer to *MDE-5519 What's New in Passport Version 20.*

Process Unsupported Chip Card as Magstripe Outside

Until WEX and Voyager chip cards are ready to be processed as EMV, starting with V20.04 the merchant can configure Passport to control whether these cards are processed as magstripe at outdoor terminals. "Allow Unsupported Chip Card As Magstripe Outside" is a new option on the Merchant Configuration tab (see Figure 10 on page 15 and Figure 11 on page 17).

When set to **Yes** and an EMV card which has an unsupported Application Identifier (AID) is inserted at the CRIND, the customer will be prompted to remove the card. The magstripe will be read as the card is being removed, and the sale will be processed as a magstripe transaction.

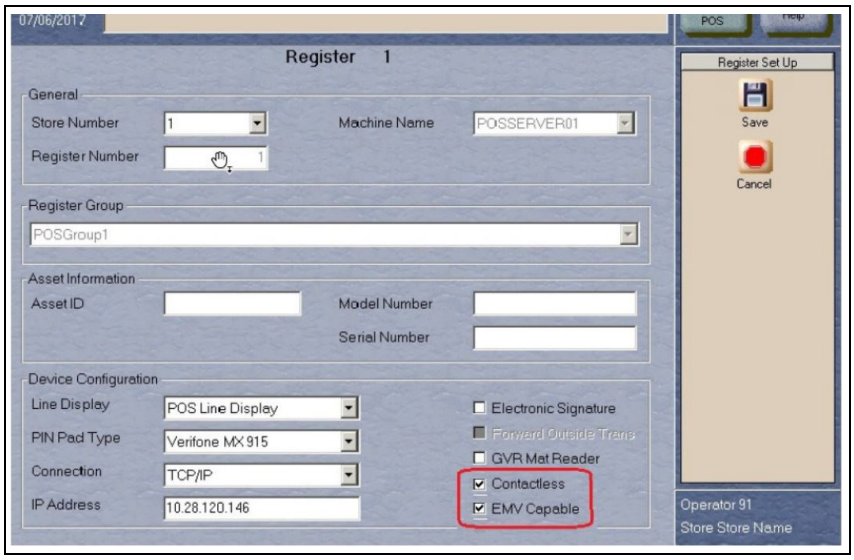
When set to **No** and an unsupported chip card is inserted at the CRIND, an error message is displayed at the CRIND and on the Cashier Workstation (CWS). The default setting is **Yes**. Currently this enhancement applies only to WEX and Voyager chip cards at Worldpay sites.

Indoor EMV Contactless

Starting with V20.02, Passport supports indoor EMV contactless transactions. To configure indoor EMV contactless, proceed as follows:

1. Go to **MWS > Set Up > Register > Register Set Up**.
2. Select the register where the PIN Pad is located.
3. In the Device Configuration section, select **Contactless** and **EMV Capable**.
4. Select **Save** to save the configuration changes and exit (see Figure 1 on page 5).

Figure 1: Selecting Contactless Transactions



What's New in Passport V12 at Worldpay Stores

Passport V12 Core Feature Enhancements

For more information on any of the new core features, refer to *MDE-5470 What's New in Passport Version 12*.

EBT Cash Transactions on the Worldpay Network

Starting with V12, EBT cash cards can now be used for Fuel Prepay Transactions at the indoor POS.

WEX Merchant Bulletin Number 20171001-2

Starting with V12, Passport enables support of the Technical Specification Compliance Policy, effective January 1, 2019. The year 2020 compliance requirements of this notice are part of a future release. Sites that are not compliant, will face penalties via an increase in the interchange rates. For more information on merchant requirements and penalties, contact WEX at MerchantInquiry@wexinc.com.

EMV Outdoor

Passport V12 is the first release for Worldpay to support EMV chip card compliance outside at the dispenser. The customer and store associate experience changes greatly with these Passport features. Customers using a credit or debit card with an embedded microchip should insert the card into the chip reader on the PIN Pad inside, or the card reader on the dispenser outside, and leave it until the chip reader displays instructions to remove the card. Cashiers at the CWS and customers inside and at the dispenser will notice new prompts beginning with these Passport versions.

Enabling EMV outside at the dispenser requires Gilbarco FlexPay™ II, FlexPay IV, or FlexPay IV Retrofit Kit for Wayne® dispensers. Each of these Gilbarco platforms also require CRIND via TCP/IP.

First Time Installation Instructions

This section describes the Worldpay-specific installation procedure. Read the entire section before starting the setup process. The Passport V20 system supports two types of connections to the Worldpay network:

- Dial up network connection.
- TCP/IP network connection using Transport Layer Security (TLS) encryption.

IMPORTANT INFORMATION
Sites with a serial connection between the Passport system and Systech box must be configured as Dial up, using a serial connection with a standard Passport system modem. The "Sites with TCP/IP Connection" section on page 7 applies only to sites with TCP/IP (Ethernet®) connection between the Passport Firewall Router and Worldpay network.

Worldpay Terminal ID

The site identification code on the Worldpay network is usually referred to as the Terminal ID [(TID) 24-digit], and is comprised of three codes, in the following order:

- 15-digit Merchant ID
- 8-digit TID
- 1 check digit

For ALON branded stores, advise the merchant or store manager to contact ALON at 1-877-256-6729 a week before the scheduled installation. ALON provides the merchant or store manager with instructions for preparing for the installation.

For all other stores, obtain the full TID in advance of the installation, as the information must be configured properly for the site to communicate with the Worldpay network. **The merchant or manager should have received the eight-digit TID before the installation**. Contact the Worldpay Help Desk at 1-800-200-5965 with the eight-digit TID to obtain the **Check Digit** and **Merchant ID** for completing the **Terminal Id** field in Site Configuration Programming.

Sites with TCP/IP Connection

Passport supports a TCP/IP connection with the Worldpay network, which allows high-speed connectivity and eliminates the need for a Systech device at the store. Sites using this configuration should set the "Enable SSL" field on the Merchant Configuration screen to **Yes** (see Figure 6 on page 12), which will cause messages exchanged with the Worldpay network to be encrypted using TLS.

If the site is configured to use TCP/IP, before the installation determines whether a Secure Zone Router (SZR) or Managed Network Service Provider (MNSP) will be used.

IMPORTANT INFORMATION

The following procedures are dependent on obtaining specific information, such as **Domain Name System (DNS) addresses, Default Gateway IP address**, and **Static WAN IP address** from the site's Internet Service Provider (ISP) and IT staff. Gilbarco Technical Support does not provide this site-specific information.

The following must be performed before configuring the Passport system's Worldpay Network Site Parameters.

If using an SZR, refer to *MDE-5382 Secure Zone Router (Acumera) Installation Instructions* and *MDE-5396 Secure Zone Router Site Survey Manual* for configuration and installation. The Worldpay egress rules contained in "Appendix B: Worldpay Egress Rules for the SZR" on page 40 should be provided to the store's IT network representative to be added to the site perimeter firewall.

If using an MNSP, contact the provider for instructions on installation and configuration of the MNSP device.

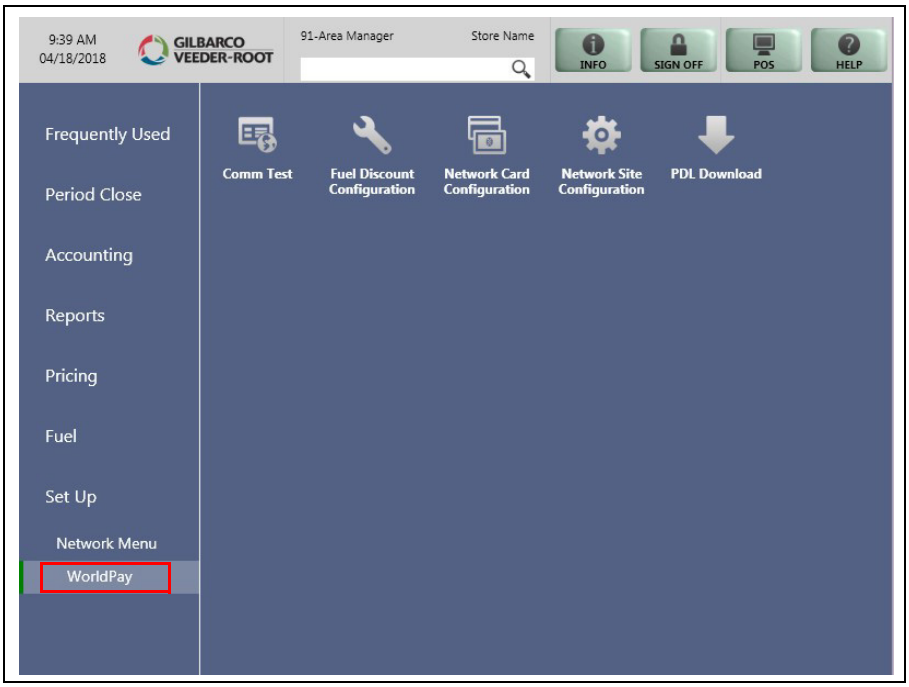
Network Site Configuration Programming

Note: Install and run the Enhanced Dispenser Hub (EDH) before you start the network configuration.

To establish communication with the Worldpay network, proceed as follows:

1 From the Manager Workstation (MWS) main menu, select **Set Up > Network Menu > WorldPay**.

Figure 2: WorldPay Network Configuration Menu

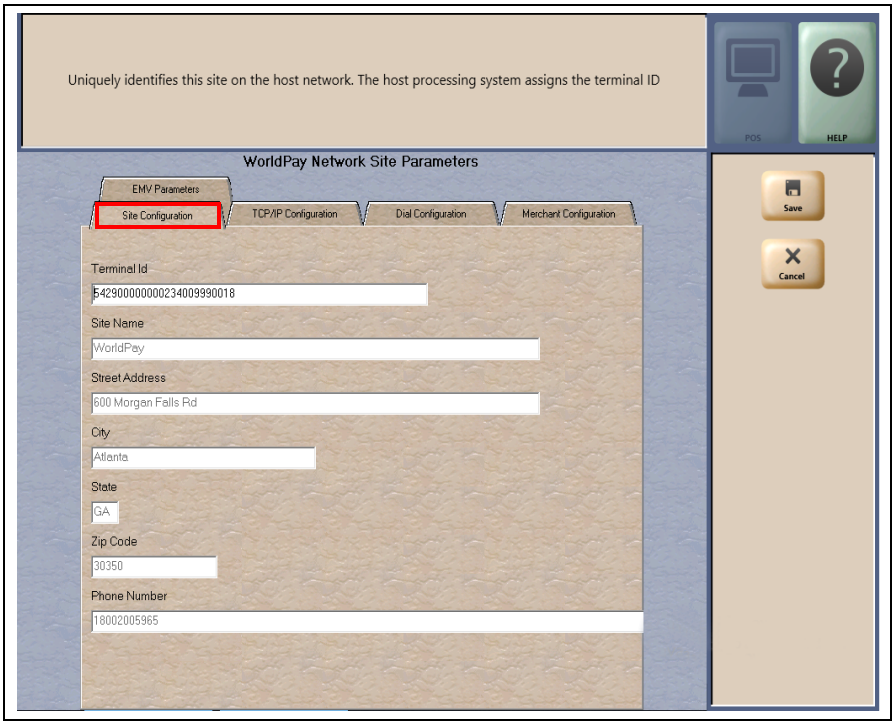


The following options are displayed in WorldPay Network Configuration screen:

- Comm Test
- Fuel Discount Configuration
- Network Card Configuration
- Network Site Configuration
- PDL Download

2 Select **Network Site Configuration**. The WorldPay Network Site Parameters screen opens.

Figure 3: WorldPay Network Site Parameters Screen



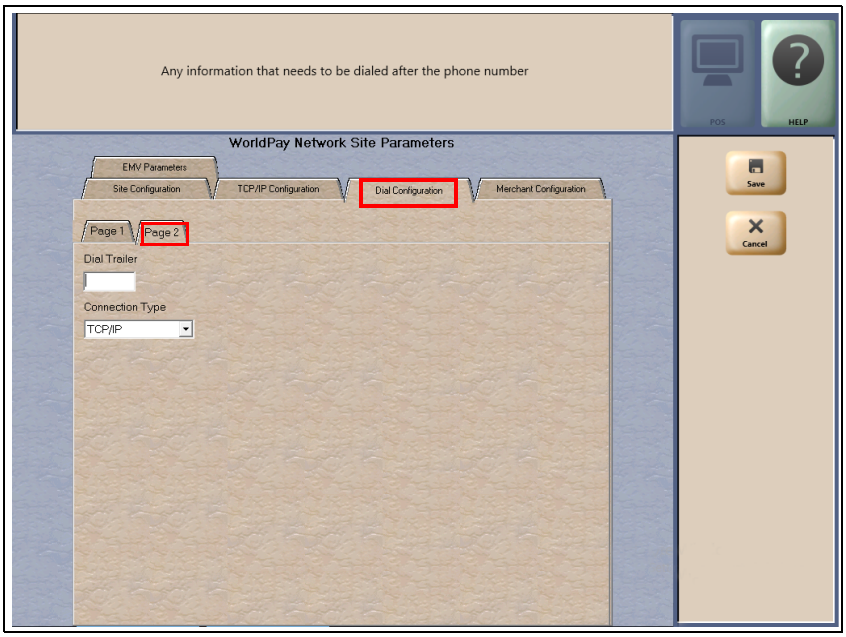
3 Select the **Site Configuration** tab. This tab reflects the basic site configuration information. All the fields, except TID, are updated through a PDL from the Worldpay network and are not editable on the Passport system. On a fresh installation, all fields appear blank until the Passport system receives a PDL from the Worldpay network. Program the 24-digit TID obtained from the Worldpay Help Desk into the Terminal Id field on this tab. If any information on the **Site Configuration** tab is incorrect after Passport receives the PDL from Worldpay, contact the Worldpay Help Desk to resolve.

The following table lists the fields on the Site Configuration tab:

Field	Description
Terminal Id	The Worldpay network unique site identifier. Worldpay assigns this identifier. Refer to "Worldpay Terminal ID" on page 6 for instructions on completing this field.
Site Name	The store name as known by the Worldpay network. Not editable.
Street Address	The store street address as known by the Worldpay network. Not editable.
City	The city in which the store is located. Not editable.
State	The state in which the store is located. Not editable.
Zip Code	The Zip Code in which the store is located. Not editable.
Phone Number	The store phone number as known by the Worldpay network. Not editable.

4 After completing the **Site Configuration** tab, select the **Dial Configuration - Page 2** tab.

Figure 4: Dial Configuration - Page 2 Tab



5 Select the **Connection Type** field drop-down list (see Figure 4). The available options are **Dial Up** and **TCP/IP** (defaults to TCP/IP).
- If the site is using a modem to connect with the Worldpay network, select **Dial Up**.
- If the site is using a secure Internet connection to connect with the Worldpay network, select **TCP/IP**.

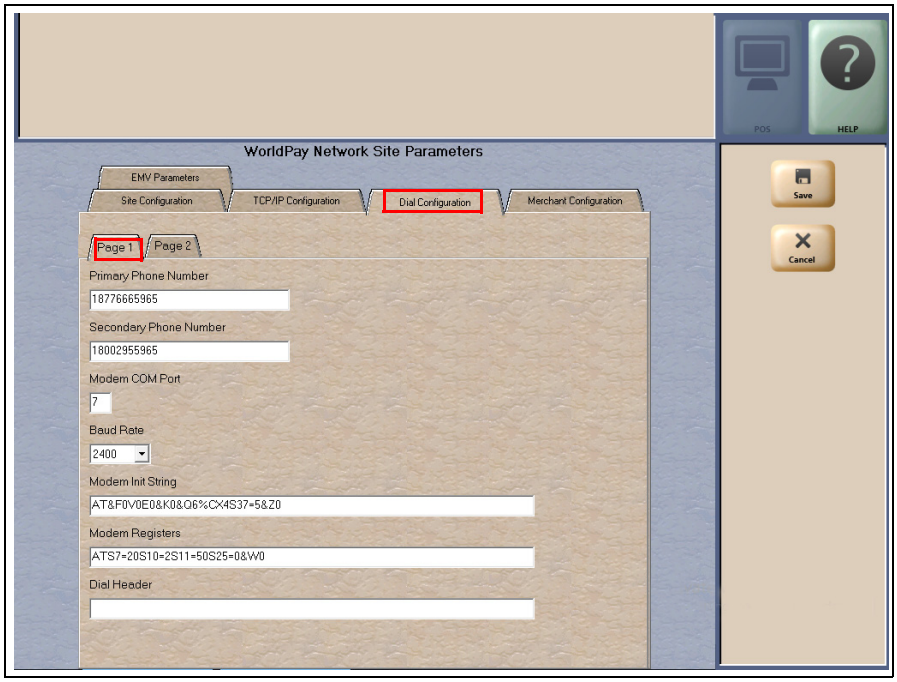
6 The next configuration step depends upon the **Connection Type** selected. If the Connection Type is set to **TCP/IP**, go to step 8 on page 12. Otherwise, if the Connection Type is set to Dial Up, complete configuring the **Page 2** parameters.

The following table lists the fields on the Site Configuration - Page 2 tab:

Field	Description
Dial Trailer	Number the modem dials after the phone number. Default is blank.
Connection Type	Defines how the site connects to the payment host. The options are: • Dial Up (modem connection) • TCP/IP (secure Internet connection)

7 Select the **Page 1** tab. The parameters on this page provide further configuration data for sites using a dial connection to the Worldpay network.

Figure 5: Dial Configuration - Page 1 Tab



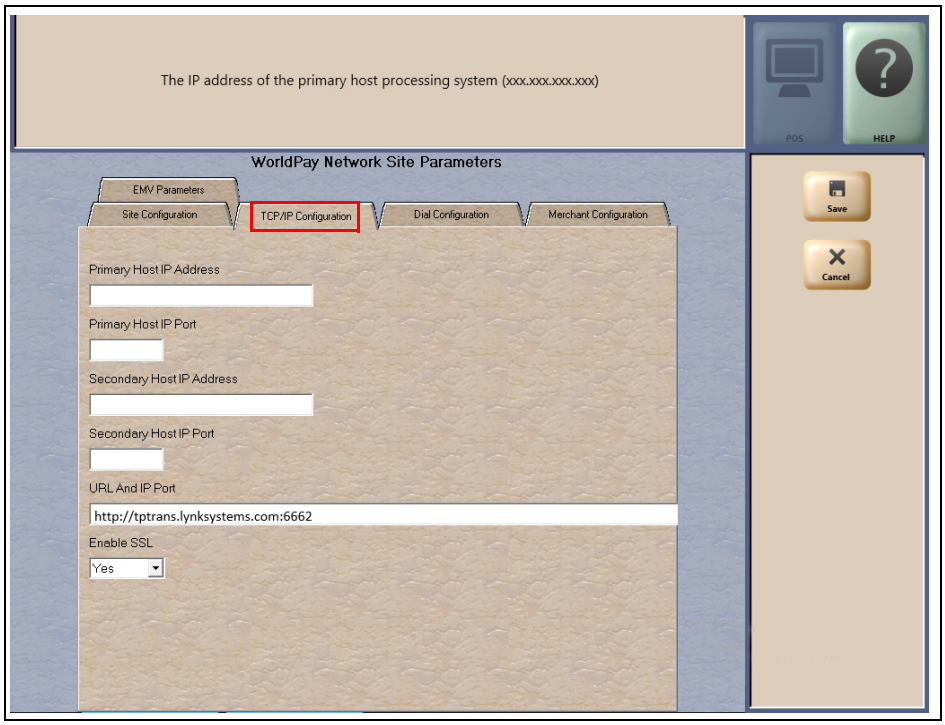
The following table lists the fields on the Dial Configuration - Page 1 tab:

Field	Description
Primary Phone Number	The primary phone number that the modem dials to connect to the Worldpay network. 14-character string consisting of letters, numbers, and space character.
Secondary Phone Number	The backup phone number that the modem dials to connect to the Worldpay network, if the primary phone number is unsuccessful. 14-character string consisting of letters, numbers, and space character.
Modem COM Port	COM port on the EDH where the modem is connected. 1-digit field. Defaults to blank.
Baud Rate	Modem connection speed. Drop-down list field with available selections of: • 1200 • 2400
Modem Init String	Initialization string that is sent to the modem each time a connection is established. The following are values for specific modem models: • MultiTech 007: AT&F+A8E=,,,0VE&K&Q6%CX4+MS=1 • MultiTech 009: AT&F0V0E0&K0&Q6%CX4S37=5&Z0
Modem Registers	Additional required modem settings. The following are values for specific modem models: • MultiTech 007: no change required • MultiTech 009: ATS7=15S10=2S11=50S25=0&W0
Dial Header	Number the modem dials before the phone number. Configure this field only if it is needed to access an outside line. Default is blank.

After completing the fields on Page 1 tab, go to step 9 on page 13.

8 If the selection in step 5 on page 10 was TCP/IP, select the **TCP/IP Configuration** tab. This tab provides the configuration parameters for TCP/IP communication with the Worldpay network.

Figure 6: TCP/IP Configuration Tab



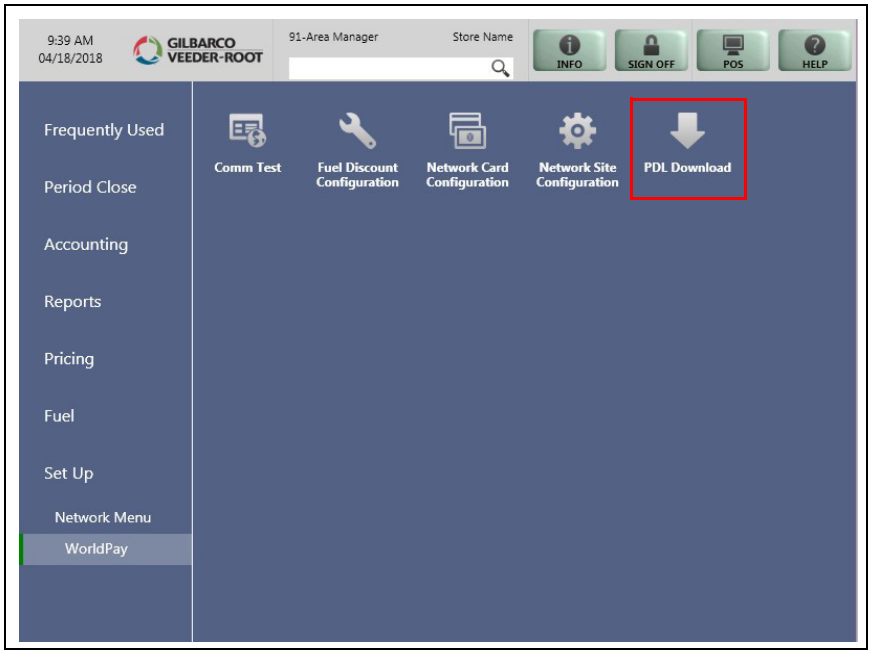
The following table lists the fields on the TCP/IP Configuration tab:

Field	Description
Primary Host IP Address	Primary IP address used for TCP/IP communication. 15 characters comprised of digits and period punctuation character. Format is XXX.XXX.XXX.XXX. Defaults to blank.
Primary Host IP Port	Primary communication port for the Worldpay network. 4-digit string. Defaults to blank.
Secondary Host IP Address	Backup IP address used for TCP/IP communication if the primary IP address is not successful. 15 characters comprised of digits and period punctuation character. Format is XXX.XXX.XXX.XXX. Defaults to blank.
Secondary Host IP Port	Backup communication port for the Worldpay network. 4-digit string. Defaults to blank.
URL and IP Port	Alternate Worldpay network URL. This field must contain the following value: http://tptrans.lynksystems.com:6662
Enable SSL	Yes/No drop-down list. If set to Yes, Passport uses TLS encryption. Default value is Yes.

9 After programming the parameters on the TCP/IP Configuration or Dial Configuration tab, select **Save** to save the data and exit from the WorldPay Network Site Parameters screen. The Passport system is ready to request a PDL from the Worldpay network.

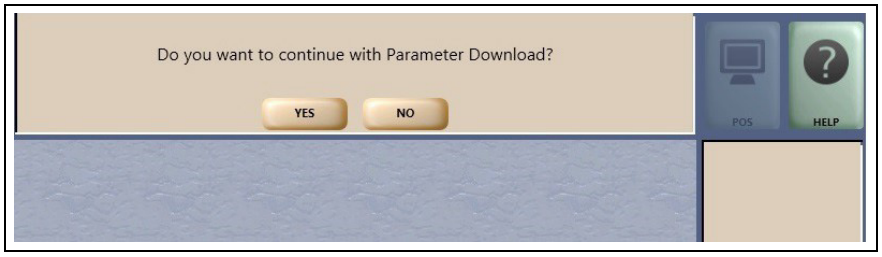
10 Select **PDL Download** on the WorldPay network menu.

Figure 7: WorldPay Network Menu - PDL Download



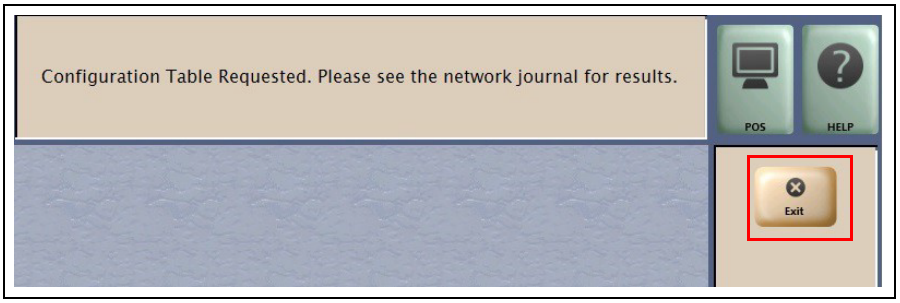
The PDL prompt opens.

Figure 8: PDL Prompt



11 Select **Yes** to begin the PDL with the Worldpay network. When the PDL request is complete, the Passport system displays the results.

Figure 9: PDL Complete



12 Select **Exit** to exit from the PDL Download screen and return to the WorldPay Network Menu screen. Exit from the Network Menu screen.

13 Ensure that the Passport system is communicating with the Worldpay network and successfully received a PDL by navigating to **MWS** > **Reports** > **Journal Reports** > **Network Journal Report**.

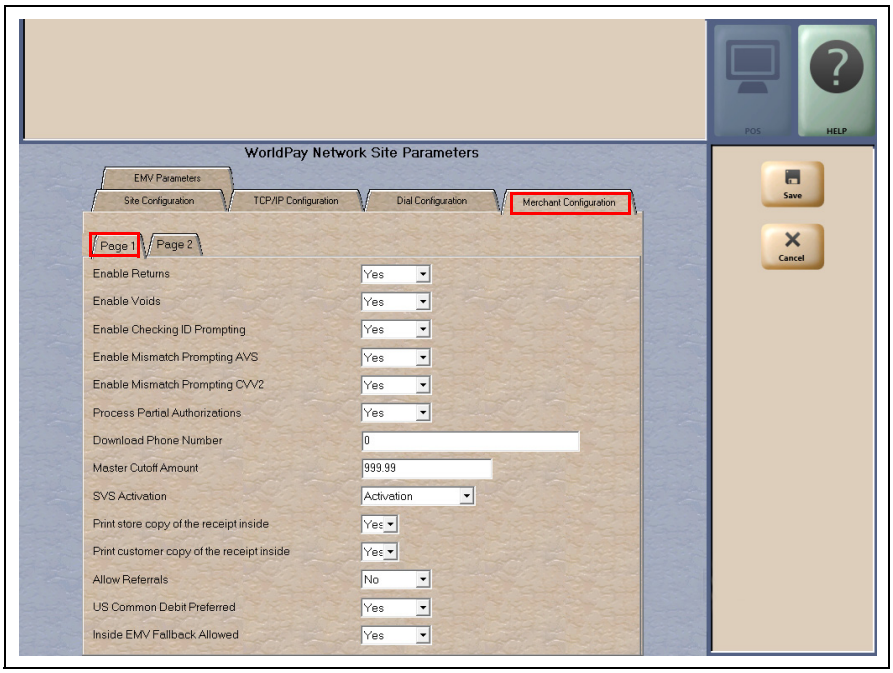
a Press **Select** > **Print Preview**. Review the Network Journal Report to determine if the PDL was successful.

*Note: If the PDL was not successful, navigate to **MWS** > **Set Up** > **Network Menu** > **WorldPay** > **Network Site Configuration** to review the WorldPay Network Site Parameters.*

14 After the Passport system receives a successful PDL from the Worldpay network, return to **MWS** > **Set Up** > **Network Menu** > **WorldPay** > **Network Site Configuration** to review the parameters on the **Site Configuration** tab. With the exception of the TID, this information was received as part of the PDL. If any of these fields do not appear correct or the store manager indicates they are incorrect, contact the Worldpay Help Desk for assistance.

15 Select the **Merchant Configuration - Page 1** tab.

Figure 10: Merchant Configuration Tab - Page 1



This information was also received as part of the PDL, but the fields are editable. Review the parameters with the store manager and make adjustments as required.

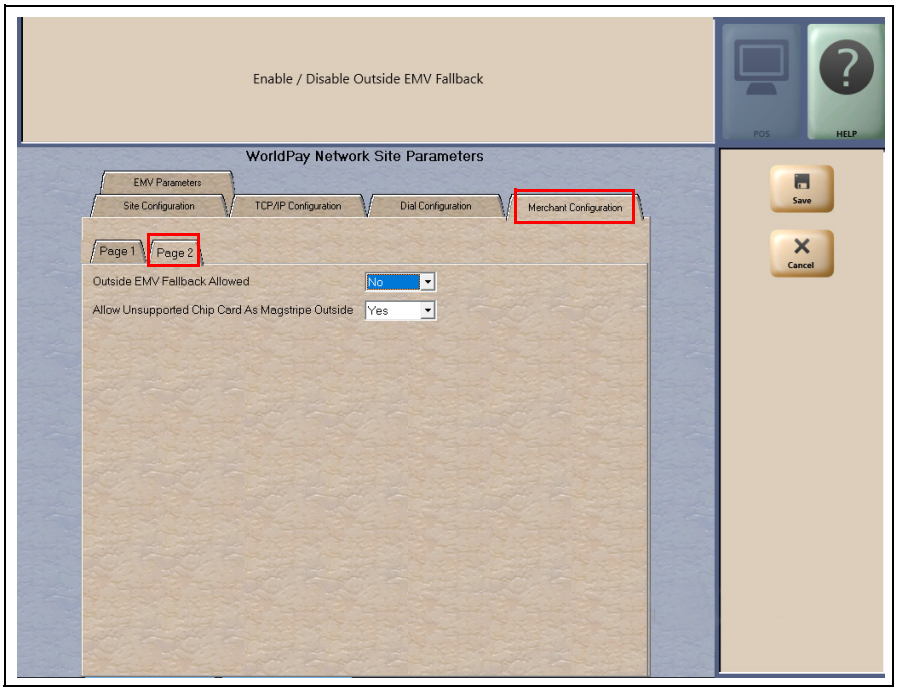
The following table lists the fields on the Merchant Configuration - Page 1 tab:

Field	Description
Enable Returns	• If set to Yes, allows the site to process a refund through the Worldpay network when the original sale transaction occurred in a previous batch. • If set to No, the Passport system declines a refund in which the original sale occurred in a previous batch.
Enable Voids	• If set to Yes, allows the site to process a refund through the Worldpay network when the original transaction occurred in the current batch. • If set to No, the Passport system declines a refund in which the original sale occurred in the current batch.
Enable Checking ID Prompting	• If set to Yes, the Passport system prompts the cashier to check the customer's identification when the Worldpay network requests it. • If set to No, the Passport system declines the transaction if the Worldpay network requests cardholder identification.
Enable Mismatch Prompting AVS	• If set to Yes, if the Worldpay network indicates the ZIP Code the customer entered does not match the ZIP Code on file, the Passport system prompts the cashier to accept or decline the payment. • If set to No, the Passport system declines the transaction if the Worldpay network indicates the ZIP Code the customer entered does not match the ZIP Code on file.
Enable Mismatch Prompting CVV2	• If set to Yes, if the Worldpay network indicates the Cardholder Verification Value (CVV) the customer entered does not match the Cardholder Verification code on file, the Passport system prompts the cashier to accept or decline the payment. • If set to No, the Passport system declines the transaction if the Worldpay network indicates the Cardholder Verification code the customer entered does not match the Cardholder Verification code on file.
Process Partial Authorizations	• If set to Yes, allows the site to accept partial approval of post pay transactions. • If set to No, the Passport system declines payment on a post pay transaction if the Worldpay network approves for less than the full sale transaction amount.
Download Phone Number	Provides an alternative phone number for requesting and receiving PDL.
Master Cutoff Amount	Provides the absolute maximum amount for Worldpay network transactions.
SVS Activation	Controls the transaction message type that the Passport system uses to activate Stored Value Solutions (SVS) cards. The transaction type depends upon the SVS program to which the site is subscribed. This field does not come from the Worldpay network PDL. Available values are: • Activation: the Passport system sends transaction code 07 for SVS card activations. • Issue Card: the Passport system sends transaction code 18 for SVS card activations. Defaults to Activation.
Print store copy of the receipt inside	If set to Yes, the merchant copy of the receipt prints automatically for all inside Worldpay network transactions. This may be especially important for stores that enable electronic signature capture at the PIN Pad, as the customer signature prints as part of the receipt.
Print customer copy of the receipt inside	If set to Yes, the customer copy of the receipt prints automatically for all inside Worldpay network transactions. This may be especially important for stores that enable electronic signature capture at the PIN Pad, as the customer signature prints as part of the receipt.
Allow Referrals	Used to allow call for auth operation using the referral number.
US Common Debit Preferred	If set to Yes, when the customer presents an EMV card that contains both US Common and International Debit AID, Passport displays or uses the US Common Debit AID. If set to No, when the customer presents an EMV card that contains both US Common and International Debit AID Passport displays or uses the International Debit AID. If the card contains only one debit AID, Passport displays or uses it without regard to the setting for this field

Field	Description
Inside EMV Fallback Allowed	If set to Yes, when the customer inserts an EMV card into the inside PIN Pad chip reader, the PIN Pad detects the card AID, but fails to read the chip. Passport uses the Allow Fallback field value for the card AID (found on the EMV Parameters tab) to determine how to handle the card. If set to Yes, when the customer inserts an EMV chip card into the PIN Pad chip reader, a chip read error occurs and the PIN Pad does not detect the card AID, Passport declines the card. If set to No, when the customer inserts an EMV chip card into the inside PIN Pad chip reader and a chip error occurs, Passport declines the card.

16 After completing programming on the **Merchant Configuration - Page 1** tab, select the **Page 2** tab.

Figure 11: Merchant Configuration Tab - Page 2

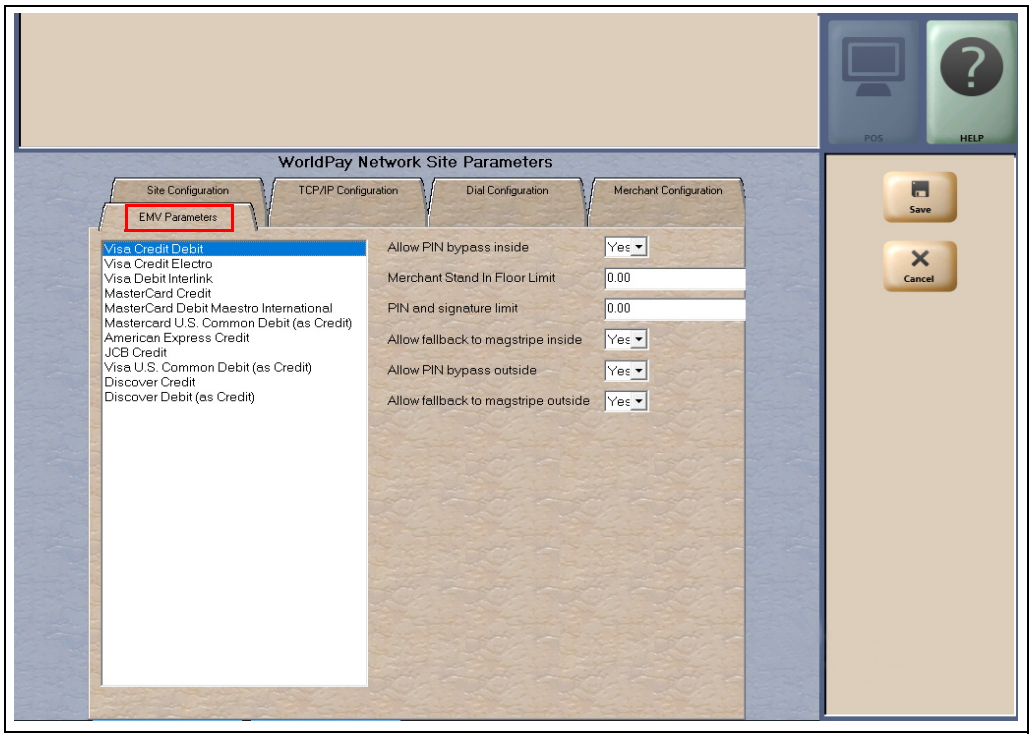


The following table lists the fields on the Merchant Configuration - Page 2 tab:

Field	Description
Outside EMV Fallback Allowed	If set to Yes, when the customer inserts an EMV chip card into the chip reader, the CRIND detects the card AID, but fails to read the chip. Passport uses the Allow Fallback field value for the card AID (found on the EMV Parameters tab) to determine how to handle the card. If set to Yes and the customer inserts an EMV chip card into the chip reader and a chip read error occurs which prevents the CRIND from detecting the card AID, the CRIND prompts the customer to swipe the card. If set to No and the customer inserts an EMV chip card into the chip reader and any chip error occurs, Passport declines the card, regardless of whether the chip read detects the AID.
Allow Unsupported Chip Card As Magstripe Outside	Controls whether unsupported chip cards are processed as magstripe at outdoor terminals. If set to Yes and an EMV card which has an unsupported AID is inserted at the CRIND, the customer will be prompted to remove the card. The magstripe will be read as the card is being removed, and the sale will be processed as a magstripe transaction. If set to No, and an unsupported chip card is inserted at the CRIND, an error message will display at the CRIND and on the CWS. The default setting is **Yes**.

17 After completing programming on the **Merchant Configuration - Page 2** tab, select the **EMV Parameters** tab. The fields under the EMV Parameters tab control how Passport processes transactions based on the AIDs present on the EMV chip card. Some fields are not editable. (Refer to Figure 10 on page 15 and Figure 11 on page 17 for some additional EMV configuration settings).

Figure 12: EMV Parameters Tab



The following table lists the fields on the EMV Parameters tab:

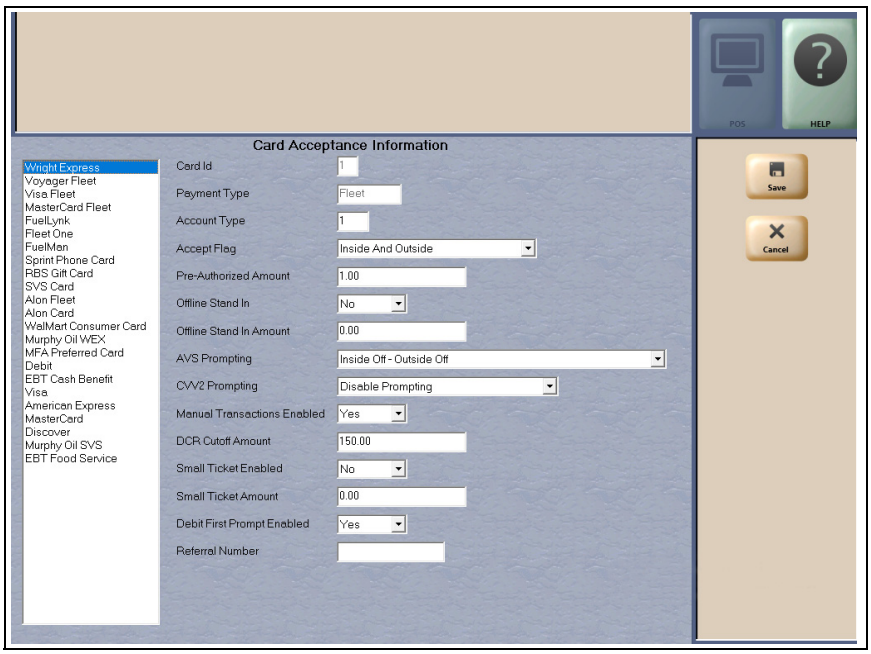
Field	Description
Allow PIN bypass inside	If set to Yes, and the EMV application requires PIN entry, Passport prompts for PIN but allows the customer to press **ENTER** on the PIN Pad without first entering digits for a PIN. If set to No, and the EMV application requires PIN entry, Passport prompts for PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit applications set this field to Yes by default and the merchant cannot change this setting.*
Merchant Stand In Floor Limit	Maximum transaction dollar amount for this EMV card AID that the merchant will accept locally to store and forward when the network is offline. Defaults to 0.00, which means never allow offline transactions for this EMV card AID. This field is not editable for any debit AID. *Note: Use care in changing this value. This field defaults to $0.00, which means Passport relies the authorization to EMV chip card if the Passport cannot communicate with the Worldpay payment network. If the merchant configures an amount other than $0.00 for this field, transactions locally accepted as a result of this configuration may receive a decline from the payment network when communication resumes. Also, the transaction may still get approved locally depending on a number of internal validations. If this occurs, the merchant is responsible for the charge back on the transaction.* ***Advise the store owner or manager to discuss the financial implications of changing the value of this field.***
PIN and signature limit	Minimum transaction dollar amount for this EMV card AID that will verify cardholder data. Defaults to $0.00. If the Cardholder Verification Method (CVM) was “signature”, the receipts shall contain a signature line. If the CVM was a PIN-based CVM, the receipts shall contain a mention “Verified by PIN”. This field should be configured if the merchant adheres to VISA Easy Payment Services (VEPS) or similar program offered by other card brand to eliminate signatures for low value transactions. *Note: This is a new field in this version, and ASC should consult the merchant or store manager regarding its setting for the store.*
Allow fallback to magstripe inside	If set to Yes, when the customer inserts a chip card into the chip reader on the PIN Pad inside at the register and a chip error occurs, Passport uses the fallback to magnetic stripe parameters received from the Worldpay network for the card type to determine whether to prompt the customer to remove the card from the chip reader and swipe it. If set to No, when the customer inserts a chip card into the chip reader on the PIN Pad inside at the register and a chip error occurs, Passport declines the card. *Note: Passport does not allow fallback to magnetic stripe read, regardless of this setting, if the Enable EMV Fallback field on the* ***Merchant Configuration - Page 1*** *tab is set to No.*
Allow PIN bypass outside	If set to Yes, and the EMV application requires PIN entry, the CRIND prompts for PIN but allows the customer to press **ENTER** on the CRIND keypad without first entering digits for a PIN. If set to No, and the EMV application requires PIN entry, the CRIND prompts for PIN and the customer must enter a PIN to move forward in the transaction. *Note: Some debit applications set this field to Yes by default and the merchant cannot change this setting.*
Allow fallback to magstripe outside	If set to Yes, when the customer inserts an EMV chip card into the CRIND card reader and the CRIND detects the chip card AID but a chip error occurs, the CRIND prompts the customer to remove the card to read the magnetic stripe. If the CRIND does not detect the chip card AID and a chip error occurs, the CRIND declines the card. If set to No, when the customer inserts an EMV chip card into the CRIND card reader and a chip error occurs, the CRIND declines the card. *Note: Passport does not allow fallback to magnetic stripe read, regardless of the Outside EMV Fallback Allowed field on the* ***Merchant Configuration - Page 2*** *tab being set to No.*

18 After completing the fields on the EMV Parameters tab, click **Save** to save all programming and return to the Network menu screen.

Network Card Configuration

The Network Card Configuration Card Acceptance Information screen contains card acceptance parameters. Card types that the Worldpay network accepts are listed in the left pane, and configuration parameters for the selected card appear in the right pane. Multiple cards may be programmed before selecting **Save**.

Figure 13: Card Acceptance Information



The following table lists the fields on the Card Acceptance Information screen:

Field	Description
Card ID	Identifier assigned by the Passport system. This field is not editable.
Payment Type	Card type assigned by the Worldpay network. This field is not editable.
Account Type	Card code assigned by the Worldpay network. This field is not editable.
Accept Flag	Determines where this card type is accepted, Inside, Outside, Inside and Outside. This field is editable.
Pre-Authorized Amount	Dollar value used to request pay-at-the-pump authorizations from the Worldpay network.
Offline Stand In	Determines whether this card type can be accepted when the Worldpay network is offline. Does not affect debit, prepaid, and EBT cards.
Offline Stand In Amount	If offline Stand In is set to Yes, maximum transaction dollar amount allowed for offline transactions.

Field	Description
AVS Prompting	Determines when Passport prompts for Zip Code. Available values are: • Inside Manual - Outside Off. • Inside Swipe - Outside Off. • Inside Both - Outside Off. • Inside Manual - Outside Swiped. • Inside Swipe - Outside Swiped. • Inside Both - Outside Swiped. • Inside Off - Outside Swiped. • Inside Off - Outside Off.
CVV2 Prompting	Determines when Passport prompts for CVV. Available values are: • Accepted Inside Only (prompt inside only). • Disable Prompting (do not prompt).
Manual Transactions Enabled	If set to Yes, Passport allows manual entry of the card account number for inside transactions. Does not apply to debit cards.
DCR Cutoff Amount	Maximum transaction dollar amount that can be authorized. The Worldpay network can override this value for FuelMan®, Fleet One℠, and FuelLynk cards.
Small Ticket Enabled	If set to Yes, the Passport prints a receipt without the signature line when the transaction amount is less than the amount programmed in the Small Ticket Amount field on the Page 3 tab.
Small Ticket Amount	Maximum transaction dollar amount for small ticket behavior.
Debit First Prompt Enabled	If set to Yes, the CRIND prompts “Is this a debit card?”.
Referral Number	Contact phone number for the selected card.

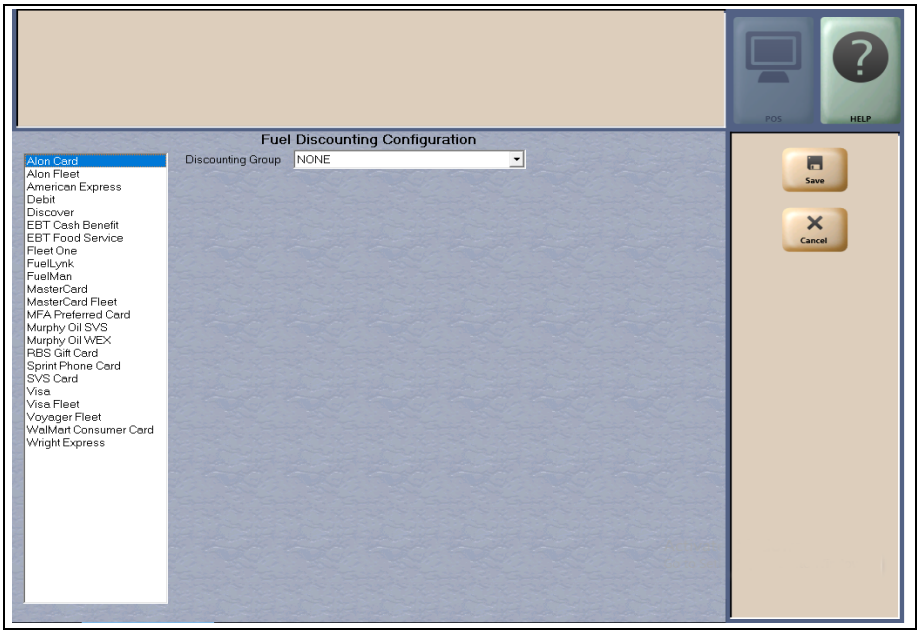
Fuel Discount Configuration

To configure fuel discounts by card type, proceed as follows:

1. From the MWS main menu, select **Fuel > Fuel Discount Maintenance**. On the Fuel Discount Groups tab, configure PPU discounts to be applied to fuel grades available at the store.

2. From the MWS main menu, select **Set Up > Network Menu > WorldPay > Fuel Discount Configuration**. The Fuel Discounting Configuration screen opens.

Figure 14: Fuel Discounting Configuration



3. Select the desired card type in the left pane. From the dropdown list, select the Discounting Group to be applied to that card type.

4. Select **Save** to save your changes.

Performing Comm Test

The Communication Test sends a special message to the Worldpay network to verify the network connection. A timeout indicates a communication failure, which may be related to a temporary interruption of communications or a configuration error.

Figure 15: Comm Test

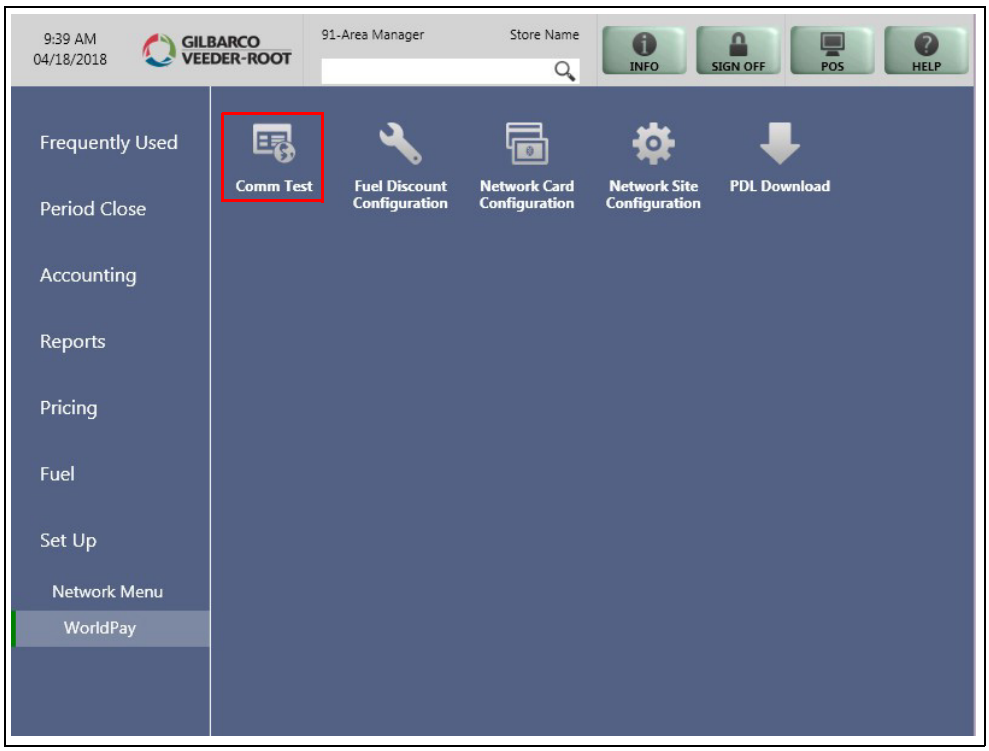
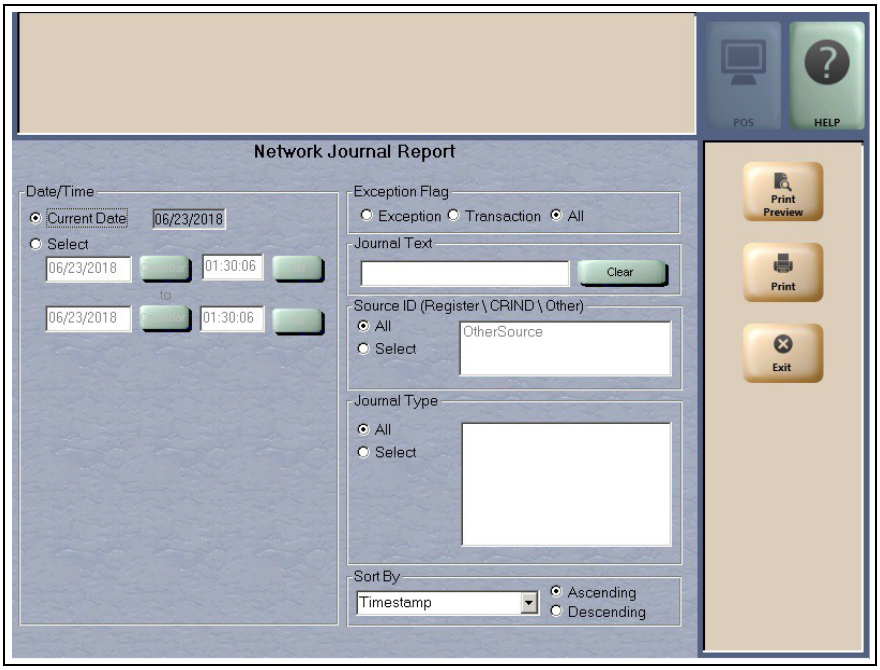


Figure 16: Communication Test - Failure Result

Network Journal Report

This report shows network journal entries for regular network transactions, as well as settlement and communication issues. The Network Journal Report configuration screen allows you to filter by various criteria, such as Date and Time, Exceptions, Source, Journal Type, and Specific Journal Text. The store manager can use the Network Journal Report as an aid in searching for disputed transactions.

Figure 17: Network Journal Report Screen



Passport includes EMV Transaction Details as a transaction type for EMV chip card transactions. To filter for only EMV chip card transactions, enter “EMV Transaction” in the Journal Text field.

Network Reports

Network reports show data on Credit and Debit card transactions transmitted to the Worldpay network. Some network reports provide information on the status of transactions while others list the total amounts for transmitted transactions. By default, none of the network reports are configured to print at Shift or Store Close.

The following table lists the Worldpay network reports and the period for which they can be programmed to print automatically:

Report Name	Shift Close	Store Close	Configuration – On Demand Only
Worldpay Card Configuration	-	-	X
Worldpay EMV Configuration	-	-	X
Worldpay EMV Transaction Statistics	-	X	X
Worldpay EMV Transaction Statistics (Current)	-	-	X
Worldpay Exceptions	-	X	-
Worldpay Network Sales Report by Day	-	X	-
Worldpay Network Sales Report by Shift	X	X	-
Worldpay Settlement	-	X	-
Worldpay Network Site Configuration	-	-	X

IMPORTANT INFORMATION

Worldpay network reports do not contain sensitive data, such as card account data. Therefore, there is no secure version of any report. For more information on secure reports, refer to *MDE-5524 Passport EDH (Worldpay) V11.34.01.* Implementation Guide for PA-DSS V3.2.*

To view network reports on demand, navigate to **MWS** > **Reports** > **Network Reports**.

WorldPay Network Card Configuration Report

This Report contains the current configured card type parameters. The following figure shows portions of the report.

Figure 18: WorldPay Network Card Configuration Report

WorldPay Card Configuration Report

WorldPay
600 Morgan Falls Rd
Atlanta, GA, 30350
1800 200 5965
TID: 54292980312250600008547 7

REPORT PRINTED: Oct 24,2016 15:31

Configuration ID: 0

CARD:	Wright Express
Type:	Fleet
Account Type:	1
Accepted Flag:	2=Inside and Outside
Preauth Amount:	$1.00
Offline Stand-In:	2=Disabled
Offline Stand-In Amount:	$0.00
Address Verification (AVS) Prompting:	8=Inside Off/Outside Off
Cardholder Verification (CVV) Prompting:	2=Disable Prompting
Manual Transactions Enabled:	1=Enabled
DCR Cutoff Amount:	$150.00
Small Ticket Enabled:	2=Disabled
Small Ticket Amount:	$0.00
Debit First Prompt Enabled:	1=Enabled
Referral Number:	
PAN Ranges:	

6900460000000000000 - 6900460699999999999
6900460477000000000 - 6900460699999999999
6900460800000000000 - 6900469999999999999

EMV Configuration Report

This report provides information regarding EMV processing parameters for each EMV card AID Passport supports, along with the fields programmed in the **MWS** > **Set Up** > **Network Menu** > **WorldPay** > **Network Site Configuration** > **EMV Parameters**. The following figure shows a sample excerpt of the American Express® Credit AID.

Figure 19: EMV Configuration Report

EMV Configuration Report

Report created: 10/26/2016 04:33:00 PM

Network Configuration Values

US Common Debit Preferred:	True

Pinpad Configuration Values

PinPad Id:	1	EMV Enabled:	True
PinPad Id:	2	EMV Enabled:	True

Configuration Values

American Express Credit
(AID: A00000002501)

AID Activated:	4	Term Capability:	E0B8C8
Addl Capability:	F000F0A001	Merch Cat Code:	5311
Term Country:	840	Term Currency:	840
TAC Default:	C800000000	TAC Denial:	0000000000
TAC Online:	C800000000	Partial Select:	True
Trans Curr Exp:	2	Trans Cat Code:	R
App Ver Num Pri:		PSPId:	
Term Floor Lim:	0	Rand Sel Thresh:	0
Rand Sel Max%:	99	Rand Sel Target%:	99
Fallback expiry:	2099-12-31	Acquirer ID:	
Default DDOL:	9F3704	Default TDOL:	
No CVM limit:	0	Is debit Card:	False
Application Account Selection:	False	Trans Refer Currency Conv:	61000000
Terminal Risk Managment TTQ:		Transaction Types:	
Application Selection:	True	Card Type:	

EMV Transaction Statistics Report

This report breaks down the transactions by Entry Mode and are filtered by batch and inside register. Card errors are counted per register.

IMPORTANT INFORMATION
The “COMPLETION NOT INCLUDED IN BATCHES” section lists all the dispenser transactions that were rejected by the Worldpay network after approving the pre-authorization. The Store Manager must contact the Worldpay Help Desk regarding payment of these transactions.

Figure 20: EMV Transaction Statistics

EMV Transaction Statistics

Network Batch Number: 6
Open: 10/19/2016 12:47:45PM
Close: 10/25/2016 4:03:18PM

TOTAL TRANSACTIONS:

ENTRY MODE	TRANSACTIONS	% OF TRANSACTIONS
Manual	3	7.69
Swiped	9	23.08
Transponder	0	0
EMV contact	17	43.59
Swiped fallback	8	20.51
Voice fallback	2	5.13
EMV contactless	0	0

EMV TRANSACTION COUNTERS PER TERMINAL

Terminal Number	Chip Error	Card Removed	Unsupported APP	MSD Fallback	Offline Approved	Offline Declined	Approved	Declined	Approved Host Disconected	Decline After Host Approved
	22	0	0	17	1	3	8	6	0	0

EMV Transaction Statistics Report (Current)

This report is similar to the **EMV Transaction Statistics Report**, except for the current open batch.

WorldPay Exceptions Report

This report provides summary information on refund and offline transactions as well as batch settlement status.

The value in the Amount column represents the transaction total, less any surcharge (debit or EBT Cash card) fees. EMV transaction entry methods are differentiated as “Chip” or “Insert”.

Figure 21: WorldPay Exceptions Report

WorldPay Exceptions Report

Friendly Store
7300 W Friendly Ave
Greensboro, NC, 27410
1-555-555-5555
TID: 5429290080431276304473

REPORT PRINTED: May 21, 2015 10:20:02
LAST EOD: 5/21/2015 4:29:10 AM

Configuration ID: 1

FROM: 5/20/2015 4:31:01 AM

TO: 5/21/2015 4:20:10 AM

Starting Batch Number: 2015-05-20-001

Closing Batch Number: 2015-05-21-001

Number of Shift Closes: 0

Number of Automatic Batches: 0

Total Number of Batches: 1

BATCH STATUS

2015-05-20-001 Balanced

EXCEPTIONS	Credit	Debit	Fleet	EBT	Prepaid	Total	Amount	Fees
Return	0	0	0	0	0	0	$ 0.00	$0.00
Void	0	0	0	1	0	0	$10.00	$0.10 *
Offline	0	0	0	0	0	0	$ 0.00	$0.00

* Fees are not included in the Void Amount

ENTRY METHODS	
Inside Swiped	28.37%
Inside Manual	2.01%
Pump Swiped	69.62%

COMPLETIONS NOT INCLUDED IN BATCHES

Batch	Date/Time	SEQ#	Trx.	Account Number	Total Amount	Action Code

Network Sales Report by Day

This report provides detailed information for each network transaction that occurred within a specific network day period.

The value in the Host Amount column represents the transaction total, less any surcharge (debit or EBT Cash card) fees.

Figure 22: Network Sales by Day Report

Network Sales by Day

Friendly Store
7300 W Friendly Ave
Greensboro, NC, 27410
1-555-555-5555
TID: 5429290080431276304473

REPORT PRINTED: May 21, 2015 4:29:10 AM

Configuration ID: 1

FROM: 5/20/2015 4:31:01 AM

TO: 5/21/2015 4:20:10 AM

SEQ#	Device	Date/Time	Account	Trans Type	Auth. Code	Host Amount	Fee	Total Amount
0111	1	2015-05-20 05:21:32	XXXXXXXXXXXX0002	Sale	Auth#006100	$10.00	$0.10	$10.10
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
0112	1	2015-05-20 06:01:00	XXXXXXXXXXXX9292	Sale	Auth#006110	$25.00	$0.00	$25.00
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
532	Card Activation	1	10	$10.00				
0113	1	2015-05-20 06:03:01	XXXXXXXXXXXX9292	Void	Auth#006120	-$25.00	$0.00	-$25.00
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
532	Card Activation	1	-10	-$10.00				
0325	2	2015-05-20 21:21:21	XXXXXXXXXXXX7777	Sale	Auth#006285	$48.72	$0.00	$48.72
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
Total Approved Transactions:						$734.27	$0.10	$734.27

Network Sales Report by Shift

This report provides detailed information for each network transaction that occurred within a specific network shift period.

The value in the Host Amount column represents the transaction total, less any surcharge (debit or EBT cash card) fees.

Figure 23: Network Sales by Shift Report

Network Sales by Shift

Friendly Store
7300 W Friendly Ave
Greensboro, NC, 27410
1-555-555-5555
TID: 5429290080431276304473

REPORT PRINTED: May 21, 2015 4:29:10 AM

Configuration ID: 1

FROM: 5/20/2015 4:31:01 AM

TO: 5/21/2015 4:20:10 AM

SEQ#	Device	Date/Time	Account	Trans Type	Auth. Code	Host Amount	Fee	Total Amount
0111	1	2015-05-20 05:21:32	XXXXXXXXXXXX0002	Sale	Auth#006100	$10.00	$0.10	$10.10
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
0112	1	2015-05-20 06:01:00	XXXXXXXXXXXX9292	Sale	Auth#006110	$25.00	$0.00	$25.00
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
532	Card Activation	1	10	$10.00				
0113	1	2015-05-20 06:03:01	XXXXXXXXXXXX9292	Void	Auth#006120	-$25.00	$0.00	-$25.00
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
532	Card Activation	1	-10	-$10.00				
0325	2	2015-05-20 21:21:21	XXXXXXXXXXXX7777	Sale	Auth#006285	$48.72	$0.00	$48.72
P. Code	**Description**	**Quantity**	**PPU**	**Amount**				
Total Approved Transactions:						$734.27	$0.10	$734.27

WorldPay Settlement Report

This report provides summary network transaction information (count and dollar amount) for each card type.

The value in the Host Total column represents the transaction total, less any surcharge (debit or EBT cash card) fees.

Figure 24: WorldPay Settlement Report

WorldPay Settlement Report

Friendly Store
7300 W Friendly Ave
Greensboro, NC 27410
1-555-555-5555
TID: 5429290080431276304473

REPROT PRINTED: May 21, 2015 4:31:10 AM

Configuration ID: 1

FROM: 5/21/2015 4:31:01 am

TO: 5/21/2015 4:20:10 AM

NETWORK PAYMENTS SUMMARY

Batch Number: 2015-05-20-001 Pending

Card	Transaction	Count	Host Total	Fees	Total Amount
Debit		2	$74.43		$74.63
	Sales	2	$74.43	$ 0.20	$74.63
MasterCard		1	$57.21		$57.21
	Sales	1	$57.21	$ 0.00	$57.21
EBT Cash		3	$21.00		$21.10
	Sales	2	$26.00	$ 0.20	$26.20
	Voids	1	--$5.00	-$0.10	-$ 5.10
BATCH TOTALS		6	$152.74	$0.30	$152.74
GRAND TOTALS:		6	$152.74	$0.30	$152.74

WorldPay Site Configuration Report

The WorldPay Site Configuration Report contains site-level network parameters, including site identification, merchant processing rules, and communication parameters.

Figure 25: WorldPay Site Configuration Report

WorldPay Site Configuration Report

WorldPay
600 Morgan Falls Rd
Atlanta, GA, 30350
1800 200 5965
TID: 54292980312250600008547 7

REPORT PRINTED: Jan 18,2017 08:31

Configuration ID: 0

Site Identification

Site Name:	WorldPay
Site Address:	600 Morgan Falls Rd
Site City:	Atlanta
Site State:	GA
Site Zip Code:	30350
Site Phone Number:	1800 200 5965
Hardware Version:	PASS
Software Version:	
Firmware Version:	

Processing Parameters

EOD Host Posting:	3=Close Shift and Batch Limit and Post; includes terminal initiated and auto-close.
CCW EOD Close:	3=Automated EOD close prompting and performance disabled.
Batch Size Limit:	99
Enable Returns:	Enabled
Enable Voids:	Enabled
Enable Merchant And Journal PAN Masking:	Enabled
Enable Mismatch Prompting AVS:	Enabled
Enable Mismatch Prompting CVV2:	Enabled
Enable Check ID Prompting:	Enabled
Enable Process Partial Auth:	Enabled
Master Cutoff Limit:	$999.99
Inside Debit Sales Fee:	$0.00
Inside Debit With Cashback Sales Fee:	$0.00
Outside Debit Sales Fee:	$0.00
Inside EBT Cash Benefit Sales Fee:	$0.00
Outside EBT Cash Benefit Sales Fee:	$0.00
Download Phone Number:	0

Communication Parameters

Connection Type:	TCP/IP
Primary IP Address:	10.5.48.6
Secondary IP Address:	10.5.48.6
URL And IP Port:	http://74.255.33.16:6662
Enable SSL:	Enabled
Primary Phone Number:	18776665965
Secondary Phone Number:	18002955965
Modem Port:	7
Baud Rate:	2400
Modem Init String:	AT&F0V0E0&K0&Q6%CX4S37=5&Z0
Modem Register:	ATS7=20S10=2S11=50S25=0&W0
Dial Header:	
Dial Trailer:	

CWS Network Functions

The Network Functions screen contains the Network Status window and Network Functions buttons.

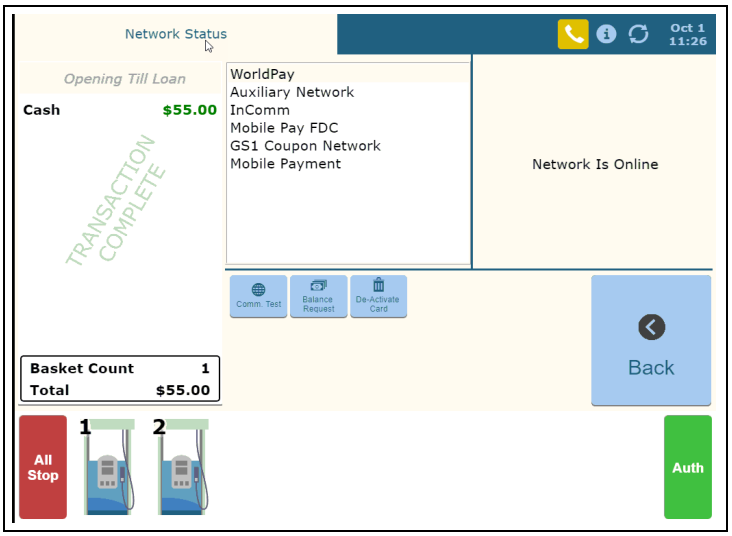
Accessing Network Functions

The Network Functions window can be accessed by selecting the Network Status button on the cashier screen.

Figure 26: Network Status Button

After selecting the Network Status button, the Network Status screen opens.

Figure 27: Network Status Screen



The Network Status screen provides information on all networks connected to the Passport system.

Checking Network Status

The Network Status screen allows you to view a record of network events such as communication errors that occurred. Each network event is assigned a severity rating (low, medium, or high). When a new event occurs and has been added to the list, the Network Status button is also updated. The color of the Network Status button indicates the severity rating of the event:

Color	Severity
Blue	Low
Yellow	Medium
Red	High

If multiple events occurred, the color of the Network Status button indicates the highest severity rating of the events. The Network Status button color changes when an event is corrected or after a predetermined time.

The following table lists some of the network messages that may display for the Worldpay network:

Message on Network Functions Screen	Network Status Indicator Color	Comments
Network Is Offline	Yellow	The store is not connected to the Worldpay network. This does not always indicate an issue, as the Worldpay network does not require a full-time connection.
Network is Online	Blue	The store is connected to the Worldpay network.
Card Configuration Request Successful	Blue	PDL completed successfully.
Card Configuration Download Requested	Blue	PDL initiated
Card Configuration Request Failure	Yellow	Last PDL failed download or Passport failed to apply the download. If this error occurs frequently, contact the Worldpay Help Desk.
About to reach transaction limit. Perform a Store Close	Red	Nearing the transaction limit for the current batch. If a batch close is not automatically triggered, perform a Shift Close.
Settlement with the host succeeded	Blue	Last batch close finished successfully.
Settlement with the host failed. Automatically retrying	Yellow	Last batch close attempt failed. If this error repeats, contact the Worldpay Help Desk.
Redialing secondary	Red	Cannot connect using the primary line, switching to secondary.
Call for authorization	Red	Cannot connect to the Worldpay network. Contact Help Desk immediately.

In addition, the Network Functions screen also provides buttons for specific network requests.

The following table describes the Network Functions buttons and their behavior:

Button	Behavior
Comm. Test	Perform an echo test with the Worldpay network. The message “Successful X-MIT” indicates a successful test of Worldpay network communications. The Message “Send timed out” indicates a failure of Worldpay network communications.
De-Activate Card	Deactivate an activated gift or cash card through the Worldpay network. The Passport system prompts the cashier to enter the de-activation dollar amount and swipe the customer’s card. After the service runs successfully, the Passport system prints a receipt and displays the message “Deactivation Complete”.
Balance Request	Obtain current balance of a gift or cash card and print a receipt showing the balance for the customer. Balance request is not supported for EBT Food cards and EBT Cash cards.

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This package is an Secure Sockets Layer (SSL) implementation written by Eric Young (eay@cryptsoft.com). The implementation was written so as to conform with Netscapes SSL.

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Appendix A: Upgrading to Passport V20

This section provides Worldpay-specific information the ASC needs for upgrading to Passport V20.

IMPORTANT INFORMATION
If you are performing an upgrade, as opposed to a clean installation, and you are swapping out or installing new VeriFone MX915 PIN Pads, do not install the PIN Pads until the software upgrade has completed.

Due to the end-of-life of the Ingenico PIN Pads (iSC250 and iPP320), these devices were not certified with the Worldpay network for Passport V20. When upgrading to V20.04, Passport will check to see if an Ingenico PIN Pad is connected. If one is detected, an error message is displayed and the upgrade will be aborted. For a clean install of V20.04, Ingenico will not be an option on the Register Set Up screen. Although the iSC250 and iPP320 will still process EMV transactions on V20.02, it is recommended that a site upgrade their PIN Pads to Verifone MX915 to remain in compliance with the approved Worldpay network EMV configuration. Sites that continue using iSC250 or iPP320 after upgrading to Passport V20.02 will be at their own risk for receiving fraud liability charge backs due to using a non-EMV certified solution.

Before beginning the upgrade, the ASC must perform the following:

Step	Task Description
1	Ensure that all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality (including support of $0.000 PPU).
2	Print the **Network Configuration Report**. This is helpful if a clean install is required and to confirm all network settings (including Host Connection Type and other parameters in Global Information).
3	Perform Store Close and ensure all network transactions have completed by contacting the Worldpay Help Desk at 1-800-200-5965. If enabling EMV for the first time, confirm the Worldpay network is prepared to enable EMV downloads for inside and outside transactions.
4	Print all accounting and network reports as needed.
5	Ensure all file transfers from Passport to the BOS have completed.

After the upgrade, the ASC must perform the following:

Step	Task Description
1	Request a PDL Download by going to **MWS > Set Up > Network Menu > WorldPay > PDL Download**.
2	If enabling EMV for the first time, review the parameters at **MWS > Set Up > Network Menu > WorldPay > Network Site Configuration** on the **EMV Parameters** and **Merchant Configuration Page 1 and Page 2** tabs with the store owner or store manager.
3	If installing a VeriFone MX915 or Ingenico iSC250 PIN Pad after the upgrade, ensure the EMV Capable field is selected in **MWS > Set Up > Register > Register Set Up > Device Configuration**.
4	Passport provides integrated EBT Food and EBT Cash transactions on the Worldpay network. For stores that use an external EBT terminal to authorize EBT transactions, ensure that the EBT tenders are set to the new non-integrated tender group.

Appendix B: Worldpay Egress Rules for the SZR

As part of an SZR installation using *MDE-5382 Secure Zone Router (Acumera) Installation Instructions*, contact the IT network representative at the store to add the Tptrans.lynksystems.com TCP-6662 (Primary Payment Hostname) egress rule to the perimeter firewall of the site.

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