

The Vx520/Vx670/Vx820 terminals require a security certificate to be downloaded. This certificate is installed on the terminal in the initial download, and all subsequent downloads must have a matching certificate. There may be multiple certificates for a single processor.

If SPS has a certificate that we believe will match that of the terminal we will perform the download, and if correct the application(s) will install successfully. Failure to install indicates the certificate does not match.

Our requirements:

The telephone number and/or email address of the certifying contact.

To obtain a certificate we will need a contact at the processor who maintains their certificate. The application(s) will be sent to the contact for signing. At this point SPS is completely dependent on the processor to return the signed application.

Once a certificate is obtained it is a matter of hours before the certificate will be installed and ready to download.

At this time TSYS and one of First Data's platforms use certificates maintained directly by VeriFone, who refuses to provide certificates to third party processors. SPS cannot support the terminals of these processors until this policy changes.

SPS is capable of assigning certificates and will provide them to whichever downloading entities request them, for whatever applications they desire. In this way SPS can download any applications on the terminal without issues, but at that time will become the only entity who can perform downloads on that terminal. Application certification by SPS can generally be accomplished within 24 hours of receipt of the files to be signed.

SPS will house the signed applications, but it is still the responsibility of the credit/debit and/or other processors to provide the parameter (partial) downloads for these merchant files.