

Express Production Configurations

A General Configuration Overview for Integrators/Partners

This guide highlights information on post-certification go-to-market next-steps for

- Express Platform Direct Integrations
- triPOS Direct Integrations
- triPOS Mobile Integrations
- triPOS Cloud Integrations

Express Production Configuration Overview

Merchant and Partner Application Credentials – Making the Transition from Certification to Production Environments

With production accounts, merchants access the Worldpay from FIS processing network by utilizing specific production **AccountID**, **AccountToken**, **AcceptorID**, and **TerminalID** when processing live transactions.

- These credentials will always be unique to the live account and different than those used by the integrator during certification.
- The integrator's Cert environment credentials should never be used to configure a merchant for live production processing.
- The merchant's payment application will however maintain the same **Partner Application Credentials** certified by the integrator (**ApplicationName**, **ApplicationVersion** and **ApplicationID**) when submitting live transaction requests for merchants in Production.

Note: **ApplicationVersion** is understood to be dynamic and may change as version updates occur.

Merchant Credentials on the iQ Portal

Once your merchant has been enrolled, you will need to retrieve their **Account ID**, **Acceptor ID**, **Account Token** and **default Terminal ID** in order to configure their payment application software. You can find these credentials on our **iQ portal**.

- To gain access and training on the **iQ portal**, contact your **Partner Relationship Manager**.
- An overview of the **iQ portal** is available in this [video](#).
- If you need assistance with existing **iQ portal** credentials, please contact our Customer Care team at 800.846.4472.
- **Referring Gateway business?** Please reference the **VAR Sheet** provided directly from the merchant's processor for TerminalID information. (**Note:** It is important not to hard code the default value.)

Once obtained, configure the payment application with the **AccountID**, **AcceptorID** and **AccountToken**.

Important: The **TerminalID** is a required value. The defaulted value (001) should not be used. This should be changed to the merchant's local business terminal identifier. For our Worldpay from FIS Acquired merchants, the TerminalID may be implemented in two ways and based on the merchant settlement preferences:

- One single TerminalID may be used per merchant location with multiple workstations for a **single** batch settlement.
- Multiple Terminal IDs may be used per merchant with multiple workstations if the merchant prefers separate batch settlements per workstation or workstations groups.
- For Gateway clients, always contact the merchant's processor directly for their guidance on the use of their Terminal IDs.

Device Procurement

Integrators/Partners should reach out to their Worldpay Partner Manager to discuss the go-to-market device procurement options available.

Worldpay from FIS Merchant Support

For transaction, reporting and general processing troubleshooting, merchants can contact our customer care team at **800-846-4472**.

Express Platform Direct Integrations

Express Direct Cert vs Production URLs and Credentials

The Cert and Production URL's used to connect to the Express platform are different.

- Before deploying your payment application software into a production environment, it is important to remove the word "**cert**" from the URLs used during the integrator/partner certification process.
- To begin processing live, production transactions, the payment application needs to be configured with the merchant's specific Production **AccountID**, **AccountToken**, **AcceptorID**, and **TerminalID** credentials.

Express Production URLs

Based on integration type, the following URLs should be allowed within the merchant or integrator processing environment and firewalls to support full, redundant connectivity into the Express platform.

Interface	Type	URL
Transaction	XML	https://transaction.elementexpress.com/
Transaction	SOAP	https://transaction.elementexpress.com/express.asmx
Reporting	XML	https://reporting.elementexpress.com/
Reporting	SOAP	https://reporting.elementexpress.com/express.asmx
Services	XML	https://services.elementexpress.com/
Services	SOAP	https://services.elementexpress.com/express.asmx

Note: In order to align with industry standard security practices, the Express platform does not allow external access to or the whitelisting of its processing IP Addresses.

triPOS Direct Integrations

triPOS Direct Cert vs Production Connectivity

The Cert and Production URL's used by triPOS Direct to connect to the Express platform are different. The triPOS Config file uses a **testMode** setting which must be set correctly to align with the processing credentials:

- When the **testMode** field in triPOS.config is set to "**true**", the triPOS application will route to the Express Cert environment (requiring Express Cert credentials).
- When the **testMode** field in triPOS.config is set to "**false**", the triPOS application will route to the Express Production environment (requiring Express Production credentials).

Note: Please ensure that your application can properly generate an HMAC signature required for production processing.

triPOS Direct Installation and Updates

triPOS Direct integrators are responsible for

- packaging the triPOS Direct (and, if applicable, **triPOS Connect**) product as part of their integrated software application
- delivering and installing the combined solution at merchant locations
- triPOS Direct version upgrades, required updates and client support are managed by the integrator/partner.



The latest **triPOS Direct Release Notes** are available on our Developer Engine site here: [triPOS Direct Release Notes](#)

The triPOS Direct supported operating systems:

- Windows 8.1 (32/64-bit with Professional and Enterprise versions)
- Windows 10 (32/64-bit with Professional and Enterprise versions)
- Linux CentOS 6.1

triPOS Direct Hardware – Firmware Updates

Some triPOS PIN pads may require a firmware update triggered by its first communication with the POS application and the triPOS service. **This firmware update will take approximately 10-15 minutes, and the PIN pad will reboot on its own several times.**

- It is important not to interrupt this firmware update in any way.
- Do not disconnect/unplug the PIN pad, restart the computer, or adjust any POS application settings while the update is taking place, as doing so may prevent the PIN pad from functioning properly.
- Once the firmware update is complete, the PINad screen will display a welcome message (defined by the POS application) and will then be ready to accept payments.

triPOS Mobile Integrations

triPOS Mobile Cert vs Production Connectivity

The Cert and Production URL's used by triPOS mobile to connect to the Express platform are different.

- The **TestCertification** field in triPOS Mobile can be set to “**YES**” to route the transaction to the Express Cert environment (requiring Express Cert credentials).
- The **TestCertification** field in triPOS Mobile can be set to “**NO**” to route the transaction to the Express Production environment (requiring Express Production credentials).

triPOS Mobile Operating System Support and Latest Release Notes

The triPOS Mobile product supports iOS and Android mobile operating systems and are available in separate SDKs.



For the latest **triPOS Mobile iOS Release Notes** make sure to reference the ChangeLog within the triPOS iOS SDK available for download here: [triPOS Mobile iOS SDK](#)

triPOS Mobile Hardware – Firmware Updates

Some triPOS PIN pads may require a firmware update triggered by its first communication with the POS application and the triPOS service. **This firmware update will take approximately 10-15 minutes, and the PIN pad will reboot on its own several times.**

- It is important not to interrupt this firmware update in any way.
- Do not disconnect/unplug the PIN pad, restart the computer, or adjust any POS application settings while the update is taking place, as doing so may prevent the PIN pad from functioning properly.
- Once the firmware update is complete, the PINad screen will display a welcome message (defined by the POS application) and will then be ready to accept payments.

triPOS Mobile iOS and Apple MFi Program

Apple MFi Program: <https://developer.apple.com/programs/mfi/>

Any triPOS Mobile iOS integrators using mobile devices that connect via 30-Pin/Lightning or standard Bluetooth connections (for example using the Ingenico iSMP4 BT device) that intend to add their iOS application to the **Apple App Store** must go through Apple's MFi program registration process.

Note: The MFi program does not apply to audio jack, TCP/IP, nor Bluetooth Low Power connected accessories.

For integrators using the Ingenico iSMP4 mobile devices, an Ingenico MFi document must be completed and submitted to Ingenico. Contact your Developer Integrations Consultant if you need additional information.

triPOS Cloud Integrations

triPOS Cloud Network Requirements

- <https://tripos.worldpay.com> HTTPS on port 443
- <https://device.tripos.vantiv.com> TCP on port 9001
- Enable TCP/IP TLS v1.2 protocol for <https://device.tripos.vantiv.com>
- Minimum Internet Speed recommendation of 5 Mbps.
- Because device-cloud connections must use long-lived, persistent TCP connections, clients may need to remove packet sniffing/security scanning for the ports used for triPOS Cloud from any network appliances/firewalls if connectivity issues are encountered.

triPOS Cloud Cert vs Production Connectivity

Note: The triPOS Cloud Certification and Productions endpoint URLs are different. Care should be taken not to go into a live production environment with cert URL endpoints configured.

- The **triPOS Cloud Cert URL** requires Express Cert credentials, while the **triPOS Cloud Production URL** requires Express Production credentials.
- To configure the merchant's live Production URL's, remove the word "**cert**" from the URL's used within the integrator/partner certification.



The latest **triPOS Cloud Release Notes** are available on our Developer Engine site here: [triPOS Cloud Release Notes](#)