

## Update Bulletin

### Concord Interface EOL — Letter from First Data

May 18, 2010

In the next two weeks, First Data will be sending the attached letter to all merchants using the old ISS45 “Concord Interface” requiring them to upgrade to a different payments system by July 1 of this year that meets PA-DSS (Payment Application Data Security Standards).

According to First Data, there is nothing technical in the “Concord Interface” itself that First Data specifically believes to be non-compliant. However, support for this interface was withdrawn several years ago, and the product is not being certified, supported or developed for ongoing compliance. As such, replacement is now required.

A similar letter (attached) is also being sent to POS PAD (PIN pad) users.

First Data sent out an earlier letter regarding EFTManager to users of that product. That letter is also attached.

First Data plans to provide each dealer with a listing of their affected stores.

This Update is being provided to dealers as a “heads-up” to be ready when some of your customers receive these communications from First Data. Specific answers regarding First Data policies will need to come from a First Data representative.

This document and information are supplied to StoreNext Retail Technologies personnel and third parties to assist them in doing business with StoreNext. They are not to be used or distributed for any other purpose.

StoreNext Retail Technologies LLC endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.



Dear Valued Customer:

IMPORTANT: Your current credit/debit processing system uses an old Concord Interface that is no longer supported by the Point of Sale Vendor. It is not PADSS certified and will not meet the Visa PADSS requirements after July 1, 2010.

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**ACTION REQUIRED: you will need to change your payments application with a compliant solution.**

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1. You should contact your **Register Dealer** to make a determination of an alternative in-store payments application system. Your **Register Dealer** and/or your First Data Supermarket Representative can discuss the various options available to you, or call toll free 1-877-800-2484.
2. Implement your new payments application or have a documented plan in place to do so by July 1, 2010 to prevent the possibility of any card association penalties.
3. **IF YOU HAVE ALREADY CHANGED YOUR PAYMENTS APPLICATION PLEASE DISREGARD THIS NOTICE. Thank You**

WHY IS THIS CHANGE NECESSARY?

Visa implemented a series of mandates to eliminate the use of vulnerable payment applications from the Visa payment system by July 1, 2010, these mandates require us to ensure our merchants do not use payment applications known to retain sensitive cardholder data and the mandates also require that payment applications are compliant to the PA-DSS.

Thank you for your prompt attention to this matter. We look forward to continuing to serve your payment-processing needs and are committed to maintaining the high-quality service level our customers expect.

Sincerely,

First Data  
Sales Support Group



Dear Valued Customer:

IMPORTANT: Your current **POS PAD** credit and debit card processing **terminals** do not support Triple DES encryption and will be considered out of compliance with the Visa/ Interlink requirements after July 1, 2010.

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**ACTION REQUIRED: you will need to change your terminal setup with an alternative compliant solution.**

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1. You should contact your **Register Dealer** to make a determination of an alternative payments terminal setup. Your Register Dealer and/or your First Data Supermarket Representative can discuss the various options available to you, or call toll free 1-877-800-2484.
2. Implement your new payments application terminals by July 1, 2010 or as soon as possible in order to prevent the possibly of any card association penalties.
3. **IF YOU HAVE ALREADY UPGRADED YOUR TERMINALS PLEASE DISREGARD THIS NOTICE. Thank You**

WHY IS THIS CHANGE NECESSARY?

Visa/Interlink has announced a mandate requiring all merchants accepting debit cards must use a PIN entry device that supports enhanced encryption, referred as Triple DES (3DES) by July 1,2010. As a result of this mandate, all PIN considered non-compliant will need to be replaced with a compliant PIN entry device. Your current POS PAD terminal (PIN Entry Device) cannot be upgraded to 3DES. In order to be compliant you need to upgrade to a Triple DES (3DES) terminal by July 1, 2010

Thank you for your prompt attention in this matter. We look forward to continuing to serve your payment-processing needs and are committed to maintaining the high-quality service level our customers expect.

Sincerely,

First Data  
Sales Support Group



Dear Valued Customer:

IMPORTANT: Your current credit/debit processing system (**EFTManager**) software payments application is not PADSS certified and will not meet the Visa PADSS requirement after July 1, 2010.

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**ACTION REQUIRED: you will need to change your payments application to a compliant solution.**

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2. Implement your new payments application or have a documented plan in place to do so by July 1, 2010 to prevent the possibility of any card association penalties.

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