

ATM Project Questionnaire

Date:	Institution:	FIID/Logo:	
Contact:	Email:	Phone:	Is this a branch location?
Street Address of ATM:		City, State, and ZIP:	
Project Contact:		Email:	Phone:

1. What is your [request](#)?

Account Processor:	Processor Name:	
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 - a. If existing terminal, please provide terminal ID(s):
 - b. If first-time ATM Add, list network participation:
2. Anticipated Live Date* (*Not guaranteed):

a. Business reason for anticipated live date (e.g., branch opening):	
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3. What is the make, model, and software version of the ATM*?

Windows 7

*For a list of all supported ATMs, see [Fiserv Card Services ATM Quick Reference](#).
4. How do you want to connect your ATM?

See [Communication Decision Tree](#) for an explanation of options.

 - a. Are you connecting this ATM to an existing or new* LAN or WAN?

*If new, it will require an Engineering Consultation which may take several weeks to complete.
5. What communication protocol will you want to use?

TCP/IP will be used for new ATM installs—IP Addressing*. See [Frequently Asked Questions \(FAQ\)](#) and [IP Addresses](#).

*We highly recommend providing your IP addressing data in a secure manner. **Important**—The project lead time will not start until we receive IP addresses for your TCP/IP project.

I. ATM IP Address:	IV. ATM Nat IP Address (if applicable):
II. Default Gateway Address:	V. Subnet Address:
III. Business Partner Nat IP Address (if applicable):	

 - a. BISYNC is a legacy protocol and should only be used for ATM moves and redesigns. See [FAQ](#) for more information.
 - b. If dial-up, please provide POTS Line number:
6. Would you like to surcharge foreign cardholders?
 - a. Would you like to exempt foreign card bins from being surcharged?

If Yes, provide bins to exempt from surcharge:
 - b. Do you participate in any surcharge-free networks or alliances?

If Yes, provide/describe:
7. What method do you prefer for DES key management*?

Click here for a description of [Comvelopes](#) and [RKT](#)*.

*Only NCR ATMs running TCP/IP, Nautilus Hyosyng ATMs running TCP/IP, and Diebold ATMs running TCP/IP or Bisync with EPP key pads.

 - a. Comvelopes shipping address:
8. Does your ATM currently support [local software](#)—non Fiserv product?
9. Many of the additional features are dependent on the ATM make and model. See [Fiserv Card Services ATM Quick Reference](#).

Keep all current functionality	Set like existing ATM:	ATM Branding	ATM Manager	ATM Marketer
ATM Preferences	Graphics (by Fiserv)	Issuer Fee Acknowledgement*	Mini Statement*	PIN Change*
Voice Guidance	Terminal-Level Posting*	Electronic Journal (EJ)*	Media Dispense	Rear Balancing NCR
Enhanced Deposits	First time with Enhance Deposit product*	Additional terminals receiving Enhanced Deposits		
Multilanguage Support (English is Standard)**				
ATM Skimming Detection (ASD)*** —Diebold Opteva ATMs Action to take:				

*These optional, add-on features may not be included in the standard base certification and host support is required. If the core does not currently support the feature, then a Card Services certification project is needed. Additional development work within the core application may also be required. **Additional lead times are required for any languages other than English and Spanish. ***If you choose to remove the ATM immediately from service, the ATM will attempt to bring itself back into service in case of a false alarm. However should the ASD continue to detect a skimming device it may require a site visit by your vendor to return the machine back into service.
10. Questions or special instructions:

Questions? Contact ATM Project Consultation at 800-776-0539 or send an email to CardServices.ATMProjectConsultation@fiserv.com

Request Type Definitions

Request Type	Description	Required Fields
Add ATM	Select this option to add a new ATM to your ATM fleet/portfolio at a branch or remote location. Note: A new screen load may be required if an existing load in use on your other terminals is not compatible.	Full ATM Project Questionnaire (if multiple, please utilize the spreadsheet version)
Add ATM-first time	Select this option if you want an ATM installed for your institution for the first time with Card Services. The ATM must establish connectivity and be added to foreign networks. A new screen load may be required depending on the ATM software. The following items are added as needed: <ul style="list-style-type: none"> • Acquirer reports • CWSi access • ADMIN cards • Balancing process • Training • ATM Products 	Full ATM Project Questionnaire (if multiple, please utilize the spreadsheet version)
Add-on product to existing terminal or ATM fleet	Select this option to request additional features or value-added components that provide more conveniences for your customers.	No ATM Project Questionnaire required NOTE: For certain first time add-on products, certification may also be required. Certification verification will occur through the Solutions Definition team via requirements scoping prior to being assigned to an ATM Project Manager.
ATM Telecom Change (Redesign)	Select this option if there are ATM communications changes to one or all of the following: <ul style="list-style-type: none"> • Connectivity • Protocol • IP addresses • Client/Server mode 	ATM Project Questionnaire Required fields: <ul style="list-style-type: none"> • All contact information • Request type • Account Processor • Terminal ID • Anticipated Live date • New connectivity information including protocol, IP addresses • Des key management, if supply of Comvelopes is needed
Disconnect ATM	Select this option to have the ATM permanently deleted from your ATM fleet/portfolio— example: the location will no longer have an ATM.	No ATM Project Questionnaire required Terminal ID and disconnect date must be noted on SR form
Move ATM/No Telecom Change	Select this option to move an ATM from one location to another. This may be within the same building or to a different address as long as there is no change to communications. Support from Fiserv is required.	ATM Project Questionnaire Required fields: <ul style="list-style-type: none"> • All contact information • Request type • New address of ATM location • Account Processor • Terminal ID • Anticipated live date • Connectivity information, including Dial up #, IP addressing, etc. • Des key management, if supply of Comvelopes is needed
Move ATM/Telecom Change (Move ATM/Redesign)	Select this option to move an ATM from one location to another and there are ATM communications changes to one or all of the following:	ATM Project Questionnaire Required fields: <ul style="list-style-type: none"> • All contact information

	<ul style="list-style-type: none"> • Connectivity • Protocol • IP addresses • Client/server mode • Relocation of an existing Fiserv EFT circuit required. • Support from Fiserv is required. 	<ul style="list-style-type: none"> • New address of ATM location • Request type • Account Processor • Terminal ID • Anticipated live date • Connectivity information, including Dial up #, IP addressing, etc. • Des key management, if supply of Comvelopes is needed
Replace ATM (Swap)	<p>Select this option if there are no changes to communications and you need to replace the ATM with a new or different make or model.</p> <p>Notes:</p> <p>If the ATM make or software changes, a new load may be required.</p> <p>If the ATM will have APTRA Edge software, the ATM must be TCP/IP in server mode.</p>	<p>ATM Project Questionnaire</p> <p>Required fields:</p> <ul style="list-style-type: none"> • All contact information • Request type • Account Processor • Terminal ID • Anticipated live date • Device type • Software and version • Connectivity information, including Dial up #, IP addressing, etc. • Des key management, if supply of Comvelopes is needed
Replacement/telecom change (Swap/Redesign)	<p>Select this option if you need to replace the ATM with a new or different make or model and there are ATM communications changes to one or all of the following:</p> <ul style="list-style-type: none"> • Connectivity • Protocol • IP addresses • Client/server mode 	<p>ATM Project Questionnaire</p> <p>Required fields:</p> <ul style="list-style-type: none"> • All contact information • Request type • Account Processor • Terminal ID • Anticipated live date • Device type • Software and version • Connectivity information, including Dial up #, IP addressing, etc. • Des key management, if supply of Comvelopes is needed
Seasonal disconnect/reinstall	<p>Select this option to install an ATM for special events or seasonality—example: at a fair or ski resort.</p> <p>The ATM may be used for short periods of time; however, once the season or event is over, the ATM is temporarily taken out of service or removed from the location. Support is needed for the temporary disconnect and the re-installation.</p> <p>Note: You can also select this option for temporary disconnects due to branch construction or remodeling.</p>	<p>No ATM Project Questionnaire required</p> <p>Terminal ID, location address, anticipated live/disconnect date must be noted on SR form</p> <p>Note: If a seasonal ATM is submitted with a change to connectivity, it should be submitted as an Replacement/telecom change (Swap/Redesign)</p>
Software upgrade	<p>Select this option to have a new version of software installed at your ATM—support from Fiserv is required.</p> <p>Note: If the ATM will have APTRA Edge software, the ATM must be TCP/IP in server mode. If this is your first time using APTRA Edge software, a new screen load is required.</p>	<p>No ATM Project Questionnaire required</p> <p>Terminal ID, location address, anticipated live date, type of software and version must be noted on SR form.</p> <p>Note: If a Software upgrade requires a change to connectivity, it should be submitted as an Replacement/telecom change (Swap/Redesign)</p>

FISERV CARD SERVICES ATM QUICK REFERENCE									
ATM MODELS	ATM APPLICATION SOFTWARE	COMMUNICATION PROTOCOL	CONNECTIVITY	OPTIONAL FEATURES					
MANUFACTURER MAKE & MODEL	APPLICATION SOFTWARE (MOST RECENTLY CERTIFIED VERSION)	CERTIFIED PROTOCOLS	CERTIFIED CONNECTIVITY	RKT	EJ UPLOAD; BATCH	ATM MARKETER (TEXT)	ATM CARDHOLDER PREFERENCES	ASD (ATM SKIMMING DETECTION)	DEPOSITORY SUPPORT
Diebold									
<i>CSP200, CSP400</i>	CSP	Dialup (Visa II)	Dial-up Internal Modem	No	No	No	No	No	N/A
i & ix Series (i.e. 1062, 1064, 1072, etc.), CSP400	TCS & TCS+	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	Yes	Yes	No	Envelope (full function models)
ix Series (i.e. 1062, 1064, 1072, etc.)	Agilis 91x 2.4	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	Yes	Yes	No	Envelope (full function models)
Opteva 500 series (cash dispenser)	Agilis 91x 2.4	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	Yes	Yes	Yes	N/A
Opteva 700 series (full function)	Agilis 91x 2.4	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	Yes	Yes	Yes	Envelope No-Envelope (IDM4, IDM5, IDMBd – Single Check; BNA and ENA – Bulk Cash)
Opteva 500 series (cash dispenser)	Agilis 91x 3.0 (Win7)	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	No	Yes (1Q14)	Yes	N/A
Opteva 700 series (full function)	Agilis 91x 3.0 (Win7)	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	No	Yes (1Q14)	Yes	Envelope; No-Envelope (IDM4, IDM5,- Single Check IDMBd – Single Check or Bulk Check; BNA and ENA – Bulk Cash)

Notes:

- 1 – ATMs in light grey can be supported by Fiserv and use Fiserv loads but Fiserv's Voice Guidance support is not available.
- 2 – *ATMs in italics are 'VISA II protocol cash dispensers' and do not use Fiserv loads.* Voice Guidance (and most features) are configured locally at the ATM. Terminal does not require a dedicated connection, connectivity is 'transaction based'. Confirm with your vendor if Voice Guidance capability is available.
- 3 – EJ Upload Batch requires TCP/IP Protocol for Diebold ATMs on Dial-up Fiserv Modems.
- 4 – ATM Cardholder Preferences requires TCP/IP connectivity.
- 5 – RKT for NCR ATMs requires TCP/IP connectivity.
- 6 – For Nautilus-Hyosung & Wincor-Nixdorf No-Envelope Deposits are consumer facing; deposit type is not available.
- 7 – NCR ATMs running Apra EDGE software require TCP/IP Protocol. If ATM is not TCP/IP additional lead- times apply. Dial-up Fiserv Modem is not certified for Apra EDGE.

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[Back to Top](#)

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ATM MODELS	ATM APPLICATION SOFTWARE	COMMUNICATION PROTOCOL	CONNECTIVITY	OPTIONAL FEATURES					
MANUFACTURER MAKE & MODEL	APPLICATION SOFTWARE (MOST RECENTLY CERTIFIED VERSION)	CERTIFIED PROTOCOLS	CERTIFIED CONNECTIVITY	RKT	EJ UPLOAD; BATCH	ATM MARKETER (TEXT)	ATM CARDHOLDER PREFERENCES	ASD (ATM SKIMMING DETECTION)	DEPOSITORY SUPPORT
Fujitsu									
Fujitsu 7000 / 8000 Series	912/PRISM	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	Yes	No	N/A	Envelope
GRG									
E300L, H22 H38, H46	YDC 3.1.3R2 (NDC Operational Mode)	TCP/IP	Dedicated Circuit, Wireless, VPN LAN/WAN, Fiserv AP	No	No	No	No	N/A	Envelope (H38 or H46 only)
NCR									
5303, 5305, 5307 (EasyPoint series)	NDC	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	No	No	N/A	No
<i>5305, 5307 (EasyPoint Series)</i>	<i>ATM Ease</i>	<i>Dialup (Visa II)</i>	<i>Dial-up Internal Modem</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>N/A</i>	<i>No</i>
Personas 5000 series	NDC AANDC 3.04.20	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	AANDC Only	Yes	N/A	Envelope (full function models)
Personas 5500, 5600, 5800 and M Series	NDC AANDC 3.04.20	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	AANDC Only	AANDC Only	N/A	Envelope (full function models)
Personas 5500, 5600, 5800 and M Series	APTRA Edge 3.01.50 (Fiserv CUP)	TCP/IP	Dedicated Circuit, Wireless, VPN LAN/WAN, Fiserv AP	Yes	Yes	No	No	N/A	Envelope (full function models) No-Envelope (CPM, SCPM, SDM - Single & Multi Check Deposits; BNA, SDM – Cash Deposits)

Notes:

- 1 – ATMs in light grey can be supported by Fiserv and use Fiserv loads but Fiserv's Voice Guidance support is not available.
- 2 – *ATMs in italics are 'VISA II protocol cash dispensers' and do not use Fiserv loads.* Voice Guidance (and most features) are configured locally at the ATM. Terminal does not require a dedicated connection, connectivity is 'transaction based'. Confirm with your vendor if Voice Guidance capability is available.
- 3 – EJ Upload Batch requires TCP/IP Protocol for Diebold ATMs on Dial-up Fiserv Modems.
- 4 – ATM Cardholder Preferences requires TCP/IP connectivity.
- 5 – RKT for NCR ATMs requires TCP/IP connectivity.
- 6 – For Nautilus-Hyosung & Wincor-Nixdorf No-Envelope Deposits are consumer facing; deposit type is not available.
- 7 – NCR ATMs running Aprta EDGE software require TCP/IP Protocol. If ATM is not TCP/IP additional lead- times apply. Dial-up Fiserv Modem is not certified for Aprta EDGE.

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[Back to Top](#)

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MANUFACTURER MAKE & MODEL	APPLICATION SOFTWARE (MOST RECENTLY CERTIFIED VERSION)	CERTIFIED PROTOCOLS	CERTIFIED CONNECTIVITY	RKT	EJ UPLOAD; BATCH	ATM MARKETER (TEXT)	ATM CARDHOLDER PREFERENCES	ASD (ATM SKIMMING DETECTION)	DEPOSITORY SUPPORT
SelfServ - 661x series (cash dispenser)	AANDC 3.04.20	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	Yes	Yes	N/A	N/A
SelfServ - 661x series (cash dispenser)	APTRA Edge 3.01.50 (Fiserv CUP)	TCP/IP	Dedicated Circuit, Wireless, VPN LAN/WAN, Fiserv AP	Yes	Yes	No	No	N/A	N/A
SelfServ - 662x series (cash dispenser)	APTRA Edge 4.0 (XP) APTRA Edge 5.0 (Win 7.0) (Dec 2013)	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	No	Yes (1Q14)	N/A	N/A
SelfServ - 663x series (full function)	APTRA Edge 4.0 (XP) APTRA Edge 5.0 (Win 7.0) (Dec 2013)	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	Yes	No	Yes (1Q14)	N/A	Envelope; No-Envelope (CPM, SCPM, SDM - Single & Multi Check Deposits; BNA, SDM – Cash Deposits)
Nautilus-Hyosung									
1500, 1800 SE/CE, 2100T, 2700 SE/CE/T, MX5000CE/XP, MX5100T, MX5300CE/XP, MX5600XP, MX7000 Series	N-H Triton Native (STD3) - Dial Up only (no TCP/IP)	Dialup (Visa II)	Dial-up Internal Modem	No	No	No	No	N/A	N/A
MX5000XP, MX5100/5100T, MX5300XP, MX5600XP, MX7000D/T, MX7100T, MX7600T/D/I/FFL	MoniPlus2 (NDC) 01.04.05.15	TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	Yes	No	No	No	N/A	Envelope (MX7xxx Series Only) No-Envelope (BNA – Bulk Note; BCA – Bulk Cash. MX7600 Series Only)
NexTran									
Comnet 1000, 2000, 3000, 4000	NextTran software (CSP)	Dialup (Async) TCP/IP	Dial-up Internal Modem	No	No	No	No	N/A	N/A

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- 7 – NCR ATMs running Aprta EDGE software require TCP/IP Protocol. If ATM is not TCP/IP additional lead- times apply. Dial-up Fiserv Modem is not certified for Aprta EDGE.

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ATM MODELS	ATM APPLICATION SOFTWARE	COMMUNICATION PROTOCOL	CONNECTIVITY	OPTIONAL FEATURES					
MANUFACTURER MAKE & MODEL	APPLICATION SOFTWARE (MOST RECENTLY CERTIFIED VERSION)	CERTIFIED PROTOCOLS	CERTIFIED CONNECTIVITY	RKT	EJ UPLOAD; BATCH	ATM MARKETER (TEXT)	ATM CARDHOLDER PREFERENCES	ASD (ATM SKIMMING DETECTION)	DEPOSITORY SUPPORT
Tranax									
1500, 1700 Series, MBS 2100, 2150, 2250, 2500, 5000, C4000, X4000	TranSoft for Tranax/Hantle v2.0.82	Dialup (Async)	Dial-up Internal Modem	No	No	No	No	N/A	N/A
MBS 5000, 2100, 2500	TranSoft for Tranax/Hantle v2.0.82	Dialup (Async)	Dial-up Internal Modem	No	No	No	No	N/A	N/A
Tranax									
MBS 5000, 2100, 2500	TranSoft for Tranax/Hantle v2.0.82 NDC Option	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	No	No	N/A	N/A
Triton									
FT5000, FT5000XP, RL5000, RL5000XP, RT2000, RL2000, RL1600, 9000 Series	Triton Native	Dialup (Async)	Dial-up Internal Modem	No	No	No	No	N/A	N/A
RL2000, RT2000, FT5000 and RL5000	Triton Native	TCP/IP	Dial-up Internal Modem Wireless	No	No	No	No	N/A	N/A
FT5000XP, RL5000XP, FT7000	PRISM v1.0.24.2	TCP/IP	Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	No	No	N/A	Envelope
Wincor-Nixdorf									
Procash - 1000, 1500, 2000, 2050	ProFlex 2.1 - DDC (D912) format	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	No	No	N/A	N/A
Procash - 2100, 2150, 2250, 2350xe, 3100	ProFlex 2.1 - DDC (D912) format	Bisync TCP/IP	Dial-up Fiserv Modem, Dedicated Circuit, Wireless, VPN, LAN/WAN, Fiserv AP	No	No	No	No	N/A	Envelope, CCDM
Tidel									
All Models	Tidel Native	Dialup (Async) TCP/IP	Dial-up Internal Modem	No	No	No	No	N/A	N/A

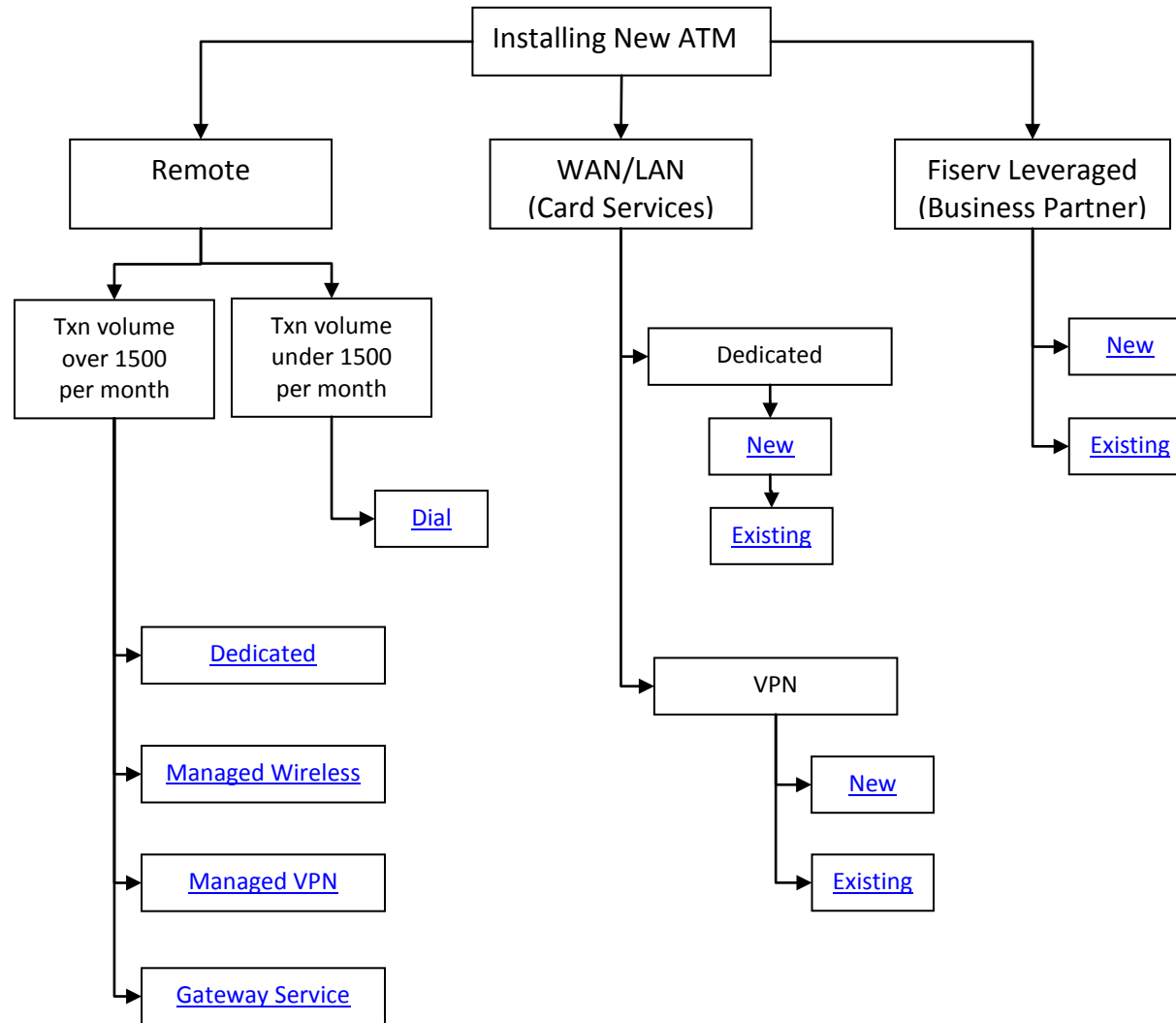
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Communication Decision Tree



Communication Decision Tree

ATM Type	Used For	Project Requirements	Protocol	Hardware Information	Telecom Information
WAN / LAN (Card Services)					
NEW Dedicated WAN	Connect networked ATMs via a Fiserv owned and managed circuit	Establishing a new WAN connection requires a consultation with Network Engineering to determine circuit & hardware needs	TCP/IP BISYNC	No hardware required for TCP/IP ATM Bisync ATM requires a 1921 router Leased 1921 router is provided by Fiserv	Telecommunications needs are determined during the Eng Consultation & provided via quote
Existing Dedicated WAN		Does not require an Engineering Consultation			No telecom is needed. ATM is added to the existing WAN network
New VPN WAN	Connect networked ATMs via a client owned and managed VPN connection	Establishing a new VPN connection requires a consultation with Network Engineering to determine circuit and hardware needs	TCP/IP BISYNC		Telecommunications needs are determined during the Eng Consultation & provided via quote
Existing VPN WAN		ATMs added to an existing VPN. Does not require an Engineering Consultation			No new telecom is needed. ATM is added to the existing WAN network
FISERV LEVERAGED SERVICES ATM					
New Connection	Connect networked ATMs to Card Services through a new or existing connection of another Fiserv Business Unit	Establishing a new WAN connection requires a consultation with Network Engineering to determine circuit and hardware needs.	TCP/IP BISYNC	No hardware required for TCP/IP ATM Bisync ATM requires a 1921 router Leased 1921 router is provided by Fiserv	Telecommunications needs are determined during the Eng, Consultation & provided via quote
Existing Connection		ATMs added to an existing WAN do not require an Engineering Consultation			No new telecom is needed. ATM is added to the existing WAN network
REMOTE ATM					
Dedicated	Connect stand alone/remote ATM via a Fiserv owned and managed circuit and hardware	Card Services orders and owns dedicated circuit.	TCP/IP BISYNC	Leased Cisco 1921 router is provided by Fiserv	Dedicated 64k circuit is required

Communication Decision Tree

ATM Type	Used For	Project Requirements	Protocol	Hardware Information	Telecom Information
DIAL UP ATM					
Vendor Dial	Used for lower volume remote ATMs. Volume is typically under 1500 transactions per month	Customer provided POTS line Dial modem is internal to the ATM	ASync	No hardware provided by Fiserv	No telecom provided by Fiserv Usage billed on a per transaction basis
Dial Plus		Customer provided POTS line No internal modem ATM	TCP/IP BISync	TX4100 dial modem provide by Fiserv Modem can be leased or purchased	No telecom provided by Fiserv Usage billed on a per transaction basis
WIRELESS AND INTERNET ATM					
Wireless Managed	Used for remote ATMs that qualify for wireless service	Wireless prequalification required prior to submitting project request to Card Services Presales call is required for all customers implementing Wireless service for the first time ATM traffic only. No third party applications are allowed	TCP/IP BISync ASync	Leased wireless router is provided by Fiserv Router type based on ATM protocol & wireless service provider (determined @ prequalification)	Fiserv provides a fully managed wireless service through 3 rd party vendor Ventus 12 month commitment for bundled services include: Wireless service plan, Router lease & Maintenance/Monitoring
VPN Managed	Connect stand alone/remote ATM via a client provided and managed business grade Internet connection	Customer must complete VPN questionnaire before service can be ordered. Pre sales call required for all customers implementing Managed VPN service for the first time. ATM traffic only. No third party applications are allowed	TCP/IP BISync	Leased VPN router is provided by Fiserv Router type based on ATM protocol	Fiserv provides a fully managed service through 3 rd party vendor Ventus. 12 month commitment for bundle services includes: Router Lease & Maintenance/Monitoring
Gateway Service	Connect remote ATMs where the Ventus contract is not managed by Fiserv.	Customer is responsible to supply IP addressing to Fiserv Pre sales call required for customers implementing Gateway service for the first time. Third party applications are allowed	TCP/IP BISync ASync	No hardware provided by Fiserv	No telecom provided by Fiserv. Client maintains contract with Ventus for service plan and is responsible for all troubleshooting and maintenance

Frequently Asked Questions—FAQ

What are key management options?

- **Comvelopes**—Comvelopes are sealed envelopes that contain a random set of numbers and letters that are loaded into your ATM to allow the encryption of the pins. Should the DES KEYS be erased from the machine due to a power outage or electrical surge, 2 people are required to manually load the DES KEYS into the ATM. The credit union (CU) is responsible for Comvelopes and the Servicer ID's needed to call an automated response system. In addition, the CU will need to make sure whoever has the Comvelopes is knowledgeable with loading process for that particular ATM. It is important to note that the ATM will not function without DES keys.
- **Remote Key Transport (RKT)**—RKT is a service provided by Fiserv EFT that electronically reloads the DES KEYS in the event that DES KEYS are erased due to a power outage or electrical surge. There is no need for the credit union to maintain Comvelopes or Servicer ID's. DES KEYS are sent remotely by Fiserv EFT quickly and efficiently, which means significantly less down time.

What are communication protocol options?

- **Transmission Control Protocol/Internet Protocol (TCP/IP)**—TCP/IP is the basic communication language or protocol of the Internet. All new ATM installs use TCP/IP.
- **Binary Synchronous Communication (Bisync)**—Bisync is an IBM link protocol, announced in 1967. Bisync is considered a legacy protocol and should only be used for ATM moves and redesigns.

What is local software?

Local software refers to third party applications installed at your ATMs and not included in your ATM software load from the EFT Solutions system. These third-party applications are sometimes also referred to as local graphics.

How do I know if I have this type of software?

Here are a few clues to determine if local software is installed to customize graphics, languages, and marketing messages at an ATM:

- Images other than text on screen.
- Images that rotate or have motion—excluding the animated card swipe.
- Screen is multi-colored and has robust fonts—typically, the screen has a background other than black or blue and fonts other than plain DOS-like text.

Sample Screen Loads

The following are samples of local graphic and non-graphic screen loads.

Graphic Screen Samples



Non-Graphic Screen Samples



IP Addresses

	New Remote ATM TCP/IP or Bisync over IP		New WAN/LAN ATM		New Leveraged Business Partner ATM		Wireless/VPN - Managed		Wireless/VPN - Gateway		Dial Plus		Vendor Dial	
	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>	<i>Assigned By</i>	<i>Shared</i>
Customer ATM IP Address	Provisioning	SDO-Client	Client	Client-SDO	Client	Client-SDO/S	Provisioning	SDO-Client	Client	Client-SDO/S	Default	SDO-Client	No IP Address	NA
Customer NAT IP Address	Provisioning	N	Engineering	N	Engineering	N	Provisioning	SDO-Client	Provisioning	N	No IP Address	N	No IP Address	NA
TCP IP Subnet Mask	Provisioning	SDO-Client	Client	Client-SDO	Client	Client-SDO/S	Provisioning	SDO-Client	Client	Client-SDO/S	Default	SDO-Client	No IP Address	NA
TCP Default Gateway	Provisioning	SDO-Client	Client	Client-SDO	Client	Client-SDO/S	Provisioning	SDO-Client	Client	Client-SDO/S	Default	SDO-Client	No IP Address	NA
Tandem/Host IP Address	CM	SDO-Client	CM	SDO-Client	CM	SDO-Client	CM	SDO-Client	Fiserv/CM	SDO-Client	Fiserv/CM	SDO-Client	No IP Address	NA
Tandem/Customer TCP Port	CM	SDO-Client	CM	SDO-Client	CM	SDO-Client	CM	SDO-Client	CM		Default	SDO-Client	No IP Address	NA

SDO = Information gathered or provide to client by Service Delivery PM.

SDO/S = Information should be gathered as part of scoping process with SDS but can be gathered by SDO if not available or incorrect.

Default IP address in the Dial Up Connectivity box is currently provided to the client/tech by INS.

No group is entering this information into SIMBBA. A future improvement can be implemented to auto load this information into SIMBBA. Requirements must be defined.

ATM Features and Product Overview

ATM Branding	ATM Branding offering provides a convenient method to deploy a common look and feel across the ATM fleet – and tie that look and feel to other channels. ATM Branding includes an upgraded background that includes a custom banner that will display as wallpaper behind the standard transaction screens. In addition, custom screen graphics can display in place of the standard Welcome, Please Wait and Thank You screens. This is a ‘by quote’ service and a consultation is required to determine time and cost.
ATM Manager	ATM Manager provides your institution with direct, real-time access to the current status of your ATMs as well as up to 180 days of ATM ticket history. ATM Manager is a client specific window into the information collected by our ATM Monitoring system and is available through the Card Services web portal. ATM Monitoring will continue monitoring, dispatching and managing your tickets – ATM Manager is an add-on feature letting your staff view and access all tickets associated with your ATMs.
ATM Marketer - Text	ATM Marketer is a web-based application that gives your financial institution the ability to define messages to display on the Welcome, Please Wait and/or Thank You screens as well as adding messages to the top or bottom of cardholder receipts. Messages can be designed to display at all, some or just one of your terminals. Offered for Diebold ATMs and NCR ATMs running APTRA Advance.
ATM Cardholder Preferences	ATM Cardholder Preferences allows your cardholders to set their preferred language and simplifies ‘fast cash’ transactions for your cardholders. Cardholders use the ATM to set their preferred Language (English or Spanish only) and Fast Cash Amount, Account and Receipt options. Once set, these preferences will be used for subsequent ATM transactions at your preference enabled ATMs. Requires ATM to be using TCP/IP connectivity. Offered for Diebold ATMs and NCR ATMs running APTRA Advance
ADA/Voice Guidance	ADA 2010 Standards, effective March 15, 2012, require audio assistance for visually impaired users and specify other requirements for screen fonts, font size and text/background context. All Fiserv loads include speech and screen components for English or Spanish screens; ATMs that do not use Fiserv loads must be configured locally by the technician.
Issuer Fee Acknowledgement (Overdraft Fee Notification)	<p>Card Services provides two options to allow you to provide an additional, optional, level of information to cardholders regarding potential issuer/overdraft fees for an ATM transaction.</p> <ul style="list-style-type: none"> • Core Supported/Real Time - Enables cardholder to be notified during the transaction that they may be charged an issuer fee (typically used for overdraft fee notification) for completion of the transaction. The core is responsible for determining if a fee may be assessed and providing the appropriate fee amount in the authorization response. Certification and support by your core processor is required. • Fixed Screen - All cardholders will be presented with the issuer fee notification screen prior to the transaction request being sent for authorization. Enables cardholder to be notified during the transaction that they may be charged an issuer fee (typically used for overdraft fee notification) for completion of the transaction. The screen will display to

	cardholders who have not opted in for overdraft payment as well as those who have.
Mini-Statements	Mini-statement printing allows your cardholders to access transaction history at the ATM. Mini-statements will print on the receipt paper so that cardholders have a hardcopy of their transaction history. Certification and support by your core processor is required.
PIN Change	The PIN change at ATM option will allow your cardholders to change their existing ATM/debit card PIN at the ATM. When the ATM is configured for this feature the option will display on the Transaction Selection Screen for those cards associated with the BINs you have requested to support this feature. Certification and support by your core processor is required.
Rear Balancing - NCR	For NCR ATMs that require balancing (administrative) transactions through the rear supervisor panel, Card Services requires additional parameters to support this functionality.
Media Dispense/Non-currency dispense	In addition to dispensing cash, ATMs have the ability to dispense stamps, tickets and other items of fixed value at the ATM. No more than 2 media/non-currency items can be supported at an ATM.
Terminal Level Posting – Batch File	<p>The Terminal Level Posting File (TLP) is an optional daily batch file. The file will provide accumulated terminal activity entries that can be automatically posted to the client's GL, DDA or savings account. Certification and support by your core processor is required.</p> <p>The following activity types are supported:</p> <ul style="list-style-type: none"> • Cash Increase • Cash Decrease • Deposits • International Fees • Non-currency Dispense • Surcharge • Withdrawals <p>Please contact your Card Services Account Executive for availability of this feature for your ATM fleet.</p>
Graphics	Card Services can modify your existing screen loads so that graphics (full screen or subsections of a screen) can be integrated and displayed to cardholders. In addition, a graphics specialist is available to work with you creating custom graphics. All Fiserv developed graphics will be provided to you for local installation at the ATM. This is a 'by quote' service and a consultation is required to determine time and cost.
EJ (Electronic Journal) – Batch File Transmission	EJ – Batch replaces manual methods of retrieving Electronic Journal data with a daily batch file. The file will contain all EJ records for your ATMs. The EJ data can be viewed with your existing EJ viewer tool – Fiserv does not provide a viewer. The batch file is transmitted to your institution; it is not a core supported file.
Enhanced Deposits	Enhanced Deposit Processing, also called Deposit Automation or Check Imaging, enables cardholders to make deposits of check or cash without using an envelope. ATM check and cash depository hardware is required for this feature. Optionally, the deposit type (check or cash) can be included with the online transaction allowing for immediate funds availability and tracking of cash deposits. ATM Image Capture (electronic capture of the check image from the ATM) is not

	<p>offered directly through Card Services however it is offered through Fiserv IP/SCO or your ATM vendor. Certification and support by your core processor may be required.</p>
Multi-Language Support	<p>In addition to English & Spanish, Fiserv offers a variety of additional language options – the exact selection is dependent on the ATM and may require the purchase of different language sets from the ATM vendor.</p>
ATM Skimming Detection (ASD)	<p>Certain Diebold Opteva ATMs provide alert messages when a skimming device has been attached to the ATM. When the Card Services ATM monitoring system receives an alert, your ATM service provider is notified and, if you choose, can immediately take the ATM out of service. Learning that a skimmer has been added to the machine gives you a chance to prevent fraud losses or the loss of magnetic stripe data.</p> <p>Activation of the ATM skimming detection message is a two-step process:</p> <ol style="list-style-type: none"> 1. The ATM must be configured to transmit the ATM skimming detection message. 2. Card Services ATM monitoring system must be configured to receive the ATM skimming device detection. <p>If you decide to utilize the ATM skimming detection message, as part of the implementation process, we will work with you and your ATM service provider to verify that these technical considerations are met. Once the ATM is properly configured, Card Services activates the functionality to receive the ASD message from the ATM and then provide alerts to you via ATM Monitoring.</p> <ul style="list-style-type: none"> • For questions regarding your ATM's ability to support skimming detection, contact your Diebold service provider. • Contact your Card Services Account Executive for additional information and pricing.