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Dear Valued TDMS Merchant,

I am writing to notify you that TD Merchant Solutions will be initiating a mandatory remote software update to all our TD **iCT250, TD iWL252 and TD iWL255** payment processing devices. For most Merchants there is no action required except to familiarize yourself with the function changes, explained below, that will benefit you and your customers. **However, if you have a firewall or exclusively use a dial-up connection to process payments, you may need to take steps before we can initiate the software update. See the "PLEASE NOTE" section at the end of this email.**

What You Can Expect

Over the following few weeks, starting <mark>October</mark> 2021, your device(s) will initiate the update as part of an *"End of Day"* close function. Once the update has been applied, your device will reboot. After the device has rebooted, it will be ready for normal activity.

Function Changes Post Software Update

Pre-Authorization Transaction Changes (e.g., Tipping):
Some Payment Card Networks (e.g., Visa and Mastercard) now require that the final amount of a completed pre-authorization transaction **cannot** be greater than the original pre-authorized amount submitted for processing. If you currently complete pre-authorization transactions that **include** a tip, you should use the "Purchase" transaction type instead, which has a tipping feature included. We also recommend that you:

- Complete all pre-authorization transactions daily or as frequently as your business allows; and

> **IMPORTANT:** Once the new software update has been completed, you will no longer be able to close **pending** pre-authorization transactions for a higher amount.

- if you do not complete pre-authorization transactions daily, we recommend that you print open pre-authorization reports once a day.

For more information regarding the pre-authorization transaction processing changes, visit www.tdmerchantsolutions.com/resourcecentre and select the pre-authorization guide for your specific terminal.

Contactless Transactions:
Where face-to-face contactless (tap) payments are accepted, Acquirers are mandated to remove the $100 contactless limit from devices. This limit change will reduce the number of times your customers are prompted to physically insert their card and enter their PIN, making it faster and easier to complete most purchase transactions. Going forward, only Credit Card Issuers will determine contactless transaction limits.

Receipt Signature Changes:
For most credit card transactions, the mandatory requirement for customer signature on the receipt is being eliminated as a method of face-to-face Cardholder verification. Your customers will only be required to sign when the signature line is printed on the receipt. If a signature line is not printed on the receipt, no signature is required.

Mail Order & Telephone Order Changes:
As a result of this update, once the MOTO icon is selected, you will be prompted to select either Mail Order or Telephone Order. Simply pick the appropriate option to complete the transaction.

PLEASE NOTE:

- If you have a firewall, instruct your IT support to open the following IP addresses and ports to allow the remote software update and ongoing seamless processing:

IP Addresses	TCP Port(s)
162.223.156.227, 162.223.157.227	32620
91.208.214.91	12050
162.223.156.202, 162.223.157.202	34913
207.96.225.22, 207.219.72.246	24365

- If you are exclusively using a **dial-up connection**:
  - Please contact us to arrange an on-site appointment at 1-800-363-1163.

Thank you for your payment processing business. Should you have any additional questions on the above, please reach out to me so I can assist you. [1]

[1] If your device(s) is on a network cutover, an automatic software download will not occur. In this scenario, please contact us at 1-800-363-1163 and we will be happy to assist you. The person calling should have signing authority on the TD Merchant Solutions Account or have access to the Manager ID and Password for us to support the manual download.

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APPENDIX – MANUAL SOFTWARE UPDATE

In the unlikely event your device does not automatically download the software update, you may elect to perform a manual download using the following steps OR call us at 1-800-363-1163 and we will walk you through the manual download process. The person calling should have signing authority on the TD Merchant Account or have access to the Manager ID and Password for us to support the manual download.

Perform a Manual Software Download

1. From main Desktop
2. Press the **Admin Menu** .·#* key
3. Select menu option **6** – Maintenance
4. Select menu option **6** – Software Download
5. Enter **Manager ID**** and press the **Green** key
6. Enter **Manager Password**** and press the **Green** key
7. Select menu option **3** – Start Download
8. You will be prompted to enter a software version number. You do not need to enter any information here; just press the **Green** key to proceed
9. The device will perform a software update and then reboot
10. If you receive a communication error, kindly check your firewall (see PLEASE NOTE on page two, above).

**If you do not have access to the Manager ID and Password, please contact me.

Warm Regards,

TD Business Banking | Merchant Solutions

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