Woodforest Acceptance Solutions

WAS Platform Overview

Introduction to Woodforest Acceptance Solutions (WAS)

Who We Are

Woodforest Acceptance Solutions (WAS) is a modern, end-to-end merchant acquiring and commerce enablement platform built for partners who require flexibility, scale, and direct control over the payment's lifecycle—without relying on fragmented third-party vendors.

WAS owns and manages the full acquiring relationship, including onboarding, underwriting, processing, risk management, settlement, reporting, merchant support and sales enablement. This allows partners to focus on growth and portfolio value rather than managing processors, gateways, and disconnected POS providers.

WAS supports in person, mobile, and virtual payments through a unified platform that includes WAS supported POS systems, payment gateways, virtual terminals, invoicing, recurring billing, and ISV integrations. The result is a stable, scalable payments foundation that evolves alongside merchant operational needs.

Sponsor Bank

Woodforest National Bank (WNB)

Direct Rails to Card Brands

Woodforest Acceptance Solutions operates a Visa aligned acquiring model built on Visa Platform Connect (VPC). Transactions are routed closer to issuing banks using Visa's Switch to Issuer (S2I) framework.

This architecture reduces intermediary dependencies while delivering 10% improved authorization performance, intelligent routing, builtin network mandate management, and accelerated access to Visa network capabilities.

Additional Processing Rails

WAS platform also supports transaction processing through TSYS for specific products, configurations, and merchant use cases. TSYS operates as an alternative processing rail within the WAS ecosystem, enabling WAS to support certain terminal applications, POS environments, and legacy or transitional merchant setups while maintaining a single, WAS managed acquiring relationship. Selection and routing between VPC and TSYS are controlled centrally by WAS, allowing merchants and partners to benefit from the appropriate processing path without needing to manage or understand the underlying processor.

Data Lake Overview

WAS follows a partner first data philosophy focused on operational visibility and usability—not raw infrastructure exposure.

Transaction, device, funding, and operational data are centralized across WAS supported platforms to deliver:

- Cleaner reporting
- Simplified reconciliation
- Faster merchant support resolution
- Clearer operational insight

For partners, this enables stronger portfolio oversight. For merchants, it provides real-time visibility into transactions and funding across payment channels

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1. Platform Overview

Portfolio Strategy

WAS was created to give Woodforest and its partners direct ownership and control over the payments experience.

The platform strategy eliminates dependency on:

- Third-party POS vendors
- Fragmented gateway providers
- Externally controlled product roadmaps

By owning the acquiring relationship and platform architecture, WAS controls:

- Pricing models
- Technology evolution
- Data access
- Support standards
- Risk strategy

The end goal is simple: Make WAS the anchor platform for merchant commerce, with all channels aligned under one acquiring strategy

Key Differentiators

WAS Actively Sells with the Partner — Not Just Through the Partner

Differentiator: WAS provides hands-on sales enablement capabilities, not just PDFs and portals.

- Centralized partner enablement hub with sales decks, playbooks, one pager, and vertical specific collateral
- Partner ready solution briefs and GTM narratives, not just product documentation
- Live and recorded partner sales training, webinars, and certifications
- Enablement content aligned across Sales, Product, Risk, and Operations, ensuring messaging accuracy

Why this matters:
Most processors give partners access to tools. WAS equips partners to close deals.

White Label and Brand Ownership Without Acquiring Risk

Differentiator: WAS allows approved partners to own the frontend brand while WAS owns the acquiring stack.

- POS and solution branding options (where eligible)
- Ability for partners to present solutions as their own without banking licenses
- Partner controlled merchant relationships supported by WAS infrastructure
- No requirement for the partner to manage compliance, network mandates, or settlement

Why this matters:
Square/Clover force their brand. Stripe hides the bank.
WAS lets the partner own the customer without owning the liability.

WAS Owns the Hard Parts: Underwriting, Risk, Compliance, and Funding

Differentiator: Unlike aggregators or gateways, WAS is an acquiring centric platform.

- WAS manages:
  - Underwriting decisions
  - Ongoing risk monitoring
  - Funding and settlement
  - Bank and network compliance
- Partners are insulated from:
  - Regulatory exposure
  - Chargeback governance complexity
  - Network rule changes

Why this matters:
Partners can scale without becoming payments experts or compliance teams.

Integration Ownership Stays with the Partner — WAS Removes Friction

Differentiator: WAS supports partner controlled integrations with a structured, enterprise grade approach.

- ISVs retain ownership of:
  - Their application logic
  - Merchant UX
- WAS provides:
  - Clear integration paths (API, gateway, WAS Cloud)
  - Certification frameworks
  - Sandbox → production governance
  - Attended testing when needed

Why this matters:
WAS enables the integration without taking control away from the software partner.

Single Acquiring Foundation Across Many Solutions

Differentiator: WAS uses one acquiring relationship across multiple products.

- POS
- Gateways
- WAS Cloud (card present enablement)
- CyberSource, NMI, Auth.net, FreedomPay
- IS embedded and enterprise solutions

Why this matters:

Partners don't need to juggle:

  - Multiple processors
  - Multiple contracts
  - Multiple settlement models

That simplifies selling, supporting, and expanding accounts.

Structured ISV & Partner Lifecycle — Not Ad Hoc Integrations

Differentiator: WAS runs partners through a defined lifecycle, not "figure it out as you go."

- Presales discovery gates
- Commercial readiness checkpoints
- Technical certification paths
- Production transition discipline
- Hypercare and support handoff

Why this matters:

This reduces failed launches, rework, and merchant churn—something most gateways ignore.

Portfolio Level Visibility and Control

Differentiator: Partners gain portfolio level reporting and operational visibility, not just merchant level views.

- Hierarchy based reporting
- Multi-MID visibility
- Role based access to data
- Funding, risk, and performance at scale

Why this matters:
This enables real business management, not just transaction monitoring.

Built for ISOs, ISVs, Banks, and Enterprises — Not Micro SMBs

Differentiator: WAS is intentionally not an instant signup aggregator.

- Designed for:
  - ISOs and agent networks
  - ISV platforms
  - Bank referred portfolios
  - Multilocation and enterprise merchants
- Not designed for:
  - Hobby sellers
  - “Swipe and go” micro merchants
  - DIY payments with no sales motion

Why this matters:
WAS aligns with partners who sell consultatively and scale strategically.

Short Sales Ready Summary

WAS differentiates by pairing a bank grade acquiring platform with true partner sales enablement—providing branded solutions, joint selling support, integration ownership, and full risk and compliance coverage—so partners can scale payments without becoming payment companies.

Ideal Customer Profile (ICP)

Woodforest Acceptance Solutions is an acquiring platform built for businesses and partners that want ownership, control, and scalability across the full payment's lifecycle—not just transaction processing.

WAS is designed for:

- Merchants who have outgrown basic payment tools
- ISVs and software platforms embedding payments
- ISOs, agents, and payment companies building portfolios
- Enterprise and multi-entity organizations that require stability, governance, and transparent economics

At its core, WAS provides end-to-end acquiring infrastructure: onboarding, underwriting, processing, funding, settlement, reporting, risk, and support—delivered under a single, bank backed acquiring relationship.

"WAS is not a tool you plug in. It's a platform you build on."

"Do you want to own the merchant relationship, not rent it from a third-party processor?"

"Do you need underwriting, settlement, and risk handled in a predictable, scalable way?"

"Is long-term portfolio value more important than quick, transactional onboarding?"

If yes, WAS is very likely a strong fit.

- Growing SMB & Midmarket Merchants
  - Beyond "plug and play" processors
  - Need instore + mobile + virtual + invoicing support
  - Want cleaner funding, reconciliation, and reporting
  - Prefer a bank backed acquiring relationship over app based tools

  WAS Value: One acquiring platform supporting multiple payment workflows without fragmentation.
- ISVs & Software Platforms (Embedded Payments)
  - Vertical SaaS providers
  - ERP, invoicing, subscription, or operations software
  - Platforms embedding payments as a feature—not the product

Why WAS Works for ISVs

- WAS owns and manages:
  - Underwriting
  - Merchant onboarding
  - Processing & settlement
  - Risk & compliance
- ISVs focus on product and distribution, not payments plumbing
- Reduces dependency on multiple processors and unstable APIs

WAS Value: A stable acquiring backend ISVs can build on without becoming a processor themselves.

- ISOs, Agents, & Payment Companies
  - Organizations building or managing merchant portfolios
  - Need consistency across:
    - Pricing models
    - Risk policies
    - Support
    - Reporting

Why ISOs Choose WAS

- Direct acquiring relationship
- Portfolio level visibility and governance
- Reduced reliance on third-party processors and POS vendors
- Ability to support multiple merchant use cases under one platform

WAS Value: An acquiring foundation that protects long-term portfolio value.

NOT a good fit

- App Marketplace Dependent Businesses
  - Require constant third-party addons
  - Expect open app stores and self installed plugins
- Highly Custom, Developer Only Builds
  - Businesses needing public APIs for fully bespoke payment orchestration
  - Expect to manage certification, compliance, and rails themselves

Internal Sales Positioning Summary

Sell WAS when the conversation shifts from “How do I take payments?” to “How do I run payments as part of my business or platform?”

One-Line Sales Anchors

For Merchants:
“WAS isn’t just how you get paid—it’s how payments fit into how your business runs.”

For ISVs:
“WAS gives you acquiring infrastructure without forcing you to become a payments company.”

For ISOs & Partners:
“WAS is about owning the merchant relationship, not borrowing it from a processor.”

Primary Use Cases

Use Case 1:

Fragmented Payment Stack & Vendor Sprawl

Problem: Merchants, ISVs, and partners are forced to stitch together multiple vendors to run payments:

Feature: WAS provides end-to-end acquiring ownership under a single platform:

- Onboarding & underwriting
- Processing & settlement
- Risk & compliance
- Reporting & funding
- Merchant and partner support

All anchored to a bank backed acquiring relationship, not a loose vendor network.

Operational & Structural Value:

- Fewer vendors to manage
- Faster issue resolution
- Cleaner merchant and portfolio operations

Strategic Value:

- ISOs and ISVs retain control of the merchant relationship
- Enterprises gain consistency and predictability
- Payments become infrastructure, not a patchwork

Use Case #2:

ISVs & Platforms That Want Embedded Payments—Without Becoming a Processor

Problem: ISVs want to embed payments, but:

- Don't want to manage underwriting or risk
- Don't want to negotiate with multiple processors
- Don't want to own compliance, settlement, and funding logic

Many ISVs stall or monetization breaks when payments become operationally heavy.

Feature: WAS acts as the acquiring backbone behind the software:

- WAS owns underwriting, risk, settlement, and funding
- ISVs embed payments via WAS supported gateways, POS, or integrations
- Payments remain a feature — not the ISV's core business

Product Value:

- Faster payment enablement without infrastructure overhead
- Stable, scalable payment operations

Business Value:

- ISVs monetize payments confidently
- Reduced compliance and operational risk
- Longterm alignment with a bank backed platform

Use Case #3

ISOs & Payment Companies Trying to Build Long-term Portfolio Value

Problem: ISOs and payment companies struggle with:

- Limited control over pricing and risk
- Processors changing rules mid-stream
- Losing merchants to provider churn
- Fragmented portfolio reporting

Feature: WAS enables partners to build and govern portfolios, not just transact:

- Consistent underwriting and risk policies
- Portfolio level visibility and reporting
- Stable pricing frameworks
- Direct acquiring alignment rather than sub reseller dependency

Portfolio Value:

- Stronger merchant retention

- Lower operational risk
- Predictable economics

Strategic Value:

- Partners own merchant relationships
- Reduced dependency on third-party processors
- Payments become a long-term asset, not a race to the bottom

Use Case #4

Merchants & Enterprises; Where Payments Impact Margins and Operations

Problem: For many merchants and enterprises:

- Payments directly impact cash flow and margins
- Funding delays disrupt operations
- Reporting lacks clarity
- Fees feel opaque and uncontrollable

Feature: WAS operates payments as financial infrastructure:

- Clear funding and settlement models
- Centralized reporting across channels
- Support for compliant pricing strategies
- Direct alignment between acquiring, risk, and reporting

Financial Value:

- Improved cash flow visibility
- Better margin management
- Fewer reconciliation issues

Operational Value:

- Payments align with how the business runs
- Reduced surprises and escalations
- Payments become predictable, not painful

High-Level Functionality

Woodforest Acceptance Solutions (WAS) is a bank backed acquiring platform that gives partners everything they need to build, embed, or manage payments at scale—without stitching together processors, gateways, and risk providers. WAS owns the full acquiring stack, including onboarding and underwriting, authorization and processing, settlement and funding, risk and compliance, reporting, and support, all under a single acquiring relationship. Partners gain flexible payment delivery options (POS, gateways, embedded ISV integrations, virtual and invoicing), reliable network connectivity through Visa aligned rails, centralized data and reporting for portfolio visibility, consistent risk and pricing governance. The result is a stable, scalable payments foundation that lets partners focus on growth, monetization, and merchant experience—while WAS handles the complexity behind the scenes.

Positioning Statement / Elevator Pitch

Short "Walk-up" Pitch (15 Seconds)

Partner / Platform Focused

"Woodforest Acceptance Solutions is a bank backed acquiring platform that lets partners build and scale payments without stitching together processors, gateways, and risk vendors. We own the full acquiring lifecycle—onboarding and underwriting, processing, settlement, risk, reporting, and support—then deliver it through multiple channels like POS, gateways, virtual payments, invoicing, and ISV integrations, all on a unified platform built on Visa Platform Connect."

Merchant Focused

"WAS is an acquiring platform that runs the entire payment lifecycle for your business—approval, processing, funding, reporting, and support—so payments stay consistent as you grow across in-store, mobile, invoicing, and online workflows."

Competitive Displacement Pitch

"Most processors give you transaction processing, then you still must piece together onboarding, risk, support, reporting, and gateway layers across different vendors. WAS is different—we operate the full acquiring relationship in one platform, so partners can focus on growth and portfolio value instead of managing processors, gateways, and disconnected POS providers."

Discovery-Led Opening (Conversation Starter)

Partner / ISO / Payment Company

"Quick question—are you running underwriting, processing, reporting, and merchant support across multiple vendors today?"

"Do you feel like you own the merchant relationship—or are you renting it through someone else's processor stack?"

“When a merchant issue happens, do you have one accountable platform owner—or does it turn into finger-pointing between providers?”

ISV / Software Platform

“Are payments a product you want to monetize—without becoming the team that owns underwriting, risk, settlement, and support?”

“Are you trying to embed payments, but your current provider makes you manage too much of the operational complexity?”

Enterprise / Multi-Entity

“Are you dealing with inconsistent reporting, funding, and risk policies across locations, brands, or channels because your payments stack is fragmented?”

“If you added locations or channels tomorrow, would your payments operation scale cleanly—or get more complicated?”

Merchant (still platform-positioned)

“Are you using one system for payments, another for invoicing, and another for reporting—and spending too much time reconciling everything?”

“Do you want payments to stay simple as you add channels—like in-store, mobile, invoices, and online?”

Optional “Bridge Line” (After the Question Lands)

“That’s exactly where WAS fits—we’re the acquiring platform that brings onboarding, processing, funding, reporting, and support into one accountable system, so you can scale without stacking vendors.”

Objection Responses

"We already have a processor—we're not looking to change."	Totally fair—cost matters. What we often see is that pricing problems usually come from a fragmented setup. WAS reduces operational cost by consolidating the acquiring relationship, improving approval performance through Visa aligned routing, and simplifying reconciliation and support, which tends to have a better long-term financial impact than chasing basis points.
"Integration sounds complex—we don't want a long implementation."	That's exactly why WAS owns the acquiring layer. For ISVs and partners, we use a structured, gated integration process that handles underwriting, compliance, and readiness upfront so you're not troubleshooting issues postlaunch. Our goal is to shorten time to value while reducing production risk.
"We don't want to give up control of our merchant relationships."	That's a big reason partners choose WAS. We don't compete for or redirect merchant relationships. WAS operates behind the scenes as the acquiring platform - supporting your brand, your go to market motion, and your ownership of the relationship.
"We've had issues with inconsistent underwriting and risk decisions in the past."	That's one of the problems WAS was built to solve. We centralize underwriting, risk, and compliance under a single acquiring strategy, so decisions are consistent and predictable—especially important when you're managing a portfolio or onboarding merchants at scale.
"Support is a big concern for us."	Understood. With WAS, support isn't split across a processor, gateway, and POS provider. Because we own the acquiring relationship and platform operations, there's one accountable support path—making issue resolution faster and more consistent.
"What happens as we scale or add new payment channels?"	That's where WAS really shows value. The same acquiring foundation supports POS, gateways, virtual terminals, invoicing, ISV integrations, and future channels—so you expand without rebuilding your payments stack or renegotiating provider relationships every time.
"We don't want to be locked into a rigid platform."	WAS is intentionally built to avoid that. We separate the acquiring layer from the delivery layer—so whether payments are delivered through POS, embedded software, or gateways, the acquiring relationship stays stable while your front-end options remain flexible.

Key Configurations and Sales Channels

Key Configurations

Woodforest Acceptance Solutions is configured as a flexible, Mult delivery acquiring platform, allowing payments to be deployed through different frontend experiences while maintaining a single, consistent acquiring relationship underneath. WAS can be configured to support standalone terminal environments, full POS implementations, gateway based eCommerce and virtual payments, or embedded ISV and ERP integrations, depending on partner and merchant needs. Frontend delivery may include WAS supported POS platforms (such as proprietary or partner POS), smart terminals, mobile and virtual payment solutions, or API driven software integrations, while onboarding, underwriting, processing, settlement, risk, reporting, and support remain centralized within the WAS platform. This separation between delivery layer and acquiring layer allows partners to select the appropriate user experience today—while ensuring the payments foundation, data model, compliance posture, and funding operations scale consistently as new channels, software platforms, or business models are added over time.

Sales Channels

Woodforest Acceptance Solutions delivers its acquiring platform through multiple sales channels, allowing partners and merchants to engage WAS in a way that aligns with their business model, distribution strategy, and go-to-market motion. The platform is offered through direct WAS sales teams, authorized ISO and agent partner channels, and embedded ISV and software platform relationships, where payments are integrated and monetized within partner applications. WAS also supports bank-led and branch-referred engagements through Woodforest National Bank, as well as enterprise and portfolio-level deployments for multi-location and complex operating environments. Regardless of entry point, each channel is supported by the same centralized WAS acquiring infrastructure—ensuring consistent underwriting, risk management, funding, reporting, and support—while allowing sales, onboarding, and merchant interaction to flex based on how and where the opportunity originates.

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2. Platform Capabilities

Limitations

- Limited global and cross-border acquiring footprint
- Tighter merchant eligibility and underwriting standards
- Not optimized for high-risk merchant categories
- No fully self-serve or instant API-only merchant onboarding
- Not designed for micro-merchants or hobbyist sellers
- Relies on partner ecosystem for deep vertical functionality
- Lower brand recognition versus large global acquirers

User Personas

The WAS platform is designed to support multiple relationship types, each interacting with the platform differently while benefiting from a single, centralized acquiring foundation. Rather than serving only end merchants, WAS enables partners, software providers, sales organizations, and enterprises to leverage a consistent acquiring, risk, funding, and reporting infrastructure—while maintaining flexibility in how payments are sold, delivered, and managed. This structure allows each relationship type to engage WAS at the appropriate level without duplicating processors, gateways, or operational ownership.

Examples of Relationship Types

• Independent Software Vendors (ISVs)
(ISVs embed WAS into their software to monetize payments while WAS manages underwriting, compliance, funding, support and sales—allowing the ISV to focus on product and distribution.)

• ISO / Agent / Partner Sales Organizations
(Partners use WAS as the acquiring platform behind their merchant portfolio, enabling consistent onboarding, risk governance, reporting, and lifecycle management across all merchants.)

• Merchants (SMB to Mid-Market)
(Merchants leverage WAS through POS systems, gateways, or integrated software to accept payments while benefiting from centralized funding, reporting, and operational support.)

• Enterprise & Multi-Location Merchants
(Enterprises use WAS to standardize payments, underwriting, settlement, and data across locations, brands, or business units—while supporting multiple front-end payment experiences.)

• Bank & Financial Institution Partners
(Banks and branch networks leverage WAS as the acquiring and payment operations platform, enabling referral-driven merchant acquisition without building or managing payments infrastructure.)

• Technology & Platform Partners (Gateways, POS, ERP)
(Technology providers integrate with WAS to deliver payment acceptance within their solutions while offloading merchant risk, compliance, and funding responsibility.)

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3. Architecture & Technical Summary

High-Level Architecture Diagram

The Woodforest Acceptance Solutions (WAS) platform is a cloud-based, acquiring-centric architecture designed to separate the front-end payment experience from back-end payment operations. Merchant-facing systems—such as POS platforms, gateways, virtual terminals, and ISV or ERP applications—serve as the delivery layer, while WAS centrally manages onboarding and underwriting, transaction routing and authorization, clearing and settlement, funding, risk and compliance, reporting, and support. By centralizing the acquiring layer in the cloud and leveraging Visa-aligned network connections, WAS enables secure, near real-time data flow, consistent performance and governance across channels and locations, scalable growth without re-architecting payments, and long-term reliability and flexibility without requiring partners or merchants to manage complex payment infrastructure.

Ecosystem Fit

The WAS platform serves as the core acquiring and payment operations layer between merchant-facing solutions and card networks. Transactions flow through a centralized WAS acquiring relationship using Visa-aligned rails, including Visa Platform Connect (VPC), while WAS manages underwriting, authorization, settlement, funding, risk, reporting, and support. This allows POS systems, gateways, and software platforms to scale, add channels, and evolve without replacing or recertifying their acquiring foundation.

System Requirements

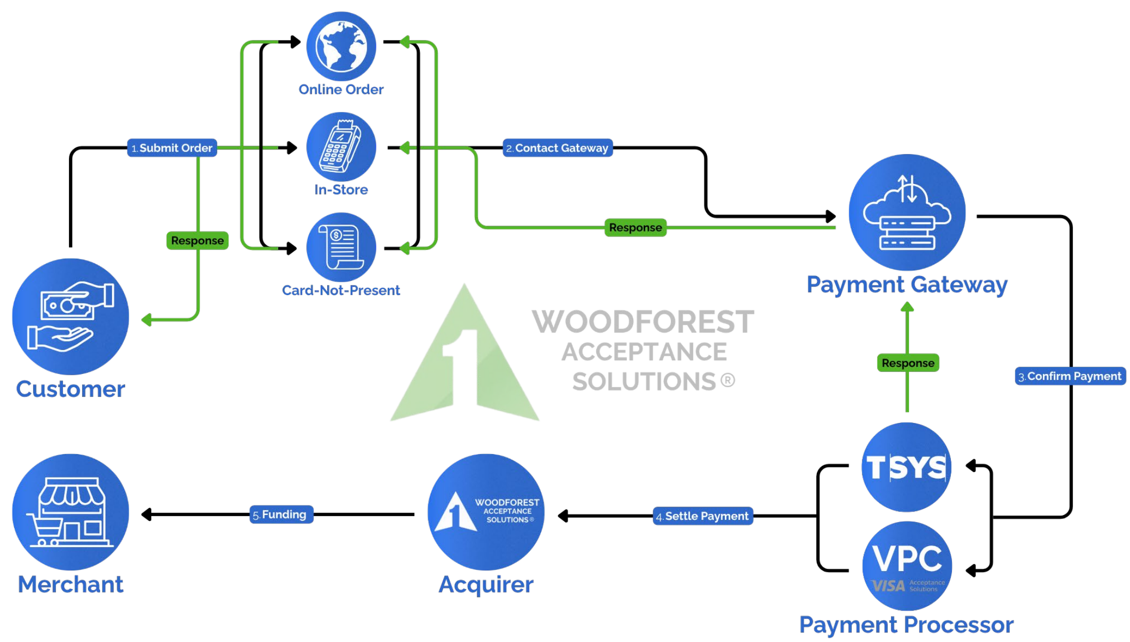
- Internet connectivity via Ethernet, Wi-Fi, hotspot, or cellular
- Supported payment hardware (certified terminals or smart devices)
- Supported delivery layer such as POS platform, gateway, virtual terminal, or ISV/ERP application
- API credentials or platform credentials for gateway and ISV integrations
- Modern web browser or supported application environment for reporting and configuration

Certified Platforms

- VPC - Visa Platform Connect
- TSYS – Total System Services

Data Flow Overview

Transactions flow from POS devices through the Delta1st platform and are authorized via Visa through VPC.



Security & Compliance Summary

- Cloud-based deployment with high availability and redundancy
- PCI-compliant processing environments across WAS-supported processors and gateways
- EMV and contactless-certified payment modules
- Secure device and application communications for card-present and integrated environments
- Centralized risk, fraud, and compliance controls managed within the WAS platform
- Secure access controls and partner-specific permissions for operational tools
- Continuous monitoring, logging, and auditing aligned to financial and payment industry requirements
- Architecture designed for resilience, operational continuity, and scalable growth

4. Product Configuration & Options

Customizable Options with WAS Platform

- User, Access & Portfolio Control
    - Configurable user roles and permission levels by partner, ISO, ISO hierarchy, merchant, and store
    - Partners specific access to reporting, onboarding, and operational tools
    - Store-level and multi-location visibility controls for reporting and management
- Branding & White-Label Options
    - White-labeled POS and front-end experiences for certified wholesale / reseller partners (logo and color)
- Checkout, Pricing & Commercial Configuration
    - Ability to enable and configure dual-pricing or cash-discount programs by partner or merchant
    - Package-based feature enablement (e.g., POS tiers, platform packages, device bundles)
    - Partner-specific pricing structures and revenue models defined at onboarding
- Integration & Deployment Flexibility
    - Choice of deployment model: API-only, semi-integrated POS, or standalone terminal
    - Partner-specific workflows for onboarding, certification, and merchant lifecycle management
    - Support for cloud APIs, gateways, and ISV-embedded payment flows
- Device & Hardware Configuration
    - Broad support for certified terminal devices (countertop, mobile, kiosks, tablets)
    - Device-specific configuration by partner or merchant use case
    - Ability to mix hardware and software delivery models under one acquiring platform
- Operational & Workflow Configuration
    - Partner-defined onboarding, certification, and go-live workflows
    - Controlled testing, certification, and production deployment paths for ISVs
    - Centralized underwriting, risk, funding, and support handled by WAS while partners control the frontend

Hardware / Payment Options

PAX Devices

- PAX A920 Pro (VPC) (TSYS)
- PAX A77 (VPC) (TSYS)
- PAX A35 (VPC) (TSYS)
- PAX IM30 (VPC)
- PAX Elys Workstation / Bundle (VPC)
- PAX A920 (TSYS)
- PAX A80 (TSYS)

Tap-to-Glass

- Android NFC Smart Devices – Tap-to-Glass (VPC) (VISA Acceptance APK App)

Verifone Devices

- Verifone T650-C (VPC) (TSYS)
- Verifone T650-M (VPC) (TSYS)
- Verifone T650-P (VPC) (TSYS)
- Verifone M440 Register Bundle (VPC) (TSYS)

BBPOS Devices

- BBPOS Chipper 2X BT (TSYS)

ID Tech Devices

- ID Tech VP3350 (TSYS)

Software-Based / Virtual Acceptance (WAS-Supported)

- Virtual Terminal (VPC) (TSYS)
- Gateway-based checkout devices & readers (VPC) (TSYS)
    - Available devices is decided by the gateway that is chosen
- Pay-by-Link / QR / E-Invoicing (VPC) (TSYS)

Device Support Disclaimer:

The devices listed represent a reference set of payment hardware currently supported across WAS-managed solutions and in-house offerings. Device support on the WAS platform is not limited to this list. For TSYS-based deployments, the TSYS VAR (Value-Added Reseller) sheet can be configured and deployed on any TSYS-approved terminal that supports the required firmware, certifications, and integration model. Device eligibility is ultimately determined by the processing rail, application layer, and certification requirements applicable to the specific solution.

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5. Operational Processes

Transaction Methods

- Card-present transactions (primary)
- Keyed transactions via virtual terminal (MOTO)
- E-Invoicing / Recurring Payment transaction (customer keyed transaction)
- Ecommerce Transactions (website integrations)

Support & Escalation Workflows

- WAS internal support teams handle all support related issues from a Level 1 support perspective.
    - The support team will escalate to the necessary party if unable to complete a merchant request or are unaware of a process or procedure with a specific need.
- Support Contact information:
    - Phone Number – (888) 584-2265 | Option #2
    - Email – merchantsupport@woodforestpay.com

Operational Constraints

Constraints vary by software tier and enabled features.