



consulting | testing | certification

Information Request for MasterCard Formal Approval M-TIP Services

1. M-TIP Service Description

MasterCard Terminal Integration Process M-TIP is to ensure that all contact and contactless terminals comply with MasterCard brand requirements. MasterCard mandates that acquirers/network providers introducing a new terminal to go through M-TIP MasterCard Formal Approval Services. The whole process is described on MasterCard Online (M-TIP Process Guides). CTC advanced as an accredited MasterCard Service Provider will validate your M-TIP test results. CTC advanced will provide a Letter of Approval (signed by MasterCard) in case of a positive validation. In case of negative validation, CTC advanced will provide information about the remaining issues to the applicant to prepare for a new test iteration.

The following Terminal Integration Processes are available and can be performed:

- **Standard M-TIP Formal Approval (contact)**
Service for terminals with a contact interface
- **Standard *PayPass*TM M-TIP Formal Approval (contactless)**
Service for terminals with a contactless interface
- **Standard Fast Track M-TIP Formal Approval (contact)**
This service allows acquirers to obtain – with no testing or with a minimal amount of testing – an M-TIP Letter of Approval for contact terminals identical to terminals tested by another acquirer in a prior execution of M-TIP.
- **Standard *PayPass* Fast Track M-TIP Formal Approval (contactless)**
This service allows acquirers to obtain – with no testing or with a minimal amount of testing – an M-TIP Letter of Approval for contactless terminals identical to terminals tested by another acquirer in a prior execution of M-TIP.

2. INFORMATION REQUEST FORM

CTC advanced GmbH
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Germany

Contact:
Phone:
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CUSTOMER

Company
 Address
 ZIP Code / City
 Country
 Contact person
 Email
 Phone
 Fax
 VAT-ID-No.*

* According to European law invoices issued after 2010-01-01 must contain both the VAT-ID-No. of the supplier as well of the recipient.

Request

S01 Standard M-TIP Formal Approval (contact)	Unit	Qty
Terminal Integration Process applied to one single contact M-TIP Setup (first iteration)	Fix Price	
Terminal Integration Process applied to one single contact M-TIP Setup (first iteration) and Technical support (email or phone) – max. 5 hours	Fix Price	
Additional M-TIP iteration contact	Per iteration	
S02 Standard PayPass M-TIP Formal Approval (contactless)	Unit	Qty
Terminal Integration Process applied to one single contactless M-TIP Setup (first iteration)	Fix Price	
Terminal Integration Process applied to one single contactless M-TIP Setup (first iteration) and Technical support (email or phone) – max. 5 hours	Fix Price	
Additional M-TIP iteration contactless	Per Iteration	

S03 Standard Fast Track M-TIP Formal Approval (contact)	Unit	Qty
Fast Track Terminal Integration Process applied to one single contact M-TIP Setup	Fix Price	
Fast Track M-TIP additional iteration	Per Iteration	
S04 Standard PayPass Fast Track M-TIP Formal Approval (contactless)	Unit	Qty
Fast Track Terminal Integration Process applied to one single contactless M-TIP Setup	Fix Price	
S05 Standard PayPass + Contact M-TIP (dual Interface) Formal Approval	Unit	Qty
See S01+S02 (1 st iteration)	Fix Price	
S06 M-TIP Workshop	Unit	Qty
1,5 days M-TIP Workshop (travel, subsistence or other expenses not included)	Fix Price	
S07 Other Services	Unit	Qty
Hourly Rate for M-TIP Pretesting Services	1 hour	
High Priority – Additional Charge	Per iteration	

3. Service Realisation

Please send the completed form (chapter 2) to the fax number +49 (0)681 598 8175 or to the email address tjp@ctcadvanced.com.

Upon receiving your service request CTC advanced will send you an offer containing the name of your project manager and the CTC advanced project number of your request. The service contract between our companies only gets valid by confirming the order through CTC advanced.

For a guaranteed service completion in time we need to receive the correct and complete test logs and documents. If we do not have the correct and complete test logs and documents available in time, we cannot start the analysis.

4. Service Requirements

The following documents should be available for the service. With this you will help us to carry out the service quickly and to finalise them on time. Moreover, additional effort which would lead to additional cost will be avoided:

In case of M-TIP (contact or contactless):

- Completed TSE File
- Card-Terminal logs
- Authorization Simulator log(s) – in format ‚.xlog‘, ‚.tre‘ or ‚.html‘

5. Background for the available Service Request

Service Levels

Service levels are designed by MasterCard to achieve high quality M-TIP services in a quick time period. The service levels are measured between the time stamps “receiving customer test results” (assuming all necessary documents are available) and “sending feedback of test results to the acquirer”.

EMV contact M-TIP services	PayPass M-TIP services	Dual-Interface M-TIP Service
8 business days for ATMs	5 business days	14 business days for ATMs
3 business days for other terminals types		7 business days for other terminal types

CTC advanced reserves the right to change service levels in unforeseeable cases. At the occurrence of any case needing CTC advanced to consult MasterCard the time calculation will be ceased and restarted upon the respective clarification.

6. General Terms and Conditions

The current version of our General Terms and Conditions is also available online: [http://www.ctcadvanced.com/assets/agbs-ctc-advanced-en-v.1.0-\(nov-2016\).pdf](http://www.ctcadvanced.com/assets/agbs-ctc-advanced-en-v.1.0-(nov-2016).pdf)