



## Frequently Asked Questions

# Integrated Payments Providers Program

Welcome to the American Express Integrated Payments Providers Registration FAQ and Information Guide! Integrated Payments Providers can leverage this program to help develop and certify their products or solutions on the American Express Global Network.

### Q1 **How can Integrated Payments Providers register their products or services for use on the American Express Network?**

Integrated Payments Providers can register through the Integrated Payments Providers program. This program helps better serve and foster relationships with the organizations that service American Express merchants at the Point-of-Sale (POS) in the form of software, products and services. Through this initiative it is our goal to provide clear insight and direction for future interactions with American Express.

### Q2 **What is the Integrated Payments Providers program?**

The Integrated Payments Providers program is designed to help third-party solution providers develop, certify and market their products or services that are compatible with American Express requirements. The program provides a central point of contact for all of your American Express needs, such as technical and specification guidance, certification assistance, and production support.

### Q3 **What are the benefits of registering?**

**Get to Market Quicker:** A clearly defined approval process facilitates the development and implementation of solutions that comply with American Express requirements.

**Clear Contact Points:** Engage American Express product owners, access American Express requirements, and learn best practices for implementation.

**Increase Your Visibility:** Approved products will appear on the Integrated Payments Providers List available on the Global Network web site—an invaluable resource for issuers, acquirers, and merchants seeking solutions.

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## Q4 What type of providers qualify for the program?

We are currently reaching out to the following types of Integrated Payments Providers:

- **Encryption Support Organizations (ESO)** – An ESO is responsible for the compliant management and/or remote deployment of cryptographic keys to production Point-of-Sale PIN Entry Devices (PCI-PEDs).
- **Integrated Point-of-Sale Vendors (iPOS)** – An iPOS vendor creates POS products that fully or semi-integrate with approved payment terminals to provide a complete solution for merchants in multiple verticals (i.e. Retail, Restaurant).
- **Independent Sales Organizations (ISO)** – An ISO resells or solicits payment processing to merchants as well as other services including the selling or leasing of POS terminals, gateway/network services, and technical support and training.
- **Independent Software Vendors (ISV)** – An ISV provides payment related software to multiple merchants that enhances their Point-of-Sale environment. Typically the software is designed in such a way as to support multiple platforms.
- **Merchant Servicers (MS)** – A MS provides services directly to the merchant that may include transaction processing, POS installation and maintenance, data storage, network services, tokenization service.

## Q5 What if I don't fit into any of the provider categories?

We understand that the POS is a richly diverse and complex environment subject to constant change. So feel free to reach out to us and bring us up to speed on what you do that sets you apart.

## Q6 What does registration cost?

At this time we are not associating any dues or fees with the initiative. We view registration as a mutually beneficial opportunity for both American Express and Integrated Payments Providers alike. By working more closely with providers, we hope to better stay in touch with changes in the payment landscape and to work to make sure American Express is included in the initial release of future products, software and services.

## Q7 How do I get started?

- 1 Visit <https://network.americanexpress.com/globalnetwork/integratedpaymentsproviders/> and click the *Register* button.
- 2 Complete the online registration form and Terms & Conditions.
- 3 Enroll one or more users with a GNSweb ID and password to access the AMEX Enabled Dashboard.
- 4 Login to the Dashboard where you'll find the documentation, specifications, and policies needed to develop your product or solution.
- 5 Complete testing and certification of your solution.

## Questions?

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