

EMV

FREQUENTLY ASKED QUESTIONS

- 1 HOW DO I OBTAIN A NATIONAL BANKCARD SERVICES (NBS) ACCOUNT?**

Contact NBS at +1.800.827.4634 or go to nbs-inc.com for more information.
- 2 DO I NEED TO USE THE ABIERTO BOX TO CONNECT TO NBS?**

No, the Abierto box is not required to connect to NBS for EMV.
- 3 WHAT FIREWALL REQUIREMENTS ARE NECESSARY FOR EMV?**

The Payment Card Industry Data Security Standard (PCI DSS) requires a managed perimeter firewall for the EMV environment. Contact PDI Software for options at 1-859-685-4005 or msscustomersuccess@pdisoftware.com
- 4 CAN I USE MY PROPRIETARY CARDS?**

Yes, you can use proprietary cards (and all other types of magnetic cards) with the Islander™ PRIME EMV option.
- 5 WHEN RETROFITTING A SITE WITH MULTIPLE ISLANDERS, DO I HAVE TO RETROFIT EMV ON ALL ISLANDERS?**

No, only the Islander terminals that will be used for EMV credit transactions have to have EMV readers.
- 6 HOW LONG DOES IT TAKE FOR A RETROFIT INSTALLATION?**

Approximately 4 – 8 hours of installation is required per site.
- 7 CAN I USE THE EMV READERS ON RETAIL DISPENSERS AND PROCESS EMV CREDIT TRANSACTIONS WITH THE GASBOY CFN?**

No, either an Islander PRIME or Island Card Reader (ICR) PRIME is required for Gasboy EMV transactions.
- 8 IS A FLEET HEAD OFFICE (FHO) MINIMUM VERSION REQUIRED?**

No, a FHO upgrade is not required for EMV installations.
- 9 DO I NEED TO USE FIPAY TO PROCESS EMV TRANSACTIONS?**

No, FiPay™ is not required for EMV transactions.
- 10 CAN I USE FHO OR EKOS WITH GASBOY EMV PEDESTALS?**

Yes, neither FHO or EKOS communicate with the bank network, so they are both compatible with the EMV pedestals.
- 11 IS THE EMV OPTION FOR ISLANDER PRIME AVAILABLE IN CANADA?**

No, Gasboy EMV is only approved for the US market.
- 12 CAN I RETROFIT THE ISLANDER PLUS WITH EMV?**

No, there are no kits for Islander™ PLUS or older generation pedestals.
- 13 CAN I ORDER THE EMV OPTION ON ATLAS PRIME?**

No, the EMV option is not available for Atlas® PRIME.