

Terminal Service Provider – TSP

Version: 1.0.0

Version history:

2002-11-19	Version 1.0.0	First official release
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The role of the Terminal Service Provider - TSP

Introduction of terminals for multi-applications means that a terminal technically can have a relation with more than one host. It is the opinion of the Swedish banks that one and only one organisation must be given the full responsibility that a terminal will continue to work as intended

- 1) when a new version of an application is installed (as today),
- 2) or a new application is added (multi-application).

It follows that this organisation must be responsible to ensure that necessary tests have been made, and in addition that only the approved software is loaded into the terminal. Only then can a single organisation be in a position to assist the merchant when problems arise. We call this role within an organisation Terminal Service Provider, TSP. The organisation having the role of TSP must be clearly stated and known by all parties having a relation with the actual merchant.

TSP could be organised within an acquirer's own organisation or being provided by a processing centre or a terminal distributor. TSP is controlling program and parameter distribution and is also the organisation best suited to provide first hand "help desk" services for its "own" population of terminals

An acquirer will normally have a relation with several TSP's, each controlling its own population of terminals. However, one specific terminal can only be controlled by one single TSP.