

Heartland Payment Application v5.0

Release Notes

Version 3.0

February 11th, 2021



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Heartland Payment Application 5.0.1 with updated Downloader

Full Version HPA: 5.0.1.EE9513AE

Full Version Downloader: 5.0.2.DC4E1AAA

Overview

This updated release contains the same HPA version but a new Downloader version. The Downloader updates addressed issues that caused a reboot to take place during the download/deployment process thus resulting in failed downloads. Not all deployments were affected as the reboot was intermittent.

Heartland Payment Application 5.0.0 with updated Downloader

Full Version HPA: 5.0.0.CDE5F3F1

Full Version Downloader: 5.0.2.DC4E1AAA

Overview

This updated release contains the same HPA version but a new Downloader version. The Downloader updates addressed issues that caused a reboot to take place during the download/deployment process thus resulting in failed downloads. Not all deployments were affected as the reboot was intermittent.

Heartland Payment Application 5.0.1

Full Version HPA: 5.0.1.EE9513AE

Full Version Downloader: 5.0.1.28EAAE85

Overview

Version 5.0.1 of the newly rebranded “Heartland Payment Application” (HPA) extends the product offering on the Ingenico Tetra platform to include support for the Ingenico Lane/3000 (in addition to the Ingenico Lane/5000 supported in 5.0.0). The Lane/3000 is ideal for Quick Service Restaurants (QSR) merchants where speed is imperative and other capabilities (e.g. tipping) are not as important.

5.0.1 builds on the 5.0.0 release. HPA 5.0.1 is intended as a “parity release” for Tetra products that provides equivalence between the Tetra and Telium platforms. For example, 5.0.1 adds support for features like EBT cards and serial communications. With 5.0.1, any existing HPA merchant should be comfortable moving to the new Tetra line of terminals without having to worry that they will lose any capabilities.

New Features

Communication

- **Serial Communications:** With 5.0.1, HPA now supports serial communications on Tetra devices (including RJ12 , USB and DB9). In addition, serial comms have been optimized to run more effectively with the Tetra architecture.

Transaction

- **Partial Approval UI Optimization:** Changes were made to the partial approval screens so that when certain exception conditions arise better guidance is provided to the cardholder.
- **EBT & Gift Support:** With 5.0.1, the Tetra platform now supports EBT and Gift card processing similar to the Telium platform.
- **Start Card Support:** 5.0.1 also supports StartCard on both Lane devices to allow for card acquisition prior to the financial transaction being sent to the SIP device.

Heartland Payment Application 5.0.0

Full Version HPA: 5.0.0.CDE5F3F1

Full Version Downloader: 5.0.0.DC8A0915

Overview

Version 5.0 of the newly rebranded “Heartland Payment Application” (HPA) is our initial offering built to run on the Ingenico Tetra platform (the Ingenico Lane/5000 specifically). In addition, the 5.0 release includes many new features as outlined below.

The 5.0.0 release was built specifically with personal services (i.e. salons) in mind. As such, certain feature sets (like EBT processing for quick service restaurants) are not fully functional in this release.

New Features

Transaction

- **Discover EMV Contactless:** HPA can now process Discover EMV Contactless cards
- **Gift Card Balance:** The remaining gift card balance will be returned to the POS on all Heartland Gift transactions (for use on receipts).
- **Improve EMV transaction flow:** HPA can be configured to allow the auth response to flow back to the POS without waiting for card removal, so as to optimize for fast-paced environments where cashiers might be multi-tasking.
- **Optimize Card Prompting:** HPA can be configured to control if and when cardholders get prompted for card category (i.e. Credit, Debit, etc.), allowing for less friction during the payment process.
- **Partial Approval Prompting:** HPA allows integrators to control how cardholders are prompted in the event of a partial approval.
- **Simplified EMV Deployment:** HPA will use a set of default EMV Parameters at initial boot (that will eventually be updated at EOD to use the latest parameters from the EMV Parameter Management System). Doing so simplifies deployment for clients using static IPs so they no longer have to intervene with multiple reboots to configure their terminals.

User Interface

- **Promotional Images:** HPA can display multiple promotional images to the cardholder.
- **UI Customization:** Integrators can control the color of button text and button backgrounds.

Reporting

- **Suppress EOD Reporting:** For those integrators that do not rely on the HPA EOD Report, that report can now be suppressed, shortening the EOD process.

Administrative

- **Control Reboot Time:** Integrators can configure when the PCI v4 mandated reboot occurs on the Ingenico device.

- **Batch Retrieval:** There is now the option to retrieve the current batch from a device. This is useful in cases where transactions need to be rescued for processing by another means (e.g. in cases where there is a serious hardware or software failure).
- **Introducing COMM LINK:** The DownLoader & HPA now share a common set of communication parameters using a single interface.
- **Serial & Part Numbers:** Added the ability for the POS to query the device to return the Ingenico Serial Number and Part ID.
- **Downloader Version Number:** Added an API so the POS can query the device and return the Downloader version number.
- **EOD improvements:** EOD process will now make multiple attempts to reconnect in the case of communication failure
- **Direct Access:** Administrative functions can now be accessed directly on the device, without requiring a connection from the POS.

Compliance

- **EMV Contactless Only:** MSD Contactless is no longer supported per compliance mandates.
- **Online Credit Refunds:** Refunds will now be sent online like any other transaction.
- **MasterCard Response Code 065:** MasterCard has a mandate for special handling of Contactless transactions that receive a response code 065.