# Triple E Red River Software



## Red River Software has announced that certifications for the Triple E solution supporting outside EMV have been completed.

**Learn how to get EMV compliant hardware and software for the Triple E One Touch product line.**

### Release Timeline

Red River is in the final phase of Verifone's certification process on the Commander and Triple E systems. Beta sites are currently being scheduled for installation. Certified release and the first wave of installations are anticipated to begin in late October/early November. Red River Software customers that took advantage of the pre-order process are currently receiving hardware and have begun scheduling their installations.

### Recommended Next Steps

If you already have your equipment and are interested in Triple E's EMV solution, please contact **sales@redriversoftware.com** for more information. If you have not already secured an EMV compliant solution, we recommend the following steps in order to ensure a smooth installation process.

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**STEP 1 — Order new hardware**

It is recommended to prioritize evaluating hardware requirements for your sites as well as required installation services. Due to ongoing supply chain disruptions, delivery times may increase.

If you are interested in ordering the Triple E solution directly from Red River Software, please contact **sales@redriversoftware.com** (800-397-0780) for pricing and availability. You can also order your hardware from your preferred Service Company.

**STEP 2 — Establish Verifone support**

When ordering Verifone Commander hardware, you will be presented with options for an Annual Software Maintenance and Help Desk contract. This support contract is specific to the Verifone Commander and can be acquired through CHS at a discounted rate by contacting Payment Solutions at 800-852-5301.

**STEP 3 — Schedule installation**

Should you order your Triple E hardware through Red River Software, their support team will contact you once hardware has shipped in order to schedule installation.

When choosing dates, remember that this must align with your Verifone Commander site installation scheduled with your Verifone Authorized Service Contractor (VASC).

If you source your hardware through your service company, you will need to contact Red River Software once your hardware has arrived in order to get your installation scheduled.

**If you have questions about these processes, please contact emvquestions@redriversoftware.com.**