

TabaPay Account Updater

About one-third of card credentials change each year* which can significantly impact merchants and originators with credential-on-file and recurring billing business models. If customers neglect to provide timely updates to their account information, the transactions may be declined, resulting in a poor user experience and lost sales opportunities.

**Auremma Consulting Group – Automatic and Recurring Card Payments, Cardbeat US, Issue 5 2016*

Benefits of Account Updater

Account Updater can help merchants and originators maintain a positive and loyal relationship with their credentials-on-file customers by removing friction at the time of checkout and for recurring payments.

For you	For your customers
<ul style="list-style-type: none"> - Increases authorization approvals - Simplifies card-on-file transactions - Saves valuable time by streamlining the authorization process - Strengthens customer relationships and retention to help increase sales - Cuts customer service expenses and other costs by preventing interruption of the payment relationship 	<ul style="list-style-type: none"> - Provides convenience and saves time - Facilitates uninterrupted service - Reduces negative experiences caused by declines - Reduces emails/phone calls from merchants inquiring on new card information - Avoids missed payments - Offers a seamless account-update process that eliminates the need to contact merchants

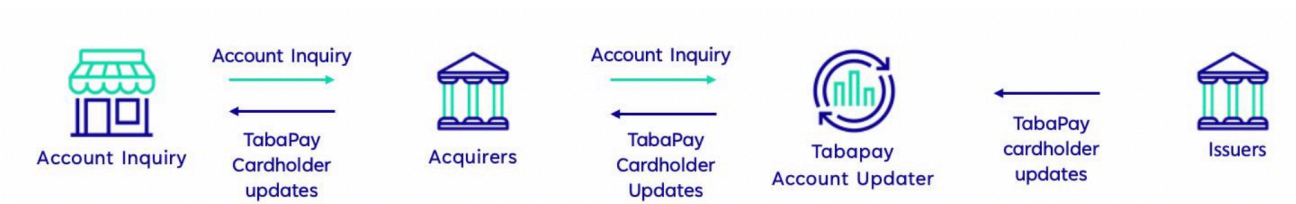
Account Updater 101

An Account Updater service helps you keep stored card data up to date, thereby improving your authorization success rates by cutting down on declined payments related to lost, stolen, or expired cards. TabaPay supports account updates for card data stored on your servers or in the TabaPay tokenization system. The account updates include expiration dates and card numbers across all card brands. TabaPay provides a single interface to access updates from the Visa Account Updater and Mastercard Automatic Billing Updater services.

TabaPay Account Updater enables merchants to securely access issuer-provided updates when card credentials change—reducing the need to rely on customers to provide updates themselves and enhancing the customer experience.

Issuers submit electronic updates to Account Updater when a cardholder’s account information changes. Through their acquirers, enrolled merchants and originators submit inquiries to Account Updater regarding accounts with which they have ongoing relationships. Account Updater responds and provides account number or expiration date updates, closed account advices, and contact cardholder advices. All Account Updater data is transmitted through a secure, direct connection between TabaPay and the card networks.

How It Works



Visa and MasterCard provide an API service for real-time updates as well as a batch process to update the card data. Note that TabaPay currently supports a batch process only for merchants who do not store cards with us. For merchants and originators who do store cards with TabaPay, we can run account updates automatically.

Get Started with TabaPay Account Updater Today!

Availability varies by region. For more information, contact your TabaPay account representative.

TABAPAY MERCHANT REQUIREMENTS

- 6 months in business
- 1,000 transactions/month
- Chargeback ratio of less than 2%
- Not on MasterCard’s MATCH list
- Update card information within three days of receiving card updates
- Verify account statuses on a daily or weekly basis

PROCESS OVERVIEW

1. Merchants who store their own cards provide the relevant card numbers and expiration dates in a secure fashion to TabaPay. OR
 - a. If TabaPay is storing the cards, we run the updates automatically and provide the reporting on updated cards
2. TabaPay extracts the card data and provides it to Visa/MC
3. Visa/MC provide TabaPay with the updated card numbers and/or expiration dates

BEST PRACTICES

- Ensure the PAN credentials are stored as per the latest PCI DSS standards
- Use TabaPay’s Card Query API to validate the card prior to creating an account
- Ensure the right cardholder disclosures are included in your Terms and Conditions as per local laws and regulations, to receive the updated PAN credentials

Account Updater 201 – TabaPay File Processing Details

OPERATIONS (For Merchants who do not store cards with TabaPay)

- Merchant request file: To be sent on a daily or weekly basis (based on merchant preference)
 - SFTP
 - File PGP encrypted with TabaPay key
- TabaPay response file: TabaPay pushes next business day
 - SFTP
 - File PGP encrypted with merchant key
- 24 hour turnaround
- Visa, MasterCard and Discover cards supported
- TabaPay pulls via SFTP (RSA key, ID/PW); TabaPay pushes response file
- Fees charged only on updated accounts. Network fees passed through + TabaPay fees

REQUEST FILE FORMAT

- CSV with header row
- PAN: 16 digits
- Expiration date (MM-YYYY)
- referencID (no uniqueness requirement, returned in response file)

RESPONSE FILE

- Reason ID:
 - Update - match: new data provided
 - Contact - account closed
 - Expiry - match: new expiry provided
 - Valid - no updates
 - Unknown - PAN not found, error code if error
- Response indicator: when reason ID is Valid or Unknown
 - V - match
 - P - No match, participating BIN
 - N - No match, non-participating BIN
- referencID
- Old PAN
- New Pan
- Old Expiry (MM-YYYY)
- New Expiry (MM-YYYY)