CyberSource Token Management Service
Migration FAQ: Secure Storage

Q. What are the main enhancements of the new CyberSource Token Management Service over the current solution? Why should I upgrade?

A. The new Token Management Service (TMS) comes with many new features, including:

- 1-to-1 primary account number (PAN)–to-token match, which supports omni-channel experiences and customer analytics
- Profile-based token management for full control over configuration options, allowing centralized vault management across business lines
- New detail and summary token reporting
- Built-in token lifecycle management

Q. When can I begin upgrading to the new service?

A. The new service will be available starting April 2018. You will receive a notification before then. We will provide the necessary documentation plus hosting webinars to help you upgrade to the new TMS with ease.

Q. Will there be any changes to the pricing of the service?

A. No. There is no price increase associated with this upgrade. In fact, due to the 1-to-1 token–to-payment account number mapping, there is a likelihood of reduced monthly storage volumes, which may decrease your monthly storage fees.

Q. Will the new service work with all the other CyberSource services I am using currently?

A. Yes. The new TMS will be compatible with most other CyberSource services, including the CyberSource payment gateway plus Account Updater, Secure Acceptance, Decision Manager, and others. The one service that will not be supported during migration is the Recurring Billing scheduler—it will be supported post-launch.

Q. If I am using an eCommerce platform such as SalesForce Commerce Cloud, NetSuite, or Magento, will the upgrade process be seamless?

A. We are working with our technology partners to help ensure a seamless migration in upgrading to the new TMS. For more information, please see our migration portal.

Q. What will the migration process look like? Is there anything I can do to prepare for migration?

A. The new TMS is backward-compatible with our legacy tokenization service. As a result, there will be no work required to migrate to TMS. If you choose to take advantage of new TMS functionality such as the Unique Token value, flags, and other capabilities, you can start planning to incorporate those fields into your systems as you schedule your TMS migration. Changes will be made in the CAS Test environment prior to production to give you the opportunity to verify your systems.

Below are three key points to consider prior to migration:

1. The leading digit of tokens may change

Token Format	Tokens Currently Start With	Post-Migration Will Start With
22-digit	0–9	No change (0–9)
16-digit, last 4 preserving	0–1	7
16-digit, non-last 4 preserving	99	95

Tokens are not guaranteed to start with the same number, but some merchants may incorrectly have logic to identify CyberSource tokens by the leading digit. If that is the case for your organization, you should update that logic.

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2. New response fields

To enable the new capability of tracking PANs and ACH bank accounts, new response fields will be added to the response to Token Create, Update, and Retrieve APIs. You should ensure you are not adversely affected by new response fields. You might want to take advantage of the new capabilities by making use of these fields:

SCMP Field Name	SO API Field Name	Secure Acceptance Field Name	Description
pay_subscription_create_ instrument_identifier_id pay_subscription_update_ instrument_identifier_id pay_subscription_retrieve_ instrument_identifier_id	paySubscriptionCreateReply_ instrumentIdentifierID paySubscriptionUpdateReply_ instrumentIdentifierID paySubscriptionRetrieveReply_ instrumentIdentifierID	payment_token_instrument_ identifier_id	An identifier for the PAN or bank account used in the token. This identifier will have the same value for tokens created with a given PAN.
pay_subscription_create_ instrument_identifier_new pay_subscription_update_ instrument_identifier_new	paySubscriptionCreateReply_ instrumentIdentifierNew paySubscriptionUpdateReply_ instrumentIdentifierNew	payment_token_instrument_ identifier_new	Indicates if this is the first time you have tokenized.
pay_subscription_create_ instrument_identifier_status pay_subscription_update_ instrument_identifier_status pay_subscription_retrieve_ instrument_identifier_status	paySubscriptionCreateReply_ instrumentIdentifierStatus paySubscriptionUpdateReply_ instrumentIdentifierStatus paySubscriptionRetrieveReply_ instrumentIdentifierStatus	payment_token_instrument_ identifier_status	Indicates if the PAN is still active.
pay_subscription_create_ instrument_identifier_ successor_id pay_subscription_update_ instrument_identifier_ successor_id pay_subscription_retrieve_ instrument_identifier_ successor_id	paySubscriptionCreateReply_ instrumentIdentifierSuccessorID paySubscriptionUpdateReply_ instrumentIdentifierSuccessorID paySubscriptionRetrieveReply_ instrumentIdentifierSuccessorID	payment_token_instrument_ identifier_successor_id	For AU merchants only. Returns the Instrument Identifier of a PAN that has replaced the PAN present in the request or token.

3. There is a new interface for tokenization management and follow-on transactions in the new business center. This could impact back-office teams' workflows.

Q. Is there any documentation for the migration process?

A. Yes. TMS documentation can be accessed on the CyberSource website. Look for additional migration materials and webinars starting in February 2018.

Q. Will my current service be disrupted if I cannot upgrade to the new service by a certain date?

A. There will be no disruption of service because of TMS. Your legacy tokens will continue work via the CyberSource platform.