

CyberSource Token Management Service Strategic Alliances FAQ

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

- 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 is available now.

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 PAN-to-token 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. 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.

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.

Q. Are the token formats or lengths going to change?

- A.** Yes, there will be new formats for existing tokenization clients and new lengths and formats for new TMS clients. For existing clients, the additional token formats will include:

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

For a new client, the new token formats will include:

Token Format	Tokens Will Start With
32 hexadecimal	0-9
19-digit, last 4 preserving	95

We suggest that tech partners enable their integrations to support these formats for new merchant integrations, as we will only support the legacy formats for existing clients.

Q. Are there new API fields for TMS from tokenization?

A. Yes, there are 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	paySubscriptionCreateReply_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_update_instrument_identifier_id	paySubscriptionUpdateReply_instrumentIdentifierID		
pay_subscription_retrieve_instrument_identifier_id	paySubscriptionRetrieveReply_instrumentIdentifierID		
pay_subscription_create_instrument_identifier_new	paySubscriptionCreateReply_instrumentIdentifierNew	payment_token_instrument_identifier_new	Indicates if this is the first time you have tokenized.
pay_subscription_update_instrument_identifier_new	paySubscriptionUpdateReply_instrumentIdentifierNew		
pay_subscription_create_instrument_identifier_status	paySubscriptionCreateReply_instrumentIdentifierStatus	payment_token_instrument_identifier_status	Indicates if the PAN is still active.
pay_subscription_update_instrument_identifier_status	paySubscriptionUpdateReply_instrumentIdentifierStatus		
pay_subscription_retrieve_instrument_identifier_status	paySubscriptionRetrieveReply_instrumentIdentifierStatus		
pay_subscription_create_instrument_identifier_successor_id	paySubscriptionCreateReply_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.
pay_subscription_update_instrument_identifier_successor_id	paySubscriptionUpdateReply_instrumentIdentifierSuccessorID		
pay_subscription_retrieve_instrument_identifier_successor_id	paySubscriptionRetrieveReply_instrumentIdentifierSuccessorID		