

WL ONE COMMERCE HUB

ACCOUNT UPDATER

SEAMLESS UPDATES ON CARDS ON FILE



Account Updater is a Worldline value-added service that enables you to automate updates of your customers' payment information, for example when their cards expire or are replaced.

On average, 30 percent of your customer accounts will need to be updated every year. When cards you have on file are no longer valid, declined transactions and the request to provide updated card information may cause consumers to reconsider their purchase or their subscription.

With Account Updater, there's no need for your customers to do anything when their cards expire. Updated account information is automatically delivered to you by Worldline, reducing the risk of transactions being declined. Your customers stay happy, and you keep receiving your payments on time.

To help our merchants manage cardholder data in a PCI compliant way, Worldline offers secure storage of card numbers in our Tokenization solution.

As a complement to this, Account Updater enables significant cost savings by minimizing the amount of times you need to contact customers about card updates, manage declined transactions and provide customer service.

HOW IT WORKS

Worldline delivers the Account Updater service in partnership with the major card issuers and our acquiring partners.

The card schemes (Visa, Mastercard and Discover) maintain an updating service to which the participating card issuers submit account changes on an ongoing basis.

When you send us an update request for an account number or a token reference, we transfer the inquiry to this service. The service matches your inquiry with the latest submissions from the card issuers, and sends back updated account information. Worldline then delivers the new account record to you, enabling you to update your billing database, charge a valid card, and receive your payment on time without having to contact the customer.

SERVICE OPTIONS

BATCH ACCOUNT UPDATER: FULL CONTROL

With the Batch Account Updater option you deliver a batch file with accounts requiring updates to Worldline, and receive updated account information back as either encrypted card number or as tokens via our secure reporting connection.

Batch Account Updater leaves you in full control of the update process, but it requires a little more effort than alternative options. You must implement the logic for selecting which cards to send for updates, and the specifications for sending the batch file.

AUTO ACCOUNT UPDATER: EXTREME SIMPLICITY

The Auto Account Updater option is optimized for simplicity. Worldline sends all your tokens to the bank for updates at regular intervals, requiring no intervention from you. You continue to refer to the same token references when processing transactions and only need to consume the update reports you receive from Worldline, and adjust your business logic for retrying failed transactions.

This option can be used in different ways:

- **EXPIRING CARDS:** Easy to set up, this method will send all cards due to expire within a defined period (e.g. the next 3 months) to the bank for update. It will handle cards that are reaching end of life, but not cards that are replaced before the expiry date, for example due to fraud or theft.
- **DECLINED CARDS:** Any card for which an authorization is declined will be sent for update with the bank. This method is a little more complex to set up, but it will handle both cards reaching end of life and cards that are replaced before that time.

- **COMBINATION:** It is possible to set up a combination of Expiring Cards and Declined Cards. This will minimize the number of declined transactions due to cards having reached end of life, but will also catch cards that are replaced before the expiry date. We recommend the Auto Account Updater option if your recurring payment cycles are long, and you want to update your customer account data in an annual or biannual process.

ABOUT WORLDLINE

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2019 Worldline generated a proforma revenue of 5.3 billion euros.

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Contact us

To learn more, visit
<https://onecommercehub.worldline.com>

To start exploring how Worldline can help seamlessly update your customers' payment information, contact us at onecommerce@worldline.com

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