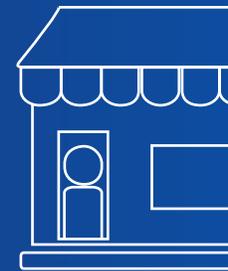


Visa Account Updater and Real Time Visa Account Updater



Keeping payment information up to date is complex, costly and time-consuming. Visa understands the challenges faced by merchants when it comes to staying on top of account information changes. Card information updates can result from account closures, cards reported lost or stolen, expiration date changes, product upgrades, and portfolio conversions between Visa issuers or from MasterCard, American Express, or Discover to Visa conversions. Outdated credential-on-file information can lead to declined transaction and cardholder inconvenience — and ultimately introduce the risks of service cancellation and customer dissatisfaction.

Increase authorization approvals and reduce customer service issues and expense

Visa Account Updater (VAU) offers two solutions that solve this problem; VAU and Real Time VAU. Each solution has unique capabilities, but both provide automatic account updates to merchants and acquirers. Please note, these two solutions are not mutually exclusive, so it's recommended that merchants, issuers, and acquirers participate in both solutions. In either case, cardholders don't always have to update their payment information and merchants can manage account information with ease. By delivering this time-saving efficiency, you create value for each stakeholder in the payment process.

VAU snapshot

- Operates outside VisaNet
- Requires two-step authorization process
- Supports batch files for large scale updates
- Facilitates portfolio conversions from other payment networks

Real Time VAU snapshot

- Operates within VisaNet
- Enables one-step for both authorization and account updates
- Provides faster speed-to-update for faster account file changes
- Does not support brand conversions

Here's how VAU works:



VAU process details

Participants qualify for and enroll in VAU

Issuers and acquirers must meet VAU service participation requirements. Acquirers can only enroll merchants who have been individually evaluated and qualified by Visa.

Issuers submit updates to Visa

Issuers submit electronic updates to VAU when a cardholder's account information changes due to a lifecycle event including product upgrade, portfolio conversion, card expiration, loss or theft, account closure or other reasons, such as combining accounts after marriage. Issuers handle any risk or unique privacy situations using a "contact cardholder" notice.

Merchants and acquirers query VAU and receive responses from Visa

Through their acquirers, enrolled merchants submit inquiries regarding accounts with which they have ongoing relationships. VAU processes inquiries against its database and provides responses to the acquirer. Visa will only respond to specific data elements within an inquiry file from a qualified merchant. Responses include account number or expiration date updates, closed account advices and contact cardholder advices. The acquirer forwards the responses within two business days to the requesting merchants, who must then update on-file accounts before requesting an authorization.

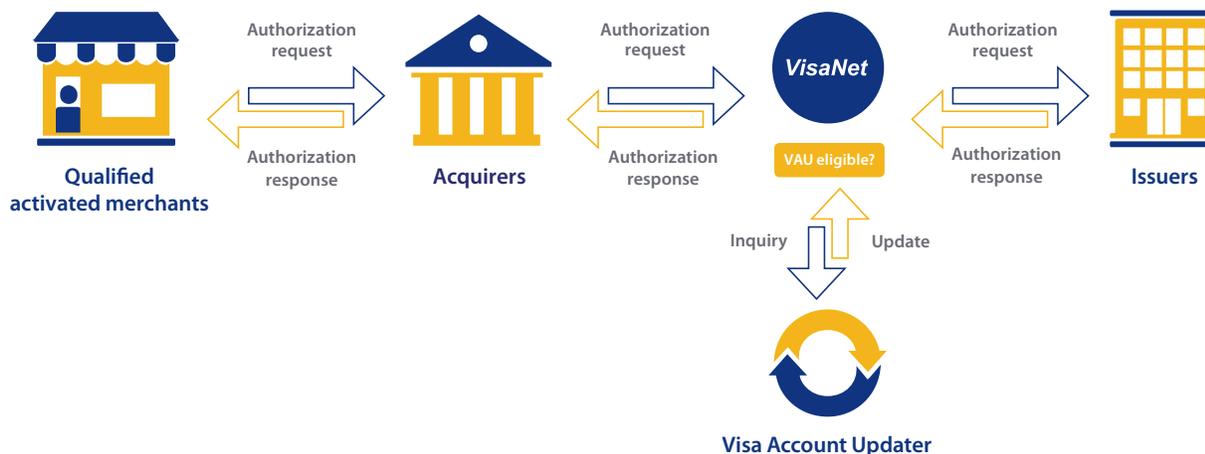
All VAU data is transmitted through a secure, direct connection between the endpoint and Visa via Open File Delivery (a component of Visa's Direct Exchange) or the Visa File Exchange Service.

[See how Real Time VAU works and learn more about the update process on the other side >](#)

Real Time VAU delivers streamlined updates

Based on feedback from issuers, acquirers and merchants, Visa developed an optional upgrade that would drive incremental value by increasing VAU's speed-to-update. The result is Real Time VAU — an enhanced solution that provides immediate updates through a one-step authorization process.

Here's how Real Time VAU works:



New with Real Time VAU

VAU currently operates outside of VisaNet and requires participating merchants to send acquirers a pre-authorization inquiry batch file for VAU, which returns any available card updates. With Real Time VAU, the pre-authorization step required by the current VAU is no longer needed, thus eliminating the gap in time between merchants requesting account updates and submitting authorization requests. Real time VAU is a new feature in VisaNet that integrates the VAU updates into the VisaNet authorization process for merchant-initiated transactions and enables real-time updates, thereby increasing the value to merchants and improving the cardholder experience by reducing declines.

Real Time VAU process

- Merchants send authorization request through their acquirers including the VAU indicator
- VisaNet determines Real Time VAU eligibility based on defined criteria
- If eligible, VisaNet sends inquiry to VAU. If not, transaction proceeds to authorization request
- Authorization request is sent to issuer. If account information has changed, authorization request is updated first
- Authorization response is sent to acquirer and merchant with updated information if provided by VAU. Merchants need to update their billing files
- Transactions do not need to be approved to receive updated PAN and/or expiration date values or account status updates in the transaction response message

Benefits of VAU and Real Time VAU

Merchant benefits

- Increases authorization approvals
- Reduces the opportunity for service cancellation
- Simplifies and secures credential-on-file transactions
- Strengthens customer relationships and retention; helps increase sales
- Reduces the costs associated with contacting cardholders to obtain updated information
- Cuts customer service expenses by preventing interruption of payment relationship

Cardholder benefits

- Offers a seamless account-update process, eliminating the need for direct action on the part of the cardholder
- Facilitates uninterrupted service for participating merchants
- Reduces negative experiences caused by declines

Get started with VAU and Real Time VAU today!

For more information on both services, contact your Visa Account representative or email the VAU/Real Time VAU Product Office at updater@visa.com.