

Account Updater platform migration

We're rationalising regional Account Updater platforms worldwide, meaning Global Payments' Account Updater Platform will be discontinued from August 2023. It will be replaced with our Ensurebill Account Updater platform. This will also facilitate future enhancements to the Account Updater service.

Ensurebill has different IT infrastructure to our previous service, meaning different mailboxes, file spec and response codes. Access to the new service needs an integration project. Our Ensurebill Implementation Team will assign a dedicated resource to guide you through this process.

Migration and timescales

The high level requirements and timelines for migration are:

- **Pre migration support:** between now and the end of 2022, any questions you have can be shared with your Relationship Manager.
- **Migration project start:** in January 2023, you'll be assigned an Ensurebill Client Implementation Manager. They'll help you with the integration, including mailbox set up, testing and live implementation.
- **Testing:** The Ensurebill test environment will be available from April 2023.
- **Live migration:** depending on when we finish testing, live migration can start from April 2023 and must be completed by the end of August 2023.
- **Service closure:** our Legacy Platform and Service will end from August 2023. All migration activity needs to be completed by then.

Service comparison

	Account updater platform	Ensurebill
Card scheme services	Ensurebill provides access to Visa Account Updater (VAU) and Mastercard Automatic Billing Updater (ABU), the same as the current service. All applicable card scheme rules and requirements remain the same.	
File specification	Current Spec : GP_UK_TechSpecV1.8_V1_FS(1)	See GPUK Ensurebill Flat File Spec on the help centre at help.globalpay.com/en-gb/card-processing
Response codes	Ensurebill has a different set of response codes to the current service. These are outlined in EnsureBill Technical Specification and there is a comparison available, see Appendix 1: Response Code Mapping .	
Merchant identifiers	The current service uses a merchant MID to register merchants with schemes and identify merchants in the enquiry and response files.	Ensurebill uses merchant MID to register merchants with schemes. Ensurebill also provides a unique proprietary Sender ID identifying file submitters and merchants, this is used in the enquiry and response files, instead of the MID. Sender IDs are generated at the point of boarding. They'll be provided for existing merchants that need to be migrated as part of the migration project. Your Sender IDs will be provided as part of the boarding process.
File transmission	Ensurebill has a different file transmission infrastructure, supported by a different team. You'll continue to process files by secure file transfer, but they'll be with a new Ensurebill mailbox that will be set up for you.	
Processing days	Ensurebill supports processing 7 days a week, 365 days a year, the same as the current service.	
Enquiry file limits	The current service has an enquiry file limit of 200,000 enquiries	Ensurebill doesn't have an enquiry limit.

Enquiry submission windows	The current service has two enquiry submission windows: Submission Window 1: 05:00 – 09:00 GMT Submission Window 2: 11:00 – 14:30 GMT	Ensurebill will accept enquiry files at any time.
Enquiry file cut off	14:30 will continue to be the cut off to accept and process enquiries. Any Enquiry Files received after 14:30 will be processed the following day.	
Response file processing and availability	The current service waits until both VAU and ABU responses are received back, and then provides the response file back to you. We aim to return this by 11:00 the next day, but if one or both of the scheme response files are delayed, our customer response file will also be delayed and provided as soon as both scheme responses are returned.	The Ensurebill service works in a slightly different way: <ul style="list-style-type: none"> • Immediate Response File – around 10 minutes after you submit the Enquiry File, an Immediate Response File will be returned. • Ensurebill stores the scheme's response for a card based on the last enquiry from any merchant. The Immediate Response file will return a response for any cards in the store. So this file is a combination of an Enquiry confirmation, and the most up to date response Ensurebill has available. • Schemes Response File – all enquiries are submitted to the card schemes. • Responses received back from the card schemes will be available at 12:00 the following day. If the card schemes provide late responses, they'll be returned in the next response processing window, 24 hours later at 12:00.
Service types	The current service has two types of Account Updater Service: Standard Service: Visa cards are sent to VAU only and Mastercard cards to ABU only. This means if there are any brand flips (where a card has moved from one scheme to the other), they won't be captured and provided back. Brand Flip Service: All cards are sent to both VAU and ABU, meaning any brand flips will be captured and returned. Service logic combines the VAU and ABU responses to return one response back to you.	The Ensurebill Service submits all cards to both VAU and ABU, meaning it provides a Brand Flip Service as standard. Service logic combines the VAU and ABU responses to return one response back to you.
Service Charging	There will be no changes to customer charging as a result of this migration.	

Appendix

Appendix 1: Response Code Mapping

				GPUK ENSUREBILL	
		Code	Description	Code	Description
File Error Codes					
Error	01	Header validation failure	335	Missing Header or Trailer	
Error	04	Invalid file creation date	302	Invalid Date	
Error	05	FGN repeated	N/A		
Error	06	Invalid trailer count	335	Missing Header or Trailer	
Error	22	Invalid sequence number (not in scope of requirements)	322	Invalid Sequence Number	
Error	25	File record limit exceeded (200k records)	N/A		
Error			099	Invalid Data	
Error			300	Invalid Record Type	
Error			303	Invalid Time	
Error			306	Invalid Sender ID	
Error			307	Invalid Sender ID	
Error			309	Invalid File Reference Number	
Error			312	Duplicate File	
Error			325	Duplicate Batch	
Error			327	Detail Counts Don't Match	
Error			333	Invalid Transaction Type	
Error			335	Missing Header or Trailer	
Enquiry Error Codes					
Error	16	Invalid Cardholder Number <u>Note1</u>	320	Invalid Account Number	
Error	17	Invalid Expiry date (Mastercard only)	315	Invalid Expiration Date	
Error	23	Invalid merchant (not registered)	205	Error - Merchant Not Registered	
Error	76	Invalid Expiry Date (Visa only)	315	Invalid Expiration Date	
Acquirer Response Codes					
UPDATE	30	Account Update new account number or account number and exp date	202	Account Number Updated	
MATCH	31	Valid, No change (Visa only)	200	Valid account, no update	
MATCH	32	Valid, No update (Mastercard only)	200	Valid account, no update	
UPDATE	33	Expiry Date Change	201	Account Expiration Date Updated	

MATCH	34	Opt Out Including STOP (Visa only)	215	Opt Out
NO MATCH	36	Participating BIN, No Match (Visa Only)	200	Valid account, no update
NO MATCH	37	Non Participating BIN	206	No Match
RESERVE D	38	Invalid record sequence number – reserved for future use	N/A	
NO MATCH	41	No update received, resubmit	000	No response was provided by the card brand.
NO MATCH	42	Participating BIN, No Match (Mastercard Only)	200	Valid account, no update
RESERVE D	43	Non UK issued card – reserved for future use	N/A	
UPDATE	44	Closed Account	203	Account is Closed
UPDATE	77	Contact cardholder (Visa only)	204	Contact Cardholder

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