

# Cybersource Token Management Service

Frequently Asked Questions:  
Updating From Secure Storage  
to Token Management Service



**Q** When my account is updated from Secure Storage to Cybersource Token Management Service, what are the main capabilities and benefits I will receive?

**A** Token Management Service comes with new capabilities and the following benefits:

- 360° View of Customer – Full view of customer with 1-to-1 Primary Account Number (PAN)-to-token match which supports omnichannel experiences and customer analytics
- Vault Management – Access to real-time card data updates through network tokenization which results in improved authorization rates
- Omnichannel Support – Standardizes token management supporting omni-commerce use cases
- Account Updater Amex Support – Supports Amex Express Refresher service (This service is not available in the AP region)

**Q** When will my account be updated to Cybersource Token Management Service?

**A** Cybersource is implementing Token Management Service upgrades for Secure Storage customers through September 2022. We will email you with at least 60-days advance notice of your scheduled account upgrade to Token Management Service so you have plenty of time to prepare if needed. In addition, changes will be made in the CAS Test environment prior to production to give you the opportunity to verify your systems.

**Q What will the upgrade process to Cybersource Token Management Service entail? Is there anything I can do to prepare for the upgrade?**

**A** Cybersource Token Management Service is backward-compatible with Secure Storage, our legacy tokenization service. As a result, there is no work required to upgrade to Token Management Service.

If you choose to take advantage of Token Management Service's enhanced functionality, such as the Unique Token value, flags, and other capabilities, you may plan to incorporate those fields into your systems once you receive the 60-days advance notice of your Token Management Service upgrade.

**Q How long does the upgrade to Cybersource Token Management Service take?**

**A** Time needed to complete the update varies based on the number of tokens being migrated from Secure Storage to Token Management Service. On average, it completes in just a few hours; however, for very large merchants who have millions of tokens, it could take as long as a few days.

**Q What if we find an issue when the upgrade to Cybersource Token Management Service takes place and we need to fall back to Secure Storage?**

**A** In the unlikely event of an issue identified during the upgrade, the process allows a fallback window of 15 days. Contact your Cybersource Support Representative who can quickly roll back the upgrade with all tokens synchronized back to your Secure Storage vault. This fallback is available in the test environment and in production. During this fallback window, merchants won't be able to use REST API's, Account Updater, or enable COF Network Tokens functionality.

**Q Will there be any change in pricing with the upgrade to Cybersource Token Management Service?**

**A** There is no charge for the upgrade to Token Management Service, and no price increase associated with it.

**Q Will Cybersource Token Management Service work with all the other Cybersource services I currently use?**

**A** Yes. Token Management Service is compatible with all Cybersource services, including the Cybersource Payment Gateway plus Account Updater, Secure Acceptance, Decision Manager, and others.

**Q What if we find an issue when the upgrade to Cybersource Token Management Service takes place and we need to fall back to Secure Storage?**

**A** Yes. Token Management Service documentation includes Token Management Service specifications, API guides, and more. Visit the [Cybersource Support Center](#) for more information and access to the [Cybersource Developer Center](#), [Business Center](#), and [technical documentation](#).

**Q Can I continue to use Secure Storage or do I have to update to Cybersource Token Management Service?**

**A** We encourage merchants to update to Token Management Service as scheduled, or to reschedule the update at their earliest convenience. The legacy Secure Storage service will be retired in September 2022.

## FAQ

# 6 key things to consider prior to upgrading to Cybersource Token Management Service

## 1 The Leading Digit of Tokens May Change

Tokens are not guaranteed to start with the same number, but some merchants may use incorrect logic to identify Cybersource tokens by the leading digit. If that is the case for your organization, you should revise that logic prior to updating to Token Management Service.

TOKEN FORMAT	TOKEN CURRENTLY START W/	POST-MIGRATION WILL START W/
22 digit	0-9	No change (0-9)
16 digit, non-last 4	99	95

## 2 New Response Fields

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

SCMP FIELD NAME	SO API FIELD NAME	SECURE ACCEPTANCE FIELD NAME	DESCRIPTION
paySubscriptionCreateRe- ply_instrumentIdentifierID	paySubscriptionCreateRe- ply_instrumentIdentifierID	payment_token_instru- ment_identifier_id	An identifier for the PAN or bank account used in the token. This identifier will have the same value for tokens crated with a given PAN.
pay_subscription_update_ instrument_identifier_id	paySubscriptionUpdateRe- ply_instrumentIdentifierID		
pay_subscription_retrieve_ instrument_identifier_id	paySubscriptionUpdateRe- ply_instrumentIdentifierID		
pay_subscription_create_ instrument_identifier_new	paySubscriptionRetrieveRe- ply_instrumentIdentifierID	payment_token_instru- ment_identifier_new	Indicates if this is the first time you have tokenized.
pay_subscription_update_ instrument_identifier_new	paySubscriptionCreateRe- ply_instrumentIdentifier- New		
pay_subscription_cre- ate_instrument_identifi- er_status	paySubscriptionUpdateRe- ply_instrumentIdentifier- New	payment_token_instru- ment_identifier_status	Indicates if the PAN is still active.
pay_subscription_retrieve_ instrument_identifier_sta- tus	paySubscriptionCreateRe- ply_instrumentIdentifier- Status		
pay_subscription_retrieve_ instrument_identifier_status	paySubscriptionUpdateRe- ply_instrumentIdentifier- Status		
pay_subscription_create_ instrument_identifier_suc- cessor_id	paySubscriptionRetrieveRe- ply_instrumentIdentifier- Status	payment_token_instru- ment_identifier_succes- sor_id	For AU merchants only. Returns the Instrument Identifier of a PAN that has replaced the PAN preset in the request or token.
pay_subscription_update_ instrument_identifier_suc- cessor_id	paySubscriptionCreateRe- ply_instrumentIdentifier- Status		
pay_subscription_update_ instrument_identifier_suc- cessor_id	paySubscriptionUpateRe- ply_instrumentIdentifier- SuccessorID		

3 **There is a new interface for tokenization management and follow-on transactions in the Cybersource Business Center.** If your organization manages tokens in the Secure Storage interface, after the update you will see a new user interface designed to accommodate new capabilities included in Token Management Service.

4 **Not all merchants are eligible for migration.** Although nearly every merchant is eligible for the update to Token Management Service, some may be ineligible due to token format hierarchy and product configurations. For more information, please contact your Customer Support Representative.

5 **Tech Partners: Cybersource is working closely with its technology partners to help ensure a seamless migration in upgrading to Token Management Service.** Cybersource tech partners previously upgraded their systems to support merchants transitioning from Secure Storage to Token Management Service.

6 **Merchants: If you're working with any tech partners or platforms, they should be ready to support merchants in the update from Secure Storage to Token Management Service.** Should you have any questions, please contact your Customer Support Representative.



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