VISA INTERNATIONAL ASIA PACIFIC

MEMBER CERTIFICATION QUESTIONNAIRE

SMS SERVICES

CONTENTS

SECTION 1 CUSTOMER INFORMATION

Date: _____

1.   Customer's Name: _____

2.   Address: _____

      _____

3.   Customer's Fax #: (_____)_____

4.   SMS PCR #: _____ BASE II Billing BIN: _____

5.   SMS Test Host Station(s) being tested:

      ISS/CAS_____ACQ/MIS _____

4.   Customer's certification contact: _____

5.   Phone #: (_____)_____

6.   Customer's certification tester: _____

7.   Phone # (on the day of the test): (_____)_____

8.   Target date for certification :   _____

9.   Reason for certification: _____

10.   Is member using BOAS   ☐ YES   ☐ NO

11.   Is Certification/Testing to be conducted at Disaster Recovery Site...... ☐ YES   ☐ NO

SECTION 2   VTS INFORMATION

For Existing Members only

Please state the most current VTS2000/VTS3 software version you are using.

_____.

For New Members

Please ensure that you have submitted your order form for our VisaNet Test System which is required for your in-house testing.

If you do not have an order form, please contact your respective Visa representative.

SECTION 3   CERTIFICATION PROCEDURES

1.   This questionnaire, once completed by the customer, must be returned to the VisaNet Service Representative.
         Please return this questionnaire by _____.

2.   Ensure that you have the respective scripts & databases for your in-house testing.
         If you do not have the respective scripts & databases for testing, please contact your VisaNet Service Representative. A copy of the files will be sent to you.

3.   Test all transactions in-house using the recommended Visanet loopback mode. Upon completion of your in-house testing, send a printout of the message logs to your VisaNet Service Representative. Please ensure testing of all terminal types your Center supports are included.

4.   VisaNet Certification Services will review the VTS logs for proper message formats and adherence to the official script. Any discrepancies will be brought to your attention and additional VTS2000/VTS3 logs will be requested prior to scheduling on-line certification.

5.   New Requirement for issuers (as of November 5, 2001)
         Issuers are required to provide test cards for online certification purposes. The certification analyst will review and ensure that both Track 1 & 2 information are present, and the information conforms to the technical requirements as specified in the Card Technology Standards Manual. The same track information will be used during on-line certification. Please refer to Section 5 for more information.

6.   Inform your VisaNet Service Representative of preferred dates and times for scheduling the certification. When there are conflicts with the dates and/or times, you will be notified. On-line certification will be scheduled for three (3) hours on two (2) consecutive days. Additional time may be scheduled if problems are encountered.

7.   At the successful completion of the on-line certification, a letter will be sent to your organization from your VisaNet Service Representative listing all transactions and SMS Services that were successfully certified. If problems are discovered,   additional on-line certification time will be scheduled.

SECTION 4   SMS ATM SERVICES

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ VISA/PLUS ATM Acquiring	Balance Inquiry (optional service) ☐ YES ☐ NO Priority Routing ☐ YES ☐ NO Discontinue PMC ☐ YES ☐ NO Dynamic Key Exchange Using Single length ☐ Double length ☐ Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	AP SMS PLUS/VISA ATM Acquiring	All cases except for exception transactions using BOAS or optional transactions which member is not participating in. For mini-certification, refer to Mini Certification paper script for the test cases
☐ PLUS Issuing	Balance Inquiry ☐ YES ☐ NO Discontinue PMC ☐ YES ☐ NO Dynamic Key Exchange Using Single length ☐ Double length ☐ Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	AP SMS PLUS/VISA ATM Issuing	PLUS Issuer Script – all test cases except for optional service or exception transactions for members using BOAS For mini-certification, refer to Mini Certification paper script for the test cases

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ VISA Issuing	Balance Inquiry ☐ YES ☐ NO File Update ☐ YES ☐ NO Dynamic Key Exchange Using Single length ☐ Double length ☐ Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	AP SMS PLUS/VISA ATM Issuing	VISA Issuer Script – All cases except for exception transactions using BOAS or optional transactions which member is not participating in. For mini-certification, refer to Mini Certification paper script for the test cases

OTHER INFORMATION REQUIRED

ATM Processing Compatibility   ☐ YES ☐ NO
(receiving VISA message reason codes only instead of PLUS & VISA reason codes)

Reconciliation Totals   ☐ YES   ☐ NO

Reconciliation Advices   ☐ YES   ☐ NO

Funds Transfer   ☐ YES   ☐ NO

SECTION 5   SMS POS SERVICES

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ **VISA POS Acquiring**	Mag-stripe read ☐ Yes ☐ No	AP SMS POS Acquirer	Section B Case 1 to 17
	Manual Key entered ☐ Yes ☐ No		Section B Case 18 to 19
	MOTO ☐ Yes ☐ No		Section C Case 1 to 11
	Electronic Commerce ☐ Yes ☐ No		Section C Case 12 to 22
	☐ Self Service Terminals ☐ Yes ☐ No		Section D all cases
	Manual Cash Disbursement ☐ Yes ☐ No		Section E all cases
	Airline/Hotel/Car Rental ☐ Yes ☐ No		Section F all cases
	Pin ☐ Yes ☐ No		
	If PIN, is Dynamic Key exchange supported? ☐ Yes ☐ No		
	Dynamic Key Exchange Using Single length ☐ Double length ☐		

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ **CVV2 Acquiring**		AP SMS POS CVV2 Acquirer	All cases
☐ **CAVV Acquiring**		AP SMS POS CAVV Acquirer	All cases
☐ **VISA POS Issuing**	Not available	Not available	Not available

OTHER INFORMATION REQUIRED

Reconciliation Totals ☐ YES ☐ NO

Reconciliation Advices ☐ YES ☐ NO

Funds Transfer ☐ YES ☐ NO

SECTION 6   SMS INTERLINK SERVICES

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ Interlink Acquiring Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	Pre-authorizations ☐ YES ☐ NO Merchandise credits ☐ YES ☐ NO Balance Inquiry ☐ YES ☐ NO Store-and-forward ☐ YES ☐ NO Paper sales drafts ☐ YES ☐ NO Resubmissions ☐ YES ☐ NO If PIN, is Dynamic Key exchange supported? ☐ Yes ☐ No Dynamic Key Exchange Using Single length ☐ Double length ☐	AP SMS INTERLINK Acquiring	All cases except for exception transactions using BOAS or optional transactions which member is not participating in.
☐ Interlink Issuing Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO		AP SMS INTERLINK Issuing	All cases except for exception transactions using BOAS or optional transactions which member is not participating in.

OTHER INFORMATION REQUIRED

Reconciliation Totals   ☐ YES   ☐ NO

Reconciliation Advices   ☐ YES   ☐ NO

Funds Transfer   ☐ YES   ☐ NO

SECTION 7 SMS AS2805 ATM SERVICES (FOR AUSTRALIAN MEMBERS ONLY)

Type of Service	Other information	VTS2000/VTS3 Database	VTS2000/VTS3 scripts
☐ AS2805 ATM Acquiring	Balance Inquiry ☐ YES ☐ NO Priority Routing ☐ YES ☐ NO Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	AP AS2805 ATM Acquiring	All cases except for exception transactions using BOAS or optional transactions which member is not participating in. For mini-certification, refer to Mini Certification paper script for the test cases
☐ AS2805 ATM Issuing	Balance Inquiry ☐ YES ☐ NO File Update ☐ YES ☐ NO Mini Certification (for ensuring of connectivity only) ☐ YES ☐ NO	AP AS2805 ATM Issuing	All cases except for exception transactions using BOAS or optional transactions which member is not participating in. For mini-certification, refer to Mini Certification paper script for the test cases

OTHER INFORMATION REQUIRED

ATM Processing Compatibility   ☐ YES ☐ NO
(receiving VISA message reason codes only instead of PLUS & VISA reason codes)

Reconciliation Totals   ☐ YES   ☐ NO

Reconciliation Advices   ☐ YES   ☐ NO

Funds Transfer   ☐ YES   ☐ NO

SECTION 8   OTHER SMS SERVICES

Please provide the information below :

_____

SECTION 9   CARD REVIEW

For certification request related to new card issuance, issuers are required to produce test cards for card review. Please see below for the scope and requirements.

Objective

To ensure both Track 1 & 2 information are present, and the information conforms to the technical requirements as specified in the Card Technology Standards Manual. The same track information will be used during on-line certification.

Assumption

Issuers have the responsibility to ensure that the encoded data including PVV/CVV values in both test and production cards are correct.

Scope of review

1. Only cards with encoded information to be used for online certification will be reviewed.
2. Only Track 1 & Track 2 information will be reviewed and tested. CVV/PVV positioning and values will be validated through online testing.
3. For VSDC service, please provide 1 physical card of each template for card personalization review. The scope of review will cover mandatory tags and recommended best practices are personalized. Visa will also check that the data formats personalized are correct, and known dependencies between tags are accommodated. The review process, however will not cover Issuer's business and risk management practices.
4. Card design review and approval is not part of this process.
5. The mag-stripe only test cards will not be used at POS terminals or ATMs for online certification. The certification group will read the track information and input the information into VTS2000/VTS3 directly during online certification.
6. For VSDC testing, the chip card provided by issuers will be read at a card reader which is connected to VTS/3 to extract the necessary chip information including crytogram.

Requirements

1. Issuers are required to submit white plastics as part of their certification process. If issuers choose to submit an actual card they must punch a hole on the Dove hologram to void the card. The signature panel should also be voided.

2. Issuers should not send more than 5 cards of each type for review during online certification. As a guideline, issuer must send at least 1 test card with good Track 1 and 2 information for testing purposes. For Chip Card issuers, they must ensure that the personalisation of the test card is good.

3. For host recertification not related to new card issuance, it is optional for issuers to send the test cards.

4. Issuers are requested to send their test cards to their Visa representatives at least 1 week before online certification.

APPENDIX A   ISSUER TEST INFORMATION

For any issuing certification request which is not related to card issuance, issuers can optionally provide test cards. Otherwise the following information is required :

It is recommended that the Issuer use accounts that will generate a variety of response codes. (00, 04, 05 07, 41, 43, 54, etc.....)

The following information is required if the issuer is performing issuing certification for all other services except CAVV and VSDC services. Please fill in all information in Table A-1. For VSDC issuing testing, the following information is not required but you must submit 2 chip cards for online certification purposes. For CAVV issuing testing, please refer to Appendix B for more information.

TABLE A-1 : CARD INFORMATION

Card 1 Good card	Account number	
	Expiry date	
	Track 1 data	
	Track 2 data	
	CVV2 data	
	PIN	
Card 2 Good card	Account number	
	Expiry date	
	Track 1 data	
	Track 2 data	
	CVV2 data	
	PIN	
Card 3 Card which gives '01' referral response	Account number	
	Expiry date	
	Track 1 data	
	Track 2 data	
	CVV2 data	
	PIN	
Card 4 Pick up card	Account number	
	Expiry date	
	Track 1 data	
	Track 2 data	
	CVV2 data	
	PIN	

Card 5	Account number	
Card with insufficient funds	Expiry date	
	Track 1 data	
	Track 2 data	
	CVV2 data	
	PIN	

APPENDIX B   ISSUER TEST INFORMATION (FOR CAVV TESTING ONLY)

For issuers using own in-house ACS or 3rd party ACS :
Please provide the information in Table B-1 for online testing. You may use Visa test keys or your own keys to generate CAVV.   If you are using Visa test keys, please contact your Visa representatives for the test keys information.

For issuers using Visa ACS
Visa will generate CAVV on behalf of issuers using Visa test keys unless specified by issuers. If issuer prefers to use their own test keys, issuer will need to provide their **test keys in Clear** for Visa to calculate CAVV in Table B-2a. Please complete Table B-1 for the account number & Authentication track number information.

Table B-1 : Account information

Card 1	Account number	
Authenticatn result code – 00	Expiry Date	
2nd factor result code – 00	Authen Tracking no. (ATN)	
	CAVV value **	
Card 2	Account number	
Authenticatn result code – 00	Expiry Date	
2nd factor result code - 00	Authen Tracking no. (ATN)	
	CAVV value **	
Card 3	Account number	
Authenticatn result code – 00	Expiry Date	
2nd factor result code – 00	Authen Tracking no. (ATN)	
	CAVV value **	
Card 4	Account number	
Authenticatn result code – 00	Expiry Date	
2nd factor result code - 00	Authen Tracking no. (ATN)	
	CAVV value **	
Card 5	Account number	
Authenticatn result code – 07	Expiry Date	
2nd factor result code - 00	Authen Tracking no. (ATN)	
	CAVV value **	
Card 6	Account number	
Authenticatn result code – 07	Expiry Date	
2nd factor result code - 00	Authen Tracking no. (ATN)	
	CAVV value **	

Card 7 (for VSDC cardholders only)	Account number	
Authentication result code – 00	Expiry Date	
2nd factor result code - 12	Authen Tracking no. (ATN)	
	CAVV value **	

** Not required if VISA is generating CAVV on behalf of issuers.

Please provide the information below if you are using your own keys for CAVV calculations.

Table B-2a CAVV Keys in Clear : Required for Visa to generate CAVV value and issuers prefer to use own keys

CAVV Keys in Clear (CAKA) CAVV Keys in Clear (CAKB)	