

Europe Contactless Terminal Implementation Guidelines Updated to Support Compliance with SCA Requirements Under the PSD2

Europe | Acquirers, Issuers, Processors

Visa Network; Europe Processing



Overview: All acquirers and merchants in the Europe region are required to follow the contactless terminal implementation guidelines, which have been updated to facilitate compliance with the European Banking Authority (EBA)'s strong customer authentication (SCA) requirements, based on the revised Payments Service Directive (PSD2) provisions.

Effective 14 September 2019, all newly deployed or updated Visa contactless POS terminals in the Europe region must comply with the [Visa Europe Contactless—Terminal Requirements and Implementation Guidelines, Version 1.5](#). For the Central and Eastern Europe cluster (Czech Republic, Hungary, Poland and Slovakia), all POS terminals must comply with these new guidelines. This mandate does not apply to unattended POS terminals for transit fares and parking fees.

Visa strongly advises all acquirers and merchants in the Europe region to upgrade their POS equipment as soon as possible to reflect the standards outlined in the updated *Visa Europe Contactless—Terminal Requirements and Implementation Guidelines, Version 1.5*. This should be completed **by September 2019** to support compliance with the European Banking Authority (EBA)'s strong customer authentication (SCA) requirements under the Payments Service Directive (PSD2).

In addition to Response Code 1A—Additional Customer Authentication Required, to ensure the best possible customer experience at the point of sale, Visa is introducing new Response Code 70—PIN Data Required. Both response codes will be used for face-to-face transactions. Issuers will be able to send the appropriate response code to indicate that they want the transaction to perform "step-up" authentication.

Acquirer Impact and Merchant Acceptance Infrastructure

Acquirers must be able to receive Response Codes 1A and 70 in the existing Field 39.

As such, contactless POS terminals will need to be updated so that they can act accordingly to Response Codes 1A and 70.

Mark Your Calendar:

- All newly deployed or updated contactless POS terminals in Europe must comply with version 1.5 of contactless terminal requirements **(14 September 2019)**
- All POS terminals in Central and Eastern Europe must comply with version 1.5 of contactless terminal requirements **(14 September 2019)**
- Acquirers must be able to support Response Codes 1A and 70 **(October 2019)**

- Response Code 1A was introduced in the VisaNet Integrated Payment (V.I.P.) System in January 2019, as announced in "[Authorization Changes to Support Strong Customer Authentication](#)" in the 31 May 2018 edition of the *Visa Business News* and Article 9.4.1—Changes to Support Strong Customer Authentication Requirements in the [October 2018 and January 2019 VisaNet Business Enhancements Global Technical Letter and Implementation Guide, Effective: 6 September 2018](#). Upon receipt of this response code, the terminal will switch interface, and chip and PIN transactions should be performed.
- Response Code 70 will be introduced in the V.I.P. System in June 2019. Issuers that support online PINs are recommended to use this response code to request SCA. The cardholder will then be prompted at the POS terminal to enter the PIN, depending on the device. Response Code 70 will result in the prior transaction, which triggered the response code, being resubmitted to the issuer along with a PIN block. Issuers using Response Code 70 must update their authorization and dispute systems to ensure that they can correctly process this resubmitted transaction, including validation of the online PIN cardholder verification, without resulting in a technical decline. Further information will be issued in a forthcoming global technical letter.

Acquirers and merchant acceptance infrastructure must be able to process Response Codes 1A and 70 before October 2019. Issuers will be able to use these new response codes to indicate at the point of interaction that they wish to step up authentication (i.e., obtain PIN verification).

For full details, refer to the *Visa Europe Contactless—Terminal Requirements and Implementation Guidelines, Version 1.5*. Visa contactless terminal testing will also be updated to align with the revisions to this document. Details will be published in a future edition of the *Visa Business News*.

Additional Resources

Documents & Publications

[Europe Contactless Terminal Implementation Guidelines Updated \(Advance Copy\)](#)

[Europe Contactless Terminal Implementation Guidelines Updated \(V PAY\)](#)

["Chip and Contactless Specifications Updated with New Risk Management Parameters,"](#) *Visa Business News*, 24 May 2018

Online Resources


For more information, visit the [Visa Chip and Contactless Chip](#) section at Visa Online and the [Visa Technology Partner](#) website.

Note: For Visa Online resources, you will be prompted to log in.

For More Information

Contact Visa customer support on your country-specific number, or email CustomerSupport@visa.com.

Notice: This Visa communication is furnished to you solely in your capacity as a customer of Visa Inc. (through its operating companies of Visa U.S.A Inc., Visa International Service Association, Visa Worldwide Pte. Ltd, Visa Europe Ltd., Visa International Services de Pago Española, S.R.L.U. and Visa Canada Corporation) or its authorized agent, or as a participant in the Visa payments system. By accepting this Visa communication, you acknowledge that the information contained herein (the "Information") is confidential and subject to the confidentiality restrictions contained in the Visa Rules, which limit your use of the Information. You agree to keep the Information confidential and not to use the Information for any purpose other than in your capacity as a customer of Visa Inc. or as a participant

in the Visa payments system. You may disseminate this Information to a merchant participating in the Visa payments system if: (i) you serve the role of “acquirer” within the Visa payments system; (ii) you have a direct relationship with such merchant which includes an obligation to keep Information confidential; and (iii) the Information is designated as “affects merchants” demonstrated by display of the storefront icon () on the communication. A merchant receiving such Information must maintain the confidentiality of such Information and disseminate and use it on a “need to know” basis and only in their capacity as a participant in the Visa payments system. Except as otherwise provided, the Information may only be disseminated within your organization on a need-to-know basis to enable your participation in the Visa payments system. Visa is not responsible for errors in or omissions from this publication.