Account Updater in LTM

Overview

If your account has been configured for Account Updater, sign in to Lighthouse Transaction Manager (LTM) as an administrator-type user.

Account Updater is a new background process designed to maintain accuracy in a merchant’s Token Store. The service will automatically submit cardholder data to issuers to be updated. When the processor receives the set of cardholder data, they will update any outdated information (such as expiration dates or lost/stolen replacement card numbers) with accurate information. The new accurate information is then returned to Shift4 so that the merchant’s Token Store may be updated.

Enabling Account Updater

The Account Updater service can only be enabled on a merchant account that is storing their tokens in a Token Store. Global Token Store is not a requirement.

Account Updater LTM Reports

Update Activity

1. From the menu, select Account Updater > Update Activity.
2. The default page will display all of the available data. Click and select the columns you would like to have displayed.

3. Use the Filter list to view data for a specific date range by selecting the desired option, or select **Custom date range** to specify the dates. The date filter will always apply to the Account Updater Billable Activity section on the right side of the page.

4. *(Optional)* Click to see billable update responses.

5. *(Optional)* Click to see payment cards that were successfully updated.

6. *(Optional)* Click to see accounts that are closed and other issues. This will display payment cards that received a failure response when an update was attempted.
7. Click to generate a CSV spreadsheet of the displayed data. Below is an example of the results:

![CSV Spreadsheet Example]

**Token Store Maintenance**

While the Update Activity report displays the card update activity, the Token Store Maintenance report displays the Token Store updates and allows you to view any tokens you may want to delete from your Token Store.

1. From the menu, select **Account Updater > Token Store Maintenance**.

2. Click and select the columns you would like to have displayed.

3. Use the Filter list to view data for a specific date range by selecting the desired option, or select **Custom date range** to specify the dates. The date filter will always apply to the Account Updater Billable Activity section on the right side of the page.
4. The lock or unlock icons will apply the date range to the data on the left side of the page. After selecting a date range, click  to lock the left panel grid and only display the data for the range. If grid was previously locked to a date filter, click  to unlock the left panel and display all data.

![Image of LTM interface]

5. Click a token’s row to display the Token Details & History window. Here you can view the card update history or click  to delete the token if needed. To close the Token Details & History screen, click Close.

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**Warning!** Deleting a token is a one-click action that has no confirmation and cannot be reversed.

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6. Click  to generate a spreadsheet of the displayed data. Below is an example of the results: