

# 3D Compliance: Frequently Asked Questions

## 1. What is the process for 3-D Secure certification?

Once vendors have developed their 3-D Secure component based on the 3-D Secure Protocol Specifications provided by Visa, they need to complete the certification process to ensure that the component meets all requirements of the specifications. For a vendor to receive the 3D Secure protocol specifications the [3-D Secure Specifications License Agreement](#) needs to be completed and returned to [3dcompliance@visa.com](mailto:3dcompliance@visa.com).

There are two types of test that will need to be completed for certification: Systems and Compliance testing. To begin, the following documents must be completed:

- a. [3-D Secure Implementation Checklist](#)
- b. [3-D Secure Systems and Compliance Testing Policies and Procedures Guide](#)
- c. [3-D Secure Vendor Registration Form](#)
- d. [3-D Secure Authentication Services Systems and Compliance Testing Agreement](#)
- e. [3-D Secure Authentication Services Systems and Compliance Testing Agreement - Exhibit A](#)

Next, once fees associated with test are paid, Visa will schedule the systems test, which has a 21-day window starting the day you initiate testing. The compliance test follows with a 10-day test window. After all tests are completed, the 3-D compliance team take approximately 3-5 days to review the results. The certification letter is issued once all tests have successfully passed.

## 2. What are the fees?

As outlined in the *3-D Secure Systems and Compliance Testing Policies and Procedures Guide*, there are two fees associated with systems and compliance testing.

- Systems Testing: \$5,000 USD
- Compliance Testing: \$10,000 USD

## 3. Are there any fees for renewal?

No. However, if there are any changes to the 3-DS component, recertification will be required and the standard testing fees will apply.

## 4. How long does the process take?

On average the end-to-end process takes about 30 days. This can vary as technical issues and failed tests can cause delays.

## 5. What is the process for reviewing tests?

Completed test cases for Systems and Compliance testing are submitted to Visa for review by the 3-D Compliance team. Systems testing must be completed (passed)

before Compliance testing is scheduled. Please allow 3-5 days for test case review.

**6. When will the Certification letter be issued?**

The Certification letter will be issued via email, after all test cases are passed.

**7. How do I contact the 3D Compliance team?**

The 3D Compliance team can be reached at [3dcompliance@visa.com](mailto:3dcompliance@visa.com) 9:00AM PDT to 5:00PM PDT Monday through Friday excluding U.S. national holidays.

**8. I have already been certified, how do I set up clients on my software?**

Please contact your Visa regional team for assistance.