Android Pay

FAQ

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FAQ

Android Pay—What Is It?

What is Android Pay?

Android Pay allows your members to pay for their purchases with their Android™ phone by holding the phone near a contactless reader at participating merchants. KitKat 4.4 and Lollipop versions of Android are currently supported. This is a mobile payment for Android, similar to Apple Pay™ for iPhone®. Currently AT&T, T-Mobile and Verizon networks support Android Pay.

How will my members make a payment using Android Pay?

They can use Android Pay in stores where they see contactless terminals with either of these logos:

They don't even have to open the Android Pay app to make a purchase with their NFC phone.

How does Android Pay HCE technology work?

In addition to placing the cards in the cloud, two other key concepts have to come together to make an end-to-end solution. First, the phone Operating System (OS) must allow communication from a contactless reader at a merchant Point of Sale (POS) to get the credentials from somewhere other than the secure element. The credentials are the authentication elements that prove the user is who they say they are. Second, an application such as Android Pay must provide security, manage transactions, and utilize data about the user, phone, and merchant POS.

Can my members use Android Pay for in-app purchases?

Yes, your members can use Android Pay to pay for things in apps. Android Pay isn't just for buying things at brick-and-mortar stores. They can use Android Pay in apps with either of these purchase buttons:
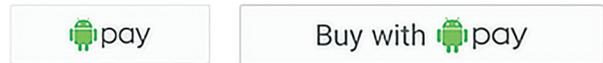
At checkout, they will touch the Android Pay purchase button. They may also be prompted to select a payment method and enter their shipping address before confirming their order. For people who don't like entering 16 digits, an expiration date, and CVV each time they want to buy something, this feature is a relief.

Android Pay Details

Will Android Pay use near field communication technology like Apple Pay?

Android Pay relies on a form of NFC called Host Card Emulation (HCE). This technology does not require access to a secure element embedded in the phone like Apple Pay, and instead card data is stored in the cloud. Android is an open source code with thousands of versions, so the secure element is not a viable solution.

What is the difference between Android Pay and Google Wallet?

Android Pay lets you use your phone to pay in stores with most credit or debit cards across eligible Android devices. Google Wallet lets you send and request money, load money to your account and use that balance with the Google Wallet Card anywhere MasterCard debit is accepted. The Google Wallet can also be used to withdraw cash from ATMs.

Will my members need to have an active Internet connection for Android Pay to work?

Android Pay requires an active Internet connection when making a purchase. It also requires an active Internet connection when adding or removing a payment card and to download transaction history. You can connect via a Wi-Fi network or using your mobile data connection.

Will my members continue to earn rewards and benefits from their payments cards when they pay using Android Pay?

When your member makes a payment with Android Pay, they will continue to receive the rewards and benefits (such as points or cash back) their physical card provides.

Card Registration-Related Questions

How can my member add our credit union card?

Android Pay comes preloaded on several devices. If their phone doesn't have the app, they can simply download it from Google Play. If they already have a card in their Google account they can simply add it to Android Pay by confirming a few details, or they can add a new card from any participating credit union—it's as simple as snapping a picture. Then they simply unlock their phone and tap to use Android Pay at any of the over one million store locations throughout the US that accept contactless payments.

How many cards can my members add in the Android Pay app store?

As many as they would like! There is no limit on the number of cards storable in the Android Pay app.

How long will it take for my member's card to activate after adding it to Android Pay?

The average amount of time it takes before the card is fully active for use after being added and verified will vary slightly between issuers, but should not take more than a few minutes.

Can my members add a card when they are outside the United States?

Yes, as long as your member has an active connection to the Internet.

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Security-Related Questions

How secure are Android Pay Transactions?

Host Card Emulation services in the OS unlock the intelligence of the HCE client app to support multi-level security methods called for by the Visa® and MasterCard® HCE specifications. Security against authorized account access in HCE depends on four key concepts: keys, tokenization, device fingerprinting or passcodes, and dynamic risk analysis.

Visa uses limited use keys (LUK), which are derived from a master key. Replenishment of the LUK is driven by thresholds, such as time to live, dollar amount and number of transactions. MasterCard uses single use keys (SUK). The SUK truly is single use and there is one SUK per transaction. Multiple SUKs are stored on the device and as they are used additional SUKs are loaded from the cloud card management vendor onto the device. The single use key is used along with a Mobile PIN to produce a session key used for generating online cryptograms used in the online authorization message.

Tokenization reduces risk for credit unions by replacing the PAN with a tokenized pseudo-PAN used in the payment system without impacting the acquiring side. Device profiles or "fingerprints" are intended to ensure transactions are initiated only by authorized user devices at recognized POS locations. Finally, user/device/account data is used to perform risk assessment for the transaction in real time through the client app and issuer backend.

Is fingerprint authentication required for Android Pay?

Fingerprint scanning is the most secure smartphone authentication method right now. New Android phones offer fingerprint authentication as a means of authentication.

Android Pay also accepts a PIN code, password, or pattern to authenticate a transaction. To make a purchase, you tap your phone on the payment terminal, enter your passcode, and the transaction is complete.

What should my member do if their device is lost or stolen?

Google provides a service called Android Device Manager that allows them to find, locate and erase their device if it is lost or stolen. Additionally, they can contact the credit union for cards added to Android Pay and you can disable the card token.

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Technical-Related Questions

What is OTP?

Visa is requiring an authentication method in addition to the call center for Android Pay by March 31, 2017. For MasterCard clients, Google is requiring this second means of authentication by February 28, 2017. The most common approach to this will be a one-time passcode generated by Visa/MasterCard that will be sent to the member via SMS text or email. For CO-OP to support this, we will need to have the member's cell phone and/or email address, the ability to communicate that back and forth to the wallets/Visa/MC and then deliver the Visa/MC one-time passcodes to the cardholder via text or email. Because that process does not exist today, CO-OP has a project in development to do this on behalf of our clients. However that will require credit unions to install APBatch4 in order for us to have the member cell phone and/or email in our database.

Effective in Q1 2017, Visa will offer an interim step–up authentication method solution. This solution will not require a cell phone number or email address but is not as user friendly as the SMS text or email. That solution will generate a pending micro charge of $0.02 to the cardholder with the one-time passcode in place of the merchant name, e.g., Android Pay* code 126457. When the member adds their card in the wallet a message will come up asking them to go to their online or mobile banking to see the one-time passcode in the $0.02

transaction and use that to complete the authentication process. If the credit union has transaction alerts, this could also be seen by the member through your normal alerts process. Please note this $0.02 transaction is sent as a pending micro charge and will never be sent as a completed transaction so the charge will fall off.

What requirements will my credit union need to meet to implement Android Pay HCE technology?

Credit unions must have implemented APBatch4 in order to meet the new HCE requirements. APBatch4 will provide access to the email addresses and cell phone numbers, which will be necessary for completing authentication.

Unlike Apple Pay, please note that all provisioning requests for Android Pay will be required to go to the call center for authentication.

Can Android pay be used in a poor service area?

Android Pay can only perform a limited number of transactions in dead zones. If you're without cellular or Wi-Fi Internet access and need to use Android Pay, the app will tap into a limited number of stored tokens on the device.

Partners and Merchants

Which merchants accept Android Pay?

Hundreds of thousands of stores and Android apps are already committed to Android Pay, and more are coming on board every day. You can view a current sampling at: https://www.android.com/intl/en_us/pay/.

What do I need to get started?

For more information on how to get started, see our Android Pay Startup Guide.

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