



## Universal Transaction Gateway (UTG) Change Management

**Introduction:** The purpose of this document is to describe Shift4's change control procedures for the Universal Transaction Gateway (UTG). It also describes when and how a new UTG build is deployed to the merchants' environment. Merchants should use this information to update local change control policy and procedures in accordance with Requirement 6.4 of the PCI Data Security Standard (DSS).

**UTG Change Control Categories:** Shift4 defines three different types of changes to the UTG and corresponding events:

1. **Emergency Change:** Required change to immediately process transactions or to correct anomalous behavior.
2. **Break Fix:** Typically required as the result of UTG anomalous behavior not found in previous testing by the merchant, Shift4, or third party.
3. **Enhancement:** New feature or functionality requested by the merchant.

### **UTG Change Control Procedures:**

**Emergency Changes:** Shift4's primary responsibility to the merchant is to secure cardholder data anywhere it is processed, transmitted, or stored by Shift4 payment applications. To that end, Shift4 will immediately invoke an emergency change to a UTG in order to correct anomalous behavior that may cause leakage of cardholder data. Attempts will be made to notify the merchant before invoking an emergency change to the UTG, but if this is not possible, Shift4 will push the UTG change and notify the merchant after the fact. This procedure is necessary to eliminate the risk of a cardholder data exposure or compromise.

**Break Fix and Enhancement:** These types of changes to the UTG will be coordinated with the merchant on a case-by-case basis, as required by the individual merchant agreements. The merchant will be notified that a new UTG is available to download from the website. If required by local change control procedures, the merchant may download and fully test the new UTG before it is deployed to the production environment. In most cases, Shift4 will assist with installation of the new UTG and, depending on the relationship or established merchant agreement, the UTG update will be automatically pushed out.

**Payment Application DSS Fundamentals:** All Shift4 products are developed in accordance with the Shift4 Software Development Lifecycle (SDLC) methodology, industry best practices, and the Payment Application Data Security Standard (PA-DSS) Requirement 5. Each version of the UTG undergoes rigorous, structured testing in accordance with the Shift4 SDLC and the PA-DSS Requirement 7. This includes an independent code review to ensure that Shift4 products are free of security vulnerabilities and coding errors before they are released to merchants and partners. Shift4 cannot be held responsible for specific issues or UTG anomalous behavior as a result of unknown changes in the merchant's environment.

Shift4's Customer Support team stands ready to assist with all issues pertaining to the UTG and may be contacted 24/7/365 via live chat at [shift4.com/support](https://shift4.com/support) or by calling 888.276.2108.

