

Worldpay - 2025 Peak Days

Our Policy

Worldpay has a robust process in place for Peak Season and we are confident we are prepared to provide a capable and stable environment. Business Capacity is primarily measured in Transactions Per Second (TPS), captured by stress testing platforms to obtain the optimum Business "Capacity" for a sustained period. Peak Season readiness is documented following input from Platform owners and Infrastructure teams' capacity planning implementations throughout the year.

Our Peak Season Support Model meets the increased demand for reliability and addresses the ever-changing payments landscape for our customers.

- In line with the support model evolution, we prepare for Peak Season with capacity and contingency plans, including appropriate monitoring, in order to best support and serve our customers.
- Resources from the lines of business, Operations, Security, Technology, and Communications are involved in providing this support to ensure a positive and seamless customer experience.
- Our Global Technical Service Center have dedicated incident and communication teams assigned to collaborate and deal promptly with any issues that may arise.

The end goal for our customers? Assurance that you are partnering with an industry leader who is actively focused on continuous improvement. Our reliable payments processing system is managed by:

- Year-round capacity and contingency planning
- Support models for all business segments
- Robust and innovative infrastructure and technologies
- High quality, consistent customer support
- Dedicated incident and communication teams
- Internal post peak summaries communicated across teams and senior management

Major Deliverables that will help our customers:

- Peak Day Support Model
- Capacity Planning
- Risk Mitigation
- Execution

The objective of the **Red & Yellow** freeze periods is to reduce the risk of introducing a change into the environment that could impact customer facing platforms. For the U.S. freeze dates begin at 12:01 a.m. and extend until 11:59 p.m. ET.

YELLOW FREEZE

Permitted During Yellow Freeze:

Standard changes, server patches
Infrastructure changes with no impact to customer-facing platforms

NOT Permitted During Yellow Freeze:

- Release of new features
- Release of new products or services
- Release of new features for existing products

RED FREEZE

Permitted During Red Freeze:

Break-fix (service restoration or repair of a critical system)
Customer boarding, conversion activities, listed support service alterations (approved dates only)

NOT Permitted During Red Freeze:

- Release of new features
- Release of new products or services

Peak Season Calendar

January							February							March							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4							1							1	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8	
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15	
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22	
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29	
														30	31						
April							May							June							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	
27	28	29	30				25	26	27	28	29	30	31	29	30						
July							August							September							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4	5					1	2		1	2	3	4	5	6	
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30					
							31														
October							November							December/January							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4							1		1	2	3	4	5	6	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31	1	2	3	
							30							4	5	6	7				

Peak Monitoring Events

Date	Area	Event	Type
Jan 1 - 2	All	End Peak Season Freeze	Freeze
Jan 3 - 7	All	Early Jan Control	Control
Feb 09	US Domestic	Superbowl	Freeze
Feb 13	US Domestic	Valentine's Day	Control
Feb 28	All eCommerce	End of Month Processing	Control
Apr 05	All eCommerce	Grand National (Horse racing)	Freeze
Apr 18 - 19	All	Easter	Freeze
Apr 18 - 27	US Domestic	Site resilience exercise (GR DC)	Control
May 09 - 10	US Domestic	US Mother's Day	Freeze
May 24 - 26	US Domestic	Memorial Day	Control
Jul 2 - 4	US Domestic	Independence Day	Control
Aug 30 - Sep 1	US Domestic	Labor Day	Control
Sep 18 - Sep 28	US Domestic	Site resilience exercise (FL DC)	Control
Oct 31	US Domestic	Halloween	Control
Nov 1 - 23	All	Early Peak Season Control	Control
Nov 24 - Dec 1	All	Thanksgiving period Freeze	Freeze
Dec 2 - 11	All	Mid Peak Season Control	Control
Dec 12 - Jan 2 2026	All	End Peak Season Freeze	Freeze
Jan 3 - Jan 7 2026	All	Early Jan Control	Control

The support service alterations in the chart below will be made on the following dates (unless otherwise noted): **MONDAY, DECEMBER 8**

Merchant Support Services Alterations

- Merchant boarding and conversion activities (standard changes / adds)
- eMAF setup / changes
- Charts file installs / changes
- Link definition updates
- Priority routing changes
- Addition of products (Credit, EBT, PIN, Token, P2PE)
- Addition of new equipment (terminals, PIN pads)
- Additions or alterations of Merchant Online links (host-to-host, host-to-store)
- Debit and EBT updates / changes
- **Merchant table updates** will be processed daily, (Mon-Fri) throughout peak season except for the following dates: **11/11 (holiday), 11/24, 11/27 (holiday), 12/1, 12/12, 12/25 (holiday), 12/31, and 1/1/2026 (holiday)**.
- **Velocity Monitoring and WEX table updates** will only be updated on non-freeze Monday Online cycle dates (**11/3, 11/10, 11/17, and 12/8**), **resuming weekly on 1/5/2026**.
- **Gift Card** - Virtual updates can be made **November 3, 10, 17 and December 8**. We will make updates that do not require additions to the virtual table **November 1-19 and December 2, 3, 4, 5, 8 and 9**. The updates will be made on the dates listed and will be available in production the following morning.

*The dates outlined above may be subject to change

What do merchants need to know?

- To ensure an optimal peak season experience with minimal disruption to existing projects, merchants are encouraged to confirm that any in-progress implementations are on target for planned milestones and completion dates.
- All requests for changes or new setups should be submitted **no less than FIVE business days prior to the next scheduled table update** (dates outlined above) to ensure minimal delays due to scheduled freeze periods.
- Merchants should work closely with their Relationship Manager and Implementations Consultant to understand whether a delay encountered in their current project could overlap with a planned freeze period, resulting in a potential delay of the completion date.