global payments Integrated

PCI-DSS Validation Guide for PCI ASSURE: End to End Encryption (E2EE)

PCI Simple Path to Compliance

PCI ASSURE is Global Payments Integrated easy to use solution for validating PCI compliance. PCI ASSURE eliminates complexity and allows merchants to address the most common security risks without excessive friction or overhead.



PCI ASSURE – Here is What to Expect

- Global Payments Integrated offers a simplified path to compliance for eligible merchants using EMV devices capable of end-to-end encryption who are integrated with our Partners. This means merchants only answer 24 simple questions. The validation is good for the entire year and a reminder email is sent when it is time to re-validate.*
- PCI ASSURE provides access to Policy documents and Security awareness training for employees and management that meet the related requirements.
- Global Payments Integrated Compliance Services team is available for one-on-one guidance. If you have any questions you can use at <u>complianceservices@openedgepay.com</u>

*Note: This walkthrough document is meant to provide guidance for a typical merchant using Global Payments Integrated secure payment solutions. Merchants should evaluate their own payment environment to determine the presence of cardholder data related to this specific processing account, when answering not applicable for any individual requirement.

PCI ASSURE – How to Log in

- You will receive two emails from Sysnet within 30-45 days regarding our PCI ASSURE program.
- The first email will include your username and the second email will contain the temporary password.
- If you haven't received this email within that time frame, please contact us at <u>complianceservices@openedgepay.com</u>

PCI ASSURE – How to Log in

To access the PCI ASSURE portal for PCI validation, please follow the link in your welcome letter or the following url: <u>https://www.pciassure.gpndi.com</u>

glob	al pa	ayments
Please login	۲	Welcome to Merchant Protection EZ As a business accepting branded payment cards, you
MID/ Usemame This field is mandatory and can not be empty:		need to take a number of steps in order to protect your business and reduce your exposure to fraud. This Merchant Protection EZ Program will help you to take the steps you need to comply with the PCI DSS standard and protect your business.
Password	0	
This field is mandedory and can not be empty Login Forgot password Forgot user	name	

PCI ASSURE – Using the Portal

Once on the Homepage you should see, "Welcome to Merchant Protection EZ" page

- From here, Enter "Your User/MID and Password"
- Then select "Login"

As a business accepting branded payment cards, you need to take a number of steps in order to protect you business and reduce your exposure to fraud. This Merchant Protection EZ Program will help you to take the steps you need to comply with the PCI DSS standard and protect your business.
standard and protect your business.

PCI ASSURE – Using the Portal

- Once Logged in you should see the "What's Next?" landing page.
- From here, choose "Next " or "Return to last Question" to begin questionnaire.

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What's next?

We will ask you some questions

Mostly around how your business is set up to handle credit and debit card payments. Your answers help us to figure out the level of security risks that your business may have so we only ask you questions relevant to your business.

2 We will help you protect your business

To help you understand the areas of your business that might be at risk, you will be brought through your security assessment and any scanning if needs be.

3 Confirm your business is secure

You will be asked to confirm and validate your responses and any scanning tasks that you were required to undertake. PCI DSS refer to this as your Attestation of Compliance (AoC).

Getting Started with PCI Data Security Standard

with PCI Data Security Standard

Return to last question

Let's walk a typical merchant through the self-assessment questionnaire as they validate PCI compliance.

- Once Logged in you should see the "Before you begin" page.
- From here, select "Next" to begin questionnaire.

Before you begin

Welcome to your new PCI DSS compliance portal. If we recently migrated you from the PCI DSS compliance portal, we have a streamlined process for you to complete your account profile, unless you have changed anything within your credit card processing environment.



Global Payments Integrated is a Level 1 PCI-DSS validated Third Party Service Provider. PCI validation is listed <u>here</u>

You should see the "Relationship with third-party service providers" page.

- From here, select "No"
- Then Select "Next" to next question.

Relationship with third-party service providers

Does your company have a relationship with one or more third-party service providers (for example, gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc)?



This screen applies to the merchant and what their business would be classified as.

Using The "Filter" Bar you can search for what best applies to the merchant.



- Select "No" for this question.
- Click "Next" for the next question.



Start			Complete
Select You	r Processing Method		0
Please select all of	f the methods that you use to accept card	payments in your business.	
Devi	ice capable of utilizing End-to-End Encryption (E	xamples: Ingenico iPP320, ISC Touch 250, ISC Touch 4	480)
	Previous	Next	

Select the first option for a secure POS using a device capable of utilizing End-to-End Encryption (Ingenico & Verifone EMV devices).*

*Note: Select the best Processing Method. Selecting multiple processing methods will result in a longer questionnaire. If you have questions about your processing method, please contact us at complianceservices@openedgepay.com

• Choose "Yes" and choose next.

This qualifies for the shortened version of the SAQ-E2EE MERCH. After all the prerequisite questions are answered, you will be presented with 24 True or False questions.

To be validated PCI compliant within Sysnet, you will have to answer "True" or "Not-Applicable" to all 24.*

*Note: Answering "False" to any requirement will create a "to-do" list within PCI ASSURE which can be revisited once the requirement is met.



PCI ASSURE – Home / Main Screen

Your screen you will go to your home page and you will see these.

• Select "Begin Step"

Or:

- Your next task will be to look for "Complete Activity Assessment"
- Then select "Manage" button



Once on this page select "Answer Now" to start the questionnaire.

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Complete security assessment

Manage your PCI DSS security questionnaire (SAQ)

Answer now

You can go through your security assessment by answering questions relevant to your business now

View history

View your attestation and communications history.

PCI – The Self-Assessment Questionnaire - Protect Cardholder Data Section

Each section has questions that should be answered as "YES or N/A" in order to be considered compliant. Choosing "No" will create a "to do" list for reference.

First Question Part 2:

Answering the following question 3.1(a)

Ensuring that your network does not keep cardholder data and properly disposes of the sensitive information when cardholder data is no longer needed to be stored. Select "Yes or N/A", the next question will come up automatically.



PCI – The Self-Assessment Questionnaire Protect Cardholder Data Section

Milestones

Protect Cardholder Data Sections Protect stored cardholder data Are data-retention and disposal policies, procedures, and processes implemented as follows: Protect Cardholder Data 3.1(d) 📀 Is there a guarterly process for identifying and securely deleting stored cardholder data that exceeds defined retention requirements? Control Measures **Regularly Monitor and Test** (1)I have implemented a compensating control Maintain an Information (11) N/A Yes Compliance maintenance task To be compliant this maintenance task must be performed periodically. Please state when it was last performed. Last completion date: -Mar 10, 2022 Cancel Finish

Answering the following question 3.1(d)

- Choose "Yes or N/A"
- Select Compliance Maintenance date they performed. "Calendar / Enter date" and choose "finish"

Merchants are responsible to ensure that there is no cardholder data present in there networks. PAN discovery tools can confirm that cardholder data is not leaking out of the payment solution and/or being introduced to the system through other means (email, incorrect data entry, etc.)

PCI – The Self-Assessment Questionnaire - Protect Cardholder Data Section



Part 2:

Answering the following question 3.2.2

• Choose "Yes or N/A"

Verifying that you do not store CVV (3 digit code) from card and its securely deleted after transaction has taken place. Our secure payment solutions do not store this data.

PCI – The Self-Assessment Questionnaire Protect Cardholder Data Section

3.3 🔮

Is the PAN masked when displayed (the first six and last four digits are the maximum number of digits to be displayed) such that only personnel with a legitimate business need can see more than the first six/last four digits of the PAN?

Note: This requirement does not supersede stricter requirements in place for displays of cardholder data for example, legal or payment card brand requirements for point-of-sale (POS) receipts.



Part 2:

Answering the following question 3.3

• Select "Yes or N/A" for next question

Confirm that primary account number Primary Account Number (PAN) First 6 digits and last 4 digits to be displayed) is correctly masked.

PCI – The Self-Assessment Questionnaire Protect Cardholder Data Section

3.7 🥑

Are security policies and operational procedures for protecting stored cardholder data:

- Documented
- In use
- Known to all affected parties?



Answering the following question 3.7

• Select "Yes or N/A" for next question

Examine Documents, apps, and all parties that have an affect on procedures of protecting cardholder data.

PCI – The Self-Assessment Questionnaire - Protect Cardholder Data Section

Show me:

Only unanswered questions

uestions 🗸



Please note, some answered questions may remain shown in order to provide appropriate context status

Protect Cardholder Data

There are no unanswered questions in this section

Attention! You may still have questions answered "No", which means that your security assessment will not be complete until you address compliance remediation tasks associated with those questions you have answered "No"

< Previous

Next >

Finished Section 2 of answering questions.

Select "Next", the next section will display and will continue asking questions.

9.5 📀

Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)?

For purposes of Requirement 9, "media" refers to all paper and electronic media containing cardholder data.



Answering the following question 9.5

• Select "Yes or N/A" for next question

If the merchant stores credit card numbers on paper forms they must be securely stored and properly disposed. This technically also applies to hard drives and other electronic media which also need to be destroyed when no longer in use.

9.8(a) 📀

Is all media destroyed when it is no longer needed for business or legal reasons?

- 41			
		I have implemente	d a compensating control
	NA	Ma	Vie

Part 2:

Answering the following question 9.8(a)

• Choose "Yes or N/A" for next question

Dispose of hard copies and or virtual instances of cardholder data properly and when it is no longer needed.

9.8(b) 🥝

Is there a periodic media destruction policy that defines requirements for the following?

- Hard-copy materials must be crosscut shredded, incinerated, or pulped such that there
 is reasonable assurance the hard-copy materials cannot be reconstructed.
- Storage containers used for materials that are to be destroyed must be secured.
- Cardholder data on electronic media must be rendered unrecoverable (e.g. via a secure wipe program in accordance with industry-accepted standards for secure deletion, or by physically destroying the media).

I have implemented a compensating control



Part 2:

Answering the following question 9.8(b)

• Select "Yes or N/A" for next question

This is explaining how to properly store and dispose of sensitive information.

9.9.1(a) 🥝

Does the list of devices include the following?

- Make, model of device
- Location of device (for example, the address of the site or facility where the device is located)
- · Device serial number or other method of unique identification



Part 2:

Answering the following question 9.9.1(a)

• Select "Yes or N/A" for next question

Merchants must keep track of the location and and serial number of point of interaction (swipe) devices in order to make sure they are not swapped out.

The personnel trained to be aware of attempted tampening of replacement of devices, to mola

the following?

9.9.3(a) 🥝

Do training materials for personnel at point-of-sale locations include the following?

- Verify the identity of any third-party persons claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot devices.
- Do not install, replace, or return devices without verification.
- Be aware of suspicious behavior around devices (for example, attempts by unknown persons to unplug or open devices).
- Report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or security officer).



Part 2:

Answering the following question 9.9.3(a)

• Select "Yes or N/A" for next question

Merchants must train personnel to ensure that devices are not swapped, tampered with or substituted.

Milestones

Finished Section 2 of

answering questions.

Select "Next", the next

section will display and will

continue asking questions.

Show me: Show Help Text: Only unanswered questions Sections Please note, some answered questions may remain shown in order to provide appropriate context status Build and Maintain a Secure letwork and Systems Protect Cardholder Data Implement Strong Access Control Measures Management Program There are no unanswered questions in this section Control Measures Attention! You may still have questions answered "No", which means that your security assessment Regularly Monitor and Test 1 Vecworks will not be complete until you address compliance remediation tasks associated with those questions you have answered "No" 1 Maintain an Information Security Policy Previous Next

PCI – The Self-Assessment Questionnaire - Regularly Monitor & Test Networks



Part 3:

Answering the following question 10.4.2(a)

• Select "Yes or N/A" for next question

If a merchant has a dedicated central time server it can only be accessed by personnel with a business need.

PCI – The Self-Assessment Questionnaire - Regularly Monitor & Test Networks



Finished Section 4 of answering questions.

Select "Next", the next section will display and will continue asking questions.



Is a security policy established, published, maintained, and disseminated to all relevant personnel?



Part 5:

Answering the following question 12.1

• Choose "Yes or N/A" for next question.

All merchants should have a security policy document or include relevant security policies and procedures within their employee handbook.

12.1.1 🥑

Is the security policy reviewed at least annually and updated when the environment changes?

N/A No Yes

Part 5:

Answering the following question 12.1.1

• Choose "Yes or N/A" for next question.

Merchants should review the security policy annually to ensure that any changes to security policies and procedures are documented.

12.4 🥝

Do security policy and procedures clearly define information security responsibilities for all personnel?



Part 5:

Answering the following question 12.4

• Choose "Yes or N/A" for next question.

Policy documents should indicate which roles are responsible for managing compliance with specific requirements.

12.5(a) 🥝

Is responsibility for information security formally assigned to a Chief Security Officer or other security-knowledgeable member of management?

Are the following information security management responsibilities formally assigned to an individual or team:

I have implemented a compensating control

N/A No Yes

Part 5:

Answering the following question 12.5(a)

• Choose "Yes or N/A" for next question.

Formal assignment of overall information security must be part of security policy and procedure documentation.

12.6(a) 🥝

Is a formal security awareness program in place to make all personnel aware of the cardholder data security policy and procedures?

Do security awareness program procedures include the following:

I have implemented a compensating control

N/A No Yes

Part 5:

Answering the following question 12.6(a)

• Choose "Yes or N/A" for next question.

Merchants must have an annual security training program in place to ensure employees are aware of policies and procedures.

Are policies and procedures maintained and implemented to manage service providers with whom cardholder data is shared, or that could affect the security of cardholder data, as follows:

12.8.1 🥝

Is a list of service providers maintained, including a description of the service(s) provided?



Part 5:

Answering the following question 12.8.1

• Choose "Yes or N/A" for next question.

Merchants must be aware of all service providers who could affect the security of their customers cardholder data.

12.8.2 🥝

Is a written agreement maintained that includes an acknowledgement that the service providers are responsible for the security of cardholder data the service providers possess or otherwise store, process, or transmit on behalf of the customer, or to the extent that they could impact the security of the customer's cardholder data environment?

Note: The exact wording of an acknowledgement will depend on the agreement between the two parties, the details of the service being provided, and the responsibilities assigned to each party. The acknowledgement does not have to include the exact wording provided in this requirement.



Part 5:

Answering the following question 12.8.2

• Choose "Yes or N/A" for next question.

Merchants sign a written merchant agreement when boarding with Global Payments Integrated.

12.8.3 🥑

Is there an established process for engaging service providers, including proper due diligence prior to engagement?



Part 5:

Answering the following question 12.8.3

• Choose "Yes or N/A" for next question.

Merchants should confirm that service providers are PCI compliant and/or include the third party services as part of their validation. Global Payments Integrated is a PCI DSS Level 1 Validated service provider.

12.8.4 🥑

Is a program maintained to monitor service providers' PCI DSS compliance status at least annually?



Part 5:

Answering the following question 12.8.4

• Choose "Yes or N/A" for next question.

Merchants should check the PCI compliance status of service providers annually.

12.8.5 🥝

Is information maintained about which PCI DSS requirements are managed by each service provider, and which are managed by the entity?



Part 5:

Answering the following question 12.8.5

• Choose "Yes or N/A" for next question.

Global Payments Integrated does not typically require merchants to submit a "responsibility matrix". Merchants should be aware that they are ultimately responsible for compliance with applicable PCI DSS requirements.

Has an incident response plan been implemented in preparation to respond immediately to a system breach, as follows:

12.10.1(a) 🥝

Has an incident response plan been created to be implemented in the event of system breach?

I have implemented a compensating control
N/A No Yes

Part 5:

Answering the following question 12.10.1(a)

• Choose "Yes or N/A" for next question.

Merchants must have a plan to respond to a suspected compromise. The plan must include notification of the payment brands, business continuity plan, and data backup plan..



Please note, some answered questions may remain shown in order to provide appropriate context status

Maintain an Information Security Policy

There are no unanswered questions in this section

Previous

Attention! You may still have questions answered "No", which means that your security assessment will not be complete until you address compliance remediation tasks associated with those questions you have answered "No"

Finished Section 5 of answering questions.

Select "Next", the next section will display and will continue asking questions.

Next

PCI – The Self-Assessment Questionnaire - Confirm you Compliance

• Choose "Confirm Your Attestation" to exit questionnaire.

It will take you back to Main screen.

It will also show that you are PCI compliant.

 Build and Maintain a Secu Network and Systems Protect Cardholder Data Maintain a Vulnerability Management Program Implement Strong Access Control Measures Regularly Monitor and Tes Networks Maintain an Information Security Policy Confirm your compliance
Maintain a Vulnerability Management Program Implement Strong Access Control Measures Regularly Monitor and Tes Networks Maintain an Information Security Policy
Maintain a Vulnerability Management Program Implement Strong Access Control Measures Regularly Monitor and Tes Networks Maintain an Information Security Policy
Management Program Implement Strong Access Control Measures Regularly Monitor and Tes Networks Maintain an Information Security Policy
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Regularly Monitor and Tes Networks Maintain an Information Security Policy
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Confirm your compliance