

Payment Card Security Handbook

FAQs

1. Where do I store the Handbook?

- a. *You should store the binder in a location that all employees who deal with payment cards are able to access. Many people prefer to store the binder near their credit card terminals (if you have terminals) for ease of access for daily inspections.*

2. For what span of time do I need to keep the information for the daily logs?

- a. *You should keep up to one year's worth of daily inspection logs in the binder. After that year, you can remove those logs to make room for the next year. We advise storing up to three years' worth of inspection logs.*

3. Who has the authority to do the daily inspections?

- a. *Any employee who has completed the PCI training and all of the other requirements to accept payment cards has the authority to do daily inspections.*

4. What does a terminal skimmer look like?

- a. *The PCI compliance training includes information on credit card skimmers and what to look for on your own terminals. That being said, terminal skimmers can adapt and change often, so we advise to check your terminals for anything that looks unusual or new. You can check where the credit card is swiped for any attached pieces of equipment. If you have any specific questions about your terminal, you can contact Brandon Stringfield (itsecurity@sfasu.edu).*

5. Do you have the daily log inspection pages and copies of the "Intent to Comply" available online to print?

- a. *You can find blank copies of the "Statement of Intent to Comply with Payment Card Acceptance & Security Policy 14.8" on SFA's website under SFA Business Forms at <http://www.sfasu.edu/vpfa/documents/payment-card-acceptance-intent-to-comply.pdf>*
- b. *As for blank copies of daily inspection log pages, you can print additional copies of page 39 or 40 from the Payment Card Security Handbook for PCI DSS located at <http://www.sfasu.edu/vpfa/documents/pci-security-handbook.pdf>*

6. Do I still submit to Michaelyn the signature pages and intent to comply pages?

- a. *The signatures and all information completed in the binder can simply remain in the handbook. The information is a good resource if, for any reason, we need to express compliance and transparency at each merchant location. The binder will be checked annually to make sure the information is complete and accurate.*

7. Whom do I email when I get a new employee who needs the online training?

- a. *You can contact either Michaelyn Greene (greenemf@sfasu.edu) or Brandon Stringfield (itsecurity@sfasu.edu) with the names.*

8. Do I need to print off my employee's certificates from the online training?

- a. *This is not a requirement, but it can be helpful to make sure all of your employees have completed their training. We have access to see who has and has not completed their training. If you would like to check on an individual, you can email Michaelyn Greene (greenemf@sfasu.edu) to have her look into a particular individual.*

9. Do I or anyone else need to sign page 25 of the handbook?

- a. *No. You do not have to sign this, because we have record of everyone's completion of the PCI training.*

10. What all needs to be complete for the Binder to be approved?

- a. *Appendix D – The department name and job positions that may have access to credit card equipment... (pg. 31)*
- b. *Appendix D – Signature page of employees adhering to policy... (pg. 37)*
- c. *Terminal Inventory (if you have credit card equipment) (pg. 38)*
- d. *PCI Device Inspection Log (if you have credit card equipment) (pg. 39/40)*
- e. *Intent to Comply – all employees working with credit card equipment or information must sign one. Retain these throughout the full year for all employees even those who are no longer employed. A blank copy is located at the back of the binder or can be found at <http://www.sfasu.edu/vpfa/documents/payment-card-acceptance-intent-to-comply.pdf>*

11. What is a Merchant Site Visit?

- a. Merchant site visits are annual meetings that last roughly 30 minutes long. During the meeting, the program representative will go through the handbook and make sure everything is accurate and complete. He/she will also check terminals for serial numbers. Make sure to keep up with your daily inspections and any employees that need to have training.*