Elavon

safe-t link

WITH P2PE PROTECT™

P2PE Instructional Manual

Merchant Guide for P2PE Compliance

July 2022

7300 Chapman Highway, Knoxville, TN 37920

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Revisions History

The following table provides a description of the changes made to this document from its origination to the current release.

Revision	Date	Revision Notes
SCR-0001-A	August 2017	Initial Release for review
SCR-0001-B	October 2017	Updated for PCI Release
SCR-0001-C	November 2018	Added newly approved POI devices. Removed "Confidential" stamp. Elavon, Inc. replaced Elavon, Incorporated.
SCR-0001-D	June 2019	Added 6 additional Ingenico devices
SCR-0001-E	November 2021	Added 5 additional Ingenico devices
SCR-0001-F	January 2021	Updated software versioning and devices supported based on final solution re-validation.
SCR-0001-G	July 2022	Updated PCI SSC Listing Number based on final solution revalidation, copyright, and branding (logo)

Latest PIM Document

The most recent version of the Safe-T Link with P2PE Protect P2PE Instruction Manual will be available at https://www.mypaymentsinsider.com/api/file/c/Safe-T_PIM. To ensure your organization is always operating with the current information, please download before each use.

1 Introduction to P2PE Requirements

The purpose of this document is to provide procedures and guidance to merchants who are using Elavon's Point-to-Point Encryption (P2PE) Payment Card Industry (PCI) validated Safe-T Link™ with P2PE Protect solution. The P2PE standard emphasizes reducing PCI scope by not solely relying upon technology as in the past, but by also relying on merchants to control and manage POI device security, and in the process, protect the highly-sensitive cardholder data.

P2PE dictates that merchants no longer store, process, or transmit cardholder data on any system or electronic media (computers, portable disks, audio recordings, etc.) outside of the payment device used as part of Elavon's Safe-T Link™ with P2PE Protect solution. Additionally, no legacy storage of cardholder data from other payment devices or systems is permitted.

The following merchant requirements are explained in detail within this document.

- Maintaining a Chain-of-Custody for POI devices
- Receiving and activating POI devices
- Storing devices (location, inventory, periodic inspection)
- Deploying POI devices
- Device transit between merchant sites
- Inspection of POI devices
- Actions to take in the event of tampering or other security-related incidents

To maintain compliance with PCI P2PE requirements, merchants must agree to the following compliance requirements and adhere to directions set forth in this document, including::

- Use of Elavon's Safe-T Link™ with P2PE Protect solution after coordinating which solutions and devices to implement.
- Adherence to this P2PE Instructional Manual (PIM) provided by Elavon.
- Ensure that if any other non-P2PE payment channels are used, the P2PE environment is adequately segmented (isolated) from the non-P2PE payment channels.
- Removal of any legacy cardholder data or systems from the P2PE environment.
- Ensure that payment environments are validated against applicable PCI DSS requirements in accordance with applicable payment card brand requirements.

Please note that regardless of the financial obligations of the P2PE equipment (i.e., whether it is purchased, leased, etc.), the Merchant has full responsibility to ensure the environments maintain P2PE scope reduction by following the instructions set forth in this document, including maintaining the Inventory Control Log and Chain-of-Custody Form, by storing the device in a secured location when not in use, and by properly monitoring the equipment to prevent tampering.

2 Elavon's Safe-T Link™ with P2PE Protect Solution Information and Contact Details

2.1 P2PE Solution Information

Solution name:	Safe-T Link™ with P2PE Protect
Solution reference number per PCI SSC website:	2021-00679.005

2.2 Elavon Contact Information

Company name:	Elavon, Inc.
Company address:	Two Concourse Parkway, Suite 800, Atlanta, GA 30328
Company URL:	https://www.elavon.com/
Contact name:	Elavon Gateway Support Inbox
Contact phone number:	1-866-265-6225 Option 3
Contact e-mail address:	gatewaysupport@elavon.com

P2PE and PCI DSS

Merchants using this P2PE Solution may be required to validate PCI DSS compliance and should be aware of their applicable PCI DSS requirements. Merchants should contact their acquirer or payment brands to determine their PCI DSS validation requirements.

3 Approved POI Devices, Applications/Software, and Merchant Inventory

The following PCI-approved POS devices are covered within the scope of this document.

3.1 POI Device Details

POI device vendor:	Ingenico
POI device model name and number:	iUC150B
Hardware version #(s):	IUC15x-01Txxxxx
Firmware version #(s):	820168 v01.xx
PCI PTS Approval #(s):	4-30172

POI device vendor:	Ingenico
POI device model name and number:	iUR250
Hardware version #(s):	IUR2xx-01Txxxxx
Firmware version #(s):	820514v12.xx
PCI PTS Approval #(s):	4-30250

POI device vendor:	Ingenico
POI device model name and number:	iUP250LE
Hardware version #(s):	IUP2xx-11Txxxxx
Firmware version #(s):	820305V13.xx, 820073v02.xx, 820528v02.xx
PCI PTS Approval #(s):	4-30251

POI device vendor:	Ingenico
POI device model name and number:	iUC285
Hardware version #(s):	IUC28x-01Txxxxx
Firmware version #(s):	820177V01.xx, 820073V01.xx, 820528V02.xx
PCI PTS Approval #(s):	4-30161

POI device vendor:	Ingenico
POI device model name and number:	iUC250
Hardware version #(s):	UC25x-01Txxxxx
Firmware version #(s):	820178 v11.xx
PCI PTS Approval #(s):	4-30164

POI device vendor:	Ingenico
POI device model name and number:	iPP310/ iPP 320 / iPP 350 (v.3)
Hardware version #(s):	IPP3xx-11Txxxxx
Firmware version #(s):	820305V02.xx, 820528V02.xx, 820073v01.xx
PCI PTS Approval #(s):	4-20184

POI device vendor:	Ingenico
POI device model name and number:	iPP310/iPP315/ iPP 320 / iPP 350 (v.4)
Hardware version #(s):	IPP3xx-31Txxxxx
Firmware version #(s):	820305V11.xx
PCI PTS Approval #(s):	4-30176

POI device vendor:	Ingenico
POI device model name and number:	iSC Touch 250 (v.4)
Hardware version #(s):	iSC2xx-31Txxxxx
Firmware version #(s):	820518 V12.xx, 20528V02.xx, 820073V01.xx
PCI PTS Approval #(s):	4-30132

POI device vendor:	Ingenico
POI device model name and number:	iSC Touch 480 (v.4)
Hardware version #(s):	ISC4xx-11Txxxxx
Firmware version #(s):	820518 V11.xx, 820518 V12.xx, 820528V02.xx, 820073V01.xx
PCI PTS Approval #(s):	4-30125

POI device vendor:	Ingenico
POI device model name and number:	IWL 220 /IWL 250
Hardware version #(s):	IWL2xx-01Txxxxx
Firmware version #(s):	820305V01.xx, 820073v01.xx, 820528v02.xx
PCI PTS Approval #(s):	4-20181

POI device vendor:	Ingenico
POI device model name and number:	iSMP4 (v.4)
Hardware version #(s):	IMP6xx-11Txxxxx
Firmware version #(s):	820305v11.xx
PCI PTS Approval #(s):	4-30220

POI device vendor:	Ingenico
POI device model name and number:	Link/2500
Hardware version #(s):	LIN25BA
Firmware version #(s):	820547v01.xx, 820548v03.xx, 820549v01.xx
PCI PTS Approval #(s):	4-30326

POI device vendor:	Ingenico
POI device model name and number:	Move/5000
Hardware version #(s):	MOV55BB
Firmware version #(s):	820547v01.xx, 820548v02.xx, 820549v01.xx
PCI PTS Approval #(s):	4-20316

POI device vendor:	Ingenico
POI device model name and number:	Lane/3000
Hardware version #(s):	LAN30AA
Firmware version #(s):	820547v01.xx, 820548v02.xx, 820549v01.xx
PCI PTS Approval #(s):	4-30310

POI device vendor:	Ingenico
POI device model name and number:	Lane/5000
Hardware version #(s):	LAN51BA
Firmware version #(s):	820547v01.xx, 820548v02.xx, 820549v01.xx
PCI PTS Approval #(s):	4-20324

POI device vendor:	Ingenico
POI device model name and number:	Lane/7000
Hardware version #(s):	LAN70AB
Firmware version #(s):	820547v01.xx, 820548v02.xx, 820549v01.xx
PCI PTS Approval #(s):	4-30237

POI device vendor:	Ingenico
POI device model name and number:	Lane/8000
Hardware version #(s):	LAN80AA
Firmware version #(s):	820547v01.xx, 820548v02.xx, 820549v01.xx
PCI PTS Approval #(s):	4-30257

3.2 POI Software / Application Details

Below are the details of the software and applications (both P2PE applications and P2PE non-payment software) on POI devices covered within the scope of this document.

Application	Device Model	Hardware Version	Firmware Version	Device Version	PCI Listed?	Clear Text Account Data?
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iPP310/iPP320/ iPP350	IPP3xx-11Txxxxx	820305V02.xx, 820528V02.xx, 820073v01.xx	3	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iPP310/iPP315/ iPP 320 / iPP 350	IPP3xx-31Txxxxx	820305V11.xx	4	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iSC Touch 250	iSC2xx-31Txxxxx	820518 V12.xx, 20528V02.xx, 820073V01.xx	4	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iSC Touch 480	ISC4xx-11Txxxxx	820518 V11.xx, 820518 V12.xx, 820528V02.xx, 820073V01.xx	4	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iSMP4	IMP6xx-11Txxxxx	820305v11.xx	4	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG-2.02.AAAAA or V-OG- 2.03. AAAAA	iWL220, iWL250	IWL2xx-01Txxxxx	820305V01.xx, 820073v01.xx, 820528v02.xx	3	Yes	Display, ICCR, MSR, CTLS, PIN Entry, OP, SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Link/2500	LIN25BA	820547v01.xx, 820548v03.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Move/5000	MOV55BB	820547v01.xx, 820548v02.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED

Application	Device Model	Hardware Version	Firmware Version	Device Version	PCI Listed?	Clear Text Account Data?
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Lane/3000	LAN30AA	820547v01.xx, 820548v02.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Lane/5000	LAN51BA	820547v01.xx, 820548v02.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Lane/7000	LAN70AB	820547v01.xx, 820548v02.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	Lane/8000	LAN80AA	820547v01.xx, 820548v02.xx, 820549v01.xx	5.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	iUC250	UC25x-01Txxxxx	820178 v11.xx	4.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	iUC285	IUC28x-01Txxxxx	820177V01.xx, 820073V01.xx, 820528V02.xx	4.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	iUP250LE	IUP2xx-11Txxxxx	820305V13.xx, 820073v02.xx, 820528v02.xx	4.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	iUR250	IUR2xx-01Txxxxx	820514v12.xx	4.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED
Simplify Version V-OG 2.02.AAAAA or V-OG- 2.03. AAAAA	iUC150B	iUC15x-01Txxxxx	820168 v01.xx	4.x	Yes	Display,ICCR, MSR,CTLS, PIN Entry,OP,SRED

Note: Only one of the above applications will be installed in a device at one time.

3.3 POI Inventory and Monitoring

Elavon's Safe-T Link™ with P2PE Protect solution is comprised of a combination of secure POI devices, applications, and processes that encrypt cardholder data as it travels from a POI device to our secure decryption environment. The encryption key contained in each POI device is a highly sensitive piece of information. Therefore, it is essential that all measures be taken to protect POI devices and their encryption keys from tampering. Elavon's Safe-T Link™ with P2PE Protect solution requires that a Chain-of-Custody Form and a Device Inventory Log be maintained and that devices are physically secured or monitored at all times.

3.3.1 P2PE POI Device Inventory Control Log

A P2PE POI Device Inventory Log must be maintained for each POI device a merchant has in their possession. Devices must be inventoried upon initial receipt and quarterly thereafter throughout all phases of device usage. Additionally the devices must be inventoried whenever the location of a device changes. Maintaining this inventory log provides a means to track and monitor the following important information for each device.

- Device Number
- Device Vendor
- Device Make/Model
- Device Serial Number
- Device Location (address and any other defining information)
- General Description (security seals, labels, hidden markings, etc.)
- Photograph that clearly shows device type and model to assist with ID of different devices.
- Device Status (Sealed/Deployed/Stored/In Repair/No Longer in Use/Returned)
- Number of Physical Connections
- Type of Physical Connections
- Firmware Version
- Hardware Version
- Application(s) and Version(s)
- Inventory Date
- Name of Inspector

If there is already an inventory control system in place that tracks all required data stated above, that system may be utilized instead of the one included within Elavon's Safe-T Link™ with P2PE Protect solution.

Any variances in inventory, including missing or substituted POI devices, must be reported to *Elavon Gateway Support* at 1-866-265-6225 Option 3 or by e-mail at GatewaySupport@Elavon.com immediately.

P2PE POI Device Inventory Log

Maintain log for all Elavon-issued P2PE-approved equipment. Review log quarterly, and submit to Elavon annually.

Device No.	Device Vendor	Device Make/ Model	Device Serial No.	Device Location	Current Device Status	No. of Physical Connections	Type of Physical Connections	Firmware Version	Application Version	Inventory Date	General Description (security seals, labels, hidden markings, etc.)
1	Elavon	IPPXXXX	XXXXXX	7300 Chapman Hwy. Knoxville TN 37920	Deployed	1/3/1900	USB	1/0/1900	1/2/1900	1/5/2017	Security labels over screws on backside.

This form must be secured using the guidelines below.

Must have password controlled access with regular password changes and strong password requirements.

Regular checks of user access lists must be conducted.

Access should be on a "need-to-know" basis.

All changes must be traceable to individual users, and the activity must be fully documented.

4 POI Device Installation Instructions

Do not connect non-approved cardholder data capture devices.
The P2PE solution is approved to include specific PCI-approved POI devices. Only these devices denoted above in table 2.1 are allowed for cardholder data capture.
If a merchant's PCI-approved POI device is connected to a data capture mechanism that is not PCI approved, (for example, if a PCI-approved SCR was connected to a keypad that was not PCI-approved):

- The use of such mechanisms to collect PCI payment-card data could mean that more PCI DSS requirements are now applicable for the merchant.
- Only P2PE approved capture mechanisms as designated on PCI's list of Validated P2PE Solutions and in the PIM can be used.

Do not change or attempt to change device configurations or settings. Changing or attempting to change device configurations or settings will invalidate the PCI-approved P2PE solution in its entirety. Examples include, but are not limited to:

- Attempting to enable any device interfaces or data-capture mechanisms that were disabled on the P2PE solution POI device
- Attempting to alter security configurations or authentication controls
- Physically opening the device
- Attempting to install applications onto the device

4.1 Installation and Connection Instructions

Elavon's Safe-T Link™ with P2PE Protect solution is comprised of a combination of secure POI devices that are shipped pre-programmed and ready to use. Simply, perform the following actions upon receiving a device.

1. Verify shipping details for the device(s) to confirm it originated from a trusted source. Please see the acceptable shipping addresses within the P2PE POI Device Reception Inspection List found in Section 6.3 of this document.
2. Inspect the integrity of the tamper-resistant packaging as explained in Section 6.3 before installing a device.
3. Unpack the device from the box.
4. Connect any USB, Ethernet, or serial cable as needed before powering up device.
5. The device will now go through boot cycle to power up.

Once the device completes booting up, press 0 to confirm that the version listed on the pin pad is the P2PE solution. If the device displays another message, or if you are unable to process a transaction, contact the Elavon Gateway Support at 1-866-265-6225 Option 3 or by email at GatewaySupport@Elavon.com for installation support.

After initial installation, it is considered best practice to disconnect and securely store your devices when unattended.

Please refer to the Troubleshooting guides that are shipped with each Ingenico iPP320/iPP350, iSC250, iSC480, and iWL2xx/iWL25x device for instructions on installation, including setup for Bluetooth connectivity for the iWL25x

series devices. Alternatively, http://www.ingenico.com may also contain installation instructions, or you can contact Elavon Gateway Support at 1-866-265-6225 Option 3 or by email at GatewaySupport@Elavon.com for installation support.

Note: *Elavon's Safe-T Link™ with P2PE Protect solution is provided for specific PCI-approved POI devices, which are listed in Section 3.1 of this document. Only these devices can be used to capture cardholder data under this P2PE-certification program.*

Physically secure POI devices in your possession, including devices:

- Awaiting deployment
- Undergoing repair or otherwise not in use
- Waiting transport between sites/locations

4.2 Selecting Appropriate Locations for Deployed Devices

The following guidelines should be considered when placing and deploying each POI device covered within the scope of this document.

- Position the device in a location where it can be easily and continuously observed and monitored by authorized personnel.
- Physically secure all device components so that cables cannot be unplugged by turning the device over. Consider installing locking stands, cable trays, or other securing mechanisms to prevent unauthorized removal.
- Limit access to parts of the device that are NOT required for payment processing (e.g., PIN pad and card reader).
- Position in-store cameras and devices so that the PIN entry keypad is not visible to cameras.
- Place the devices at least 6 feet away from anti-theft doorway units.
- Take photos of new equipment and periodically cross-check the entire POS system with the photo to confirm there are no changes.

4.3 Physically Securing Deployed Devices to Prevent Unauthorized Removal or Substitution

The following guidelines should be considered to physically secure each deployed POI device covered within the scope of this document.

- Physically secure all terminals to the structure of the payment location when possible (e.g., mount and secure the terminal and cables with locking stands, cable trays, and other securing mechanisms.)
- Place terminals in a location where all equipment is easily observed and can be monitored at all times.
- Limit access to parts of the device that are NOT required for payment processing (e.g., PIN pad and card reader).
- Terminals should be at least 6 feet away from anti-theft doorway units and at least 18 inches from surface mounted deactivation pads.

5 POI Device Transit

If a P2PE-approved, Elavon-issued POI device must be transferred between merchant sites or if the device is being returned to Elavon, the following procedure must be used to ensure the security of the device is not compromised.

5.1 Securing POI Devices for Transit

If returning the device to Elavon, first contact Elavon to request a Call Tag, then follow the packing instructions below. Elavon will provide additional shipping instructions with the Call Tag. **It is important to store the device in a physically secure location until it is returned.**

1. Place the device in a bar-coded, tamper-resistant bag, if using. The image below shows an example of such a bag that has a tamper seal designed to indicate attempts at opening the bag. A clear "VOID" will appear within the green adhesive strip if tampering occurs.

Proper Placement of Device in Tamper-Resistant Bag

2. If using a bar-coded, high-risk grade tamper-resistant bag, print the tamper-resistant bag serial number next to the device's serial number on a Packing Slip to link them for tracking purposes, as well as on the Device Inventory Log under the General Description column. If not using a barcoded, high-risk grade tamper resistant bag, be sure to list the device serial number on the packing slip.
3. Verify the address where the device will be sent with the recipient, and inform them of the impending delivery.
4. It is required that the device be shipped using ONLY a secured carrier, such as UPS, so that it is tracked at all times during transit.

5. Once shipped, update the Device Inventory Log with all necessary information for tracking the device until it reaches its destination. At that point, update your log to note that status.

5.2 Ensuring POI Devices Originate from and are Shipped to Trusted Sites and Locations

As stated in the previous section, Elavon requires that the address where a POI device is being sent is verified prior to shipment by contacting the recipient. The recipient must also be informed about the impending delivery and given the estimated date and time of that delivery.

Please contact Elavon Gateway Support at 1-866-265-6225 Option 3 or by email at GatewaySupport@Elavon.com if you suspect that a device has been tampered with or has originated from an untrusted or unknown source.

6 POI Device Tamper Monitoring and Skimming Prevention

6.1 Inspecting POI Devices, Preventing Skimming, and Reporting Suspicious Activity

As noted previously, each POI device must be examined upon receipt and initial deployment, as well as on regular basis thereafter. Any abnormalities, such as missing or altered seals or screws, extraneous wiring, holes in the device, or the addition of labels or other material that could be used to mask damage from device tampering must be noted at each inspection. Merchants must, at a minimum, inspect as follows.

- □ Is the POI device in its designated location?
- □ Is the manufacturer's name correct?
- □ Is the model number correct?
- □ Is the serial number printed on the label and displayed on the screen correct?
- □ Is the color and general condition of the POI device as described, with no additional marks or scratches (especially around the seams)?
- □ Are the manufacturer's security seals and labels present with no signs of peeling or tampering?
- □ Are the manufacturer's security markings and reference numbers as described?
- □ Are any expected ultra-violet lights present and as described?
- □ Are all connections to the POI device as described, using the same type and color of cables and with no loose wires or broken connectors?
- □ Are all cables screwed in or connected all the way?
- □ Is the number of connections entering the POI device correct?
- □ Is the total number of POI devices in use the same as the number of POI devices officially installed?
- □ Are you getting a high number of mag-stripe read failures or debit card declines?
- □ Are customers having difficulty inserting a chip and PIN card into the EMV slot?

6.1.1 Additional Ways to Maintain Device Security

- □ Apply all security updates and patches when necessary and always use a network firewall.
- □ Be aware of overlays, which form to the device covering the keyboard area and possibly concealing damage resulting from tampering.
- □ Check the device wire connections for signs of tampering, such as a larger wire being used that contains additional data-stealing wires.
- □ Note the serial number on the back of all POI devices and check this against the electronically displayed serial number on the POI device.
- □ Take photos of new equipment and periodically cross-check the entire POS system with the photo to confirm there are no changes.
- □ Keep all areas around POI devices clear and free of smartphones and other unnecessary electronic equipment.
- □ Train personnel to be aware of suspicious behavior of customers and to report tampering or substitution of devices.
- □ Periodically rotate the individuals performing the device-checking to ensure nothing gets missed and to eliminate collusion.

- ☐ Be cautious of unannounced service visits. All service visits must be verified prior to the appointment and all service personnel must be identified and their activity involving the POI device logged on the Inventory Control Log.

The following images (provided by Ingenico) show how each of the POI devices listed in Elavon's Solution should appear when in an unaltered state. Use the images to compare your devices to ensure tampering has not occurred.

iPP320

iPP350

iPP3xx

rear view casing closed

rear view casing open

iSC250

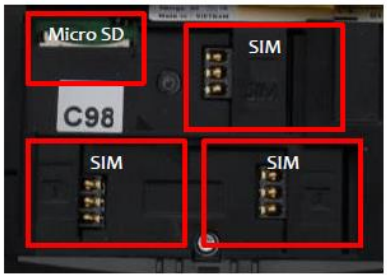
iSC480

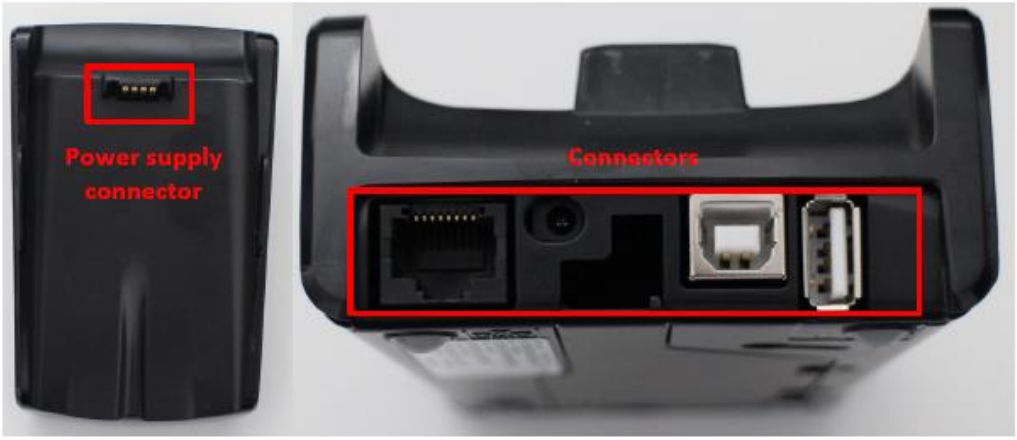
iWL250

iWL2xx

Rear View casing closed

Rear View casing open




Power supply
connector
Connectors


COM1
COM0
IN
Connectors

Lane 3000

Lane 5000

Lane 7000/8000

iUC150

iUP250

iUR250

6.1.2 Educate Employees on how to Identify Modified POI Devices

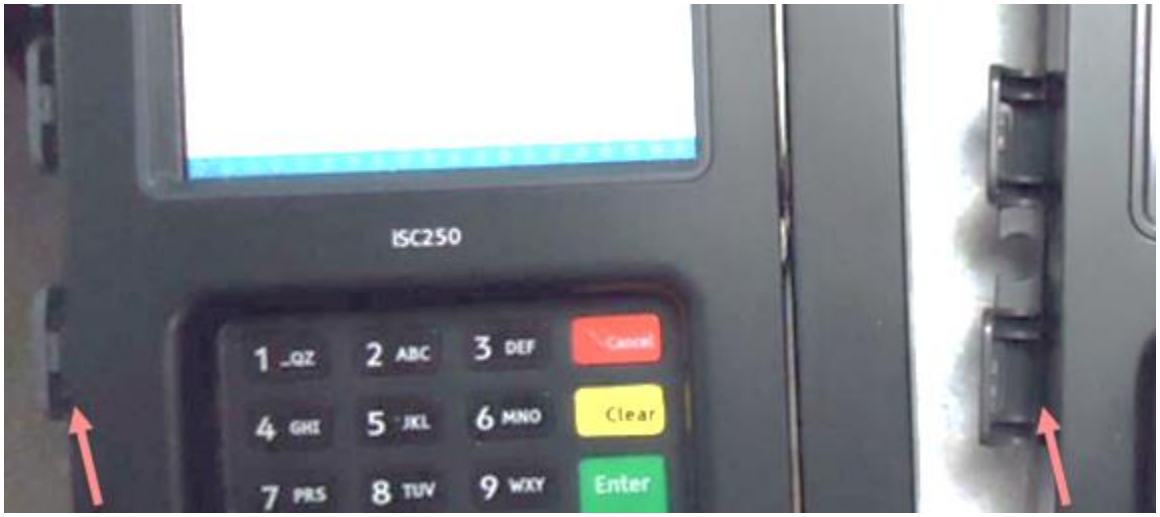
The following images (taken from http://krebsonsecurity.com and Ingenico) are examples of how devices may be altered to comprise security. Please use these as examples to train your staff on how to spot altered devices.

The image on the right is the device as it appears from the manufacturer. Notice the image on the left is larger. This is because it has a skimming overlay that must be larger than the original device in order for it to fit on top of it.

Another way skimming devices can be detected is by looking at the backlight. The image on the right is untampered. Notice the brightness of the keypad, as opposed to the keypad on the left that is darkened.

The green LED light, shown below, that displays on the device when a customer uses a contactless payment method such as Apple Pay.

Check the stylus tray to ensure it is visible and useful. Notice in the image on the left the stylus tray is covered by the skimming device.



Performing routine checks like these can help to lessen the chances of a criminal gaining access to customer card data. This list is not inclusive of all hacking methods, but should serve as a general guide to stress upon your employees the importance of being vigilant in monitoring and inspecting your POI devices on a regular basis.

See also the PCI SSC's Skimming Prevention Taskforce's document titled, "*Skimming Prevention: Best Practices for Merchants,*" available at www.pcisecuritystandards.org.

6.2 Responding to Evidence of POI Device Tampering

Do NOT use the device.

Immediately remove the device from the network, if applicable, but DO NOT power it down. Preserve all evidence. Contact your company's bank, corporate security team, or local law enforcement. Then, contact Elavon Gateway Support at 1-866-265-6225 Option 3 or by e-mail at GatewaySupport@Elavon.com.

Use pre-established, documented, and distributed security incident response and escalation procedures to timely and effectively handle device tampering situations.

6.3 Confirming Devices and Packaging were not Tampered with and Establishing Confirmed Secure Communications with Elavon

Packages containing the POI devices are shipped via UPS 3-day ground, UPS Ground, or UPS Next Day Air (by 5:30 p.m. arrival). Elavon does **not** deliver UPS Next Day Early a.m. arrival.

They will arrive in a sealed cardboard package with OEM branding (inside the outer box). Thoroughly inspect the packaging upon receipt by comparing it to the images below to ensure no tampering has occurred during transit.

The POI device (and power supply, if included) will be nested inside a protective cardboard casing inside the package.

The device will be wrapped in a tamper-resistant bag.

The front of the tamper-resistant bag is barcoded and serialized prior to shipping and are scanned together to associate the device to the tamper-resistant bag. The tamper-resistant bag serial number is printed next to the device's serial number on the Packing Slip. Confirm these numbers match upon receipt.

IMPORTANT! *Do NOT remove the device from the tamper resistant packaging until such time that it is being deployed. Store the device in a physically secured area. Once the device is in your possession, you are responsible for safeguarding it throughout the lifecycle of use.*

Record all information regarding the device on the POI Device Inventory Log provided in Section 3.3.1, then either store or deploy the device.

The Device Reception Inspection checklist, shown below, may be used during the process just described.

P2PE POI Device Reception Inspection List	
Address	
Your package(s) will be sent from one or more of secure POI deployment facilities. If the Senders address differs, call Elavon immediately, and do NOT open the package(s).	POS Portal 1627 Main Ave Sacramento, CA 95838 OR 1920 Watterson Trail # A, Louisville, KY 40299 Ingenico 6195 Shiloh DR, Alpharetta, GA 30004
Packing Slip	
Every order contains a packing slip with the P2PE device's serial number and its associated Tamper Evident Bag Serial Number.	Compare the two serial numbers. If they differ, do NOT use the device. Call Elavon immediately.
Tamper Bag	
P2PE Devices are always shipped with a security bag. Is the bag missing? The bag will have a green adhesive seal at the top of a barcoded clear bag.	***NOTE****: POS Portal and Ingenico have the functionality to have both a P2PE and a Non-P2PE device on a single order.* Verify the device arrived in the tamper-resistant bag.
Do you see the words "VOID" on the green seal?	If the device has been tampered with, the word "VOID" will appear in white behind the green security seal.
Has the bag been cut? Has it been replaced?	Check to make certain the bag has not been cut and that new clear tape has not been placed over the existing security seal.

Verify the serial number on the device matches the serial number on the pack slip.	Each Device that is P2PE intended will have a tamper bag serial number next to the device's Serial Number. Both are visible through the Tamper Evident Bag.
Cardboard Box	
The box must NOT be torn or cut.	
The box must have the Manufactures Sticker (OEM) on the front.	An outer box for shipment may be used.

6.3.1 Temporary Storage of Devices

Physically secure POI devices in your possession. This includes devices that are

- awaiting deployment,
- undergoing repair or otherwise not in use, and
- awaiting transport between sites.

6.4 Limiting Access to Stored Devices

Limit access to stored devices only those employees who need it to perform job functions (e.g., managers). Confirm each business need and identify all third-party personnel claiming to be present for support or equipment repair PRIOR to granting them access to POI devices.

An Access Control Form, such as the one provided below, should be used to maintain a list of pre-authorized personnel who have access to all stored devices. Update the list each time ANY stored device is accessed. Include on the form the following information.

- The name of the authorized personnel accessing the device.
- The name and company of an escorted non-authorized person (if any).
- The date, and time in and time out of access.
- The reason for access.

Elavon P2PE-Approved POI Device Access Control Form

Device number	Serial Number	Name of Authorized User	Company Name (for approved outside vendor	Date	Time In	Time Out	Reason for Access

7 Device Encryption Issues

7.1 Responding to POI Encryption Failures

Although it is unlikely, there may be occasions where a device encryption failure occurs. In such an event, an Elavon Customer Service member will alert your primary point of contact regarding the failure and work with your representative to troubleshoot the specific device(s) based on the criteria outlined within the "Troubleshooting" section of this guide. If troubleshooting fails to resolve the encryption failure, you will be required to remove the device from service, and either send it to Elavon for repair or replacement. Elavon's solution does not permit opting out of using P2PE with any device within your payment environment.

7.2 Requesting that Elavon Stop the Encryption of Data

Elavon's solution does not permit opting out of P2PE with any device. If a merchant chooses to stop processing using our P2PE solution and opt out of the Safe-T Link™ with P2PE Protect solution, this must be done in compliance with any signed agreement. At that point, the merchant accepts responsibility for the following impacts.

- The security impact to the merchant's account data and potential risks associated with processing transactions without P2PE protection.
- Implementing alternative controls to protect account data in lieu of Elavon's Safe-T Link™ with P2PE Protect solution.
- The merchant is no longer eligible to complete the Self-Assessment Questionnaire (SAQ) P2PE associated with use of the PCI-approved devices.
- Processing transactions without P2PE protection may impact the PCI DSS compliance validation.

8 POI Device Troubleshooting

8.1 Troubleshooting a POI Device

If assistance is needed for troubleshooting your POI device(s), Elavon will work remotely with the point of contact to troubleshoot the issue.

Visit Ingenico's website at http://www.ingenico.com to find the most current device documentation, or contact Elavon Gateway Support at 1-866-265-6225 Option 3 or by e-mail at GatewaySupport@Elavon.com for help.