When you only accept card payments using a PAX A920 integrated terminal

-This guide is adapted to merchants using Amilia SmartRec-

SAQ P2PE User Guide

PCI v4.0

January 2024 – PCI v3.2.1

Paysafe

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Once your account has been boarded, you will receive log in details to your PCI Account via email.

- Your username is your Merchant ID number.
- Please use the link within the email to select a password of your own choosing, ensuring to follow the on-screen instructions.
- Upon your first initial log in, you will need to review your contact information to ensure this is accurate.

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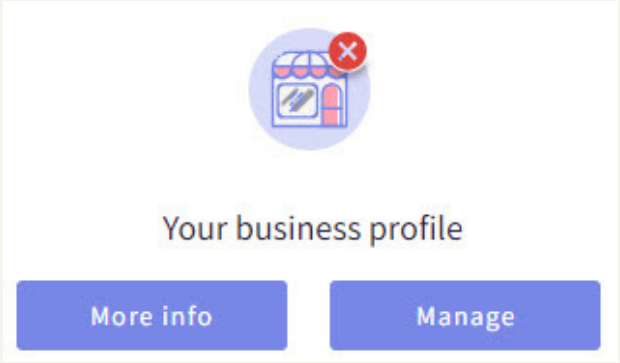
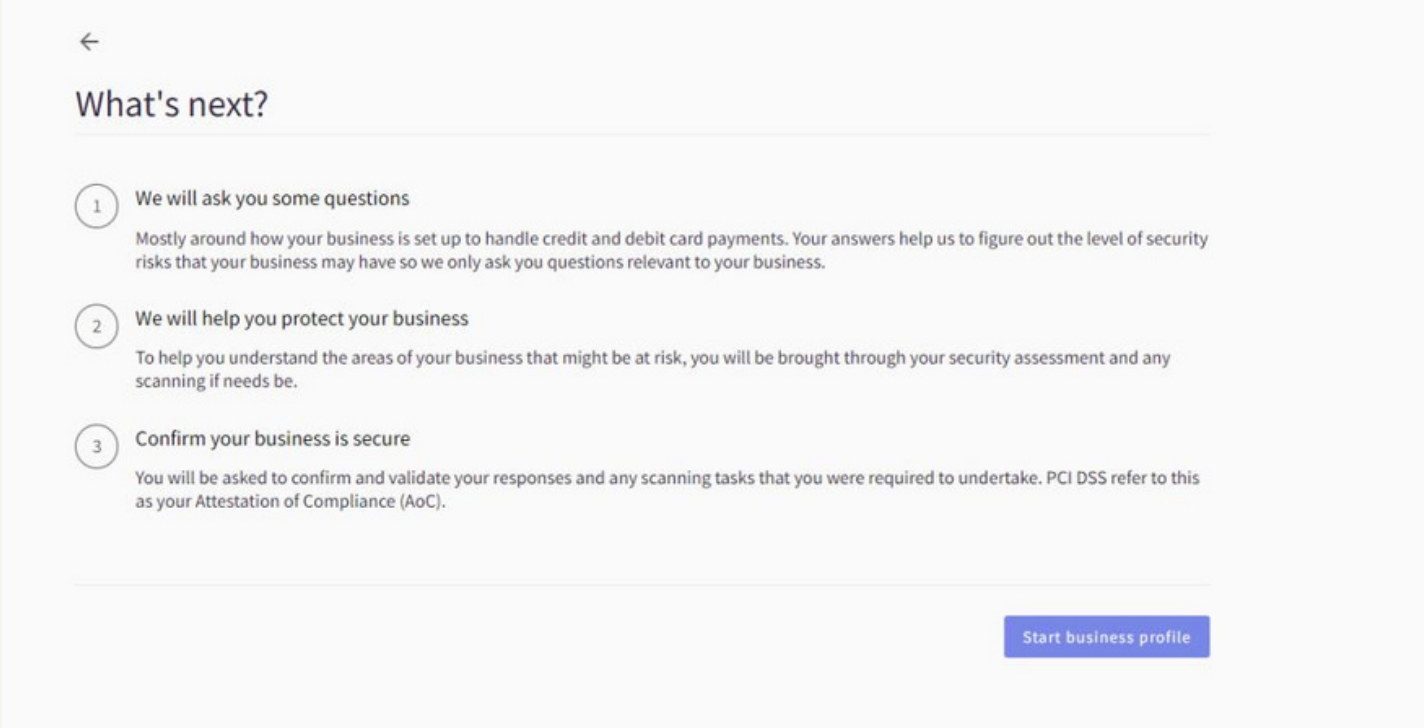
- To start, click ‘Manage’ on your **business profile**.
- The profile paints a picture of your business environment & how you accept card payments.
- Follow this (SAQ type P2PE) guide if your organization accepts card payments with an A920 PAX integrated terminal **only**.





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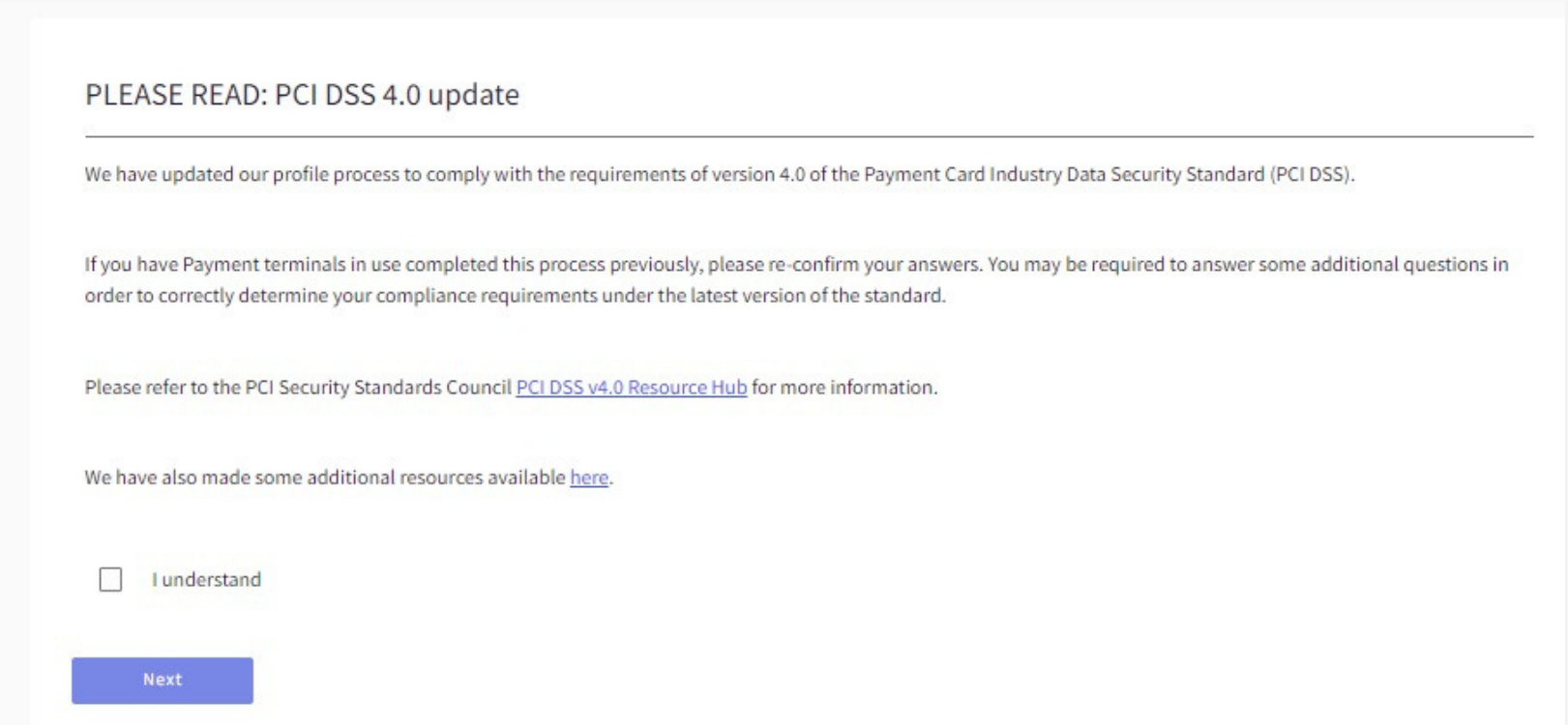

- The PCI standard has now changed from v3.2.1 to v.4.0. The PCI Portal has been upgraded to ensure you are validating against the latest compliance standards.
- Please read the above messaging and select ‘I understand’ to proceed.

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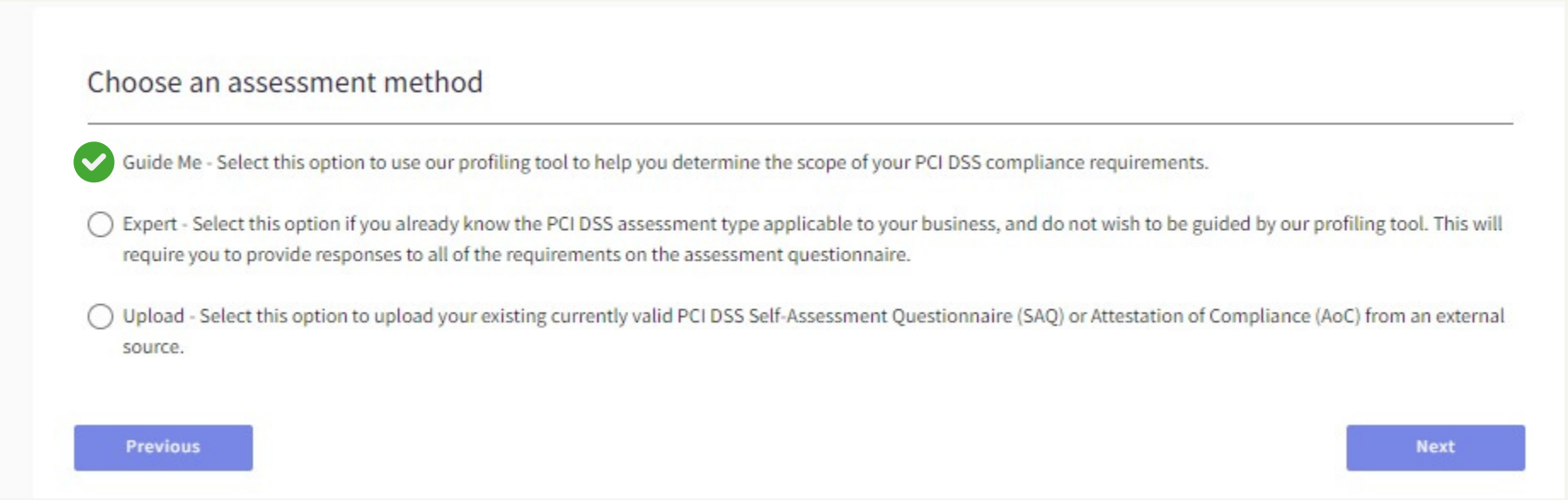

- Select '**Guide me**' to complete your compliance using the PCI Portal. (Recommended)
- Select 'Expert' if you don't wish to use the profiling tool to pre-populate some of your PCI requirements. (Not Recommended)
- Select 'Upload' if you've already completed your compliance for the forthcoming year and wish to upload the required documentation.

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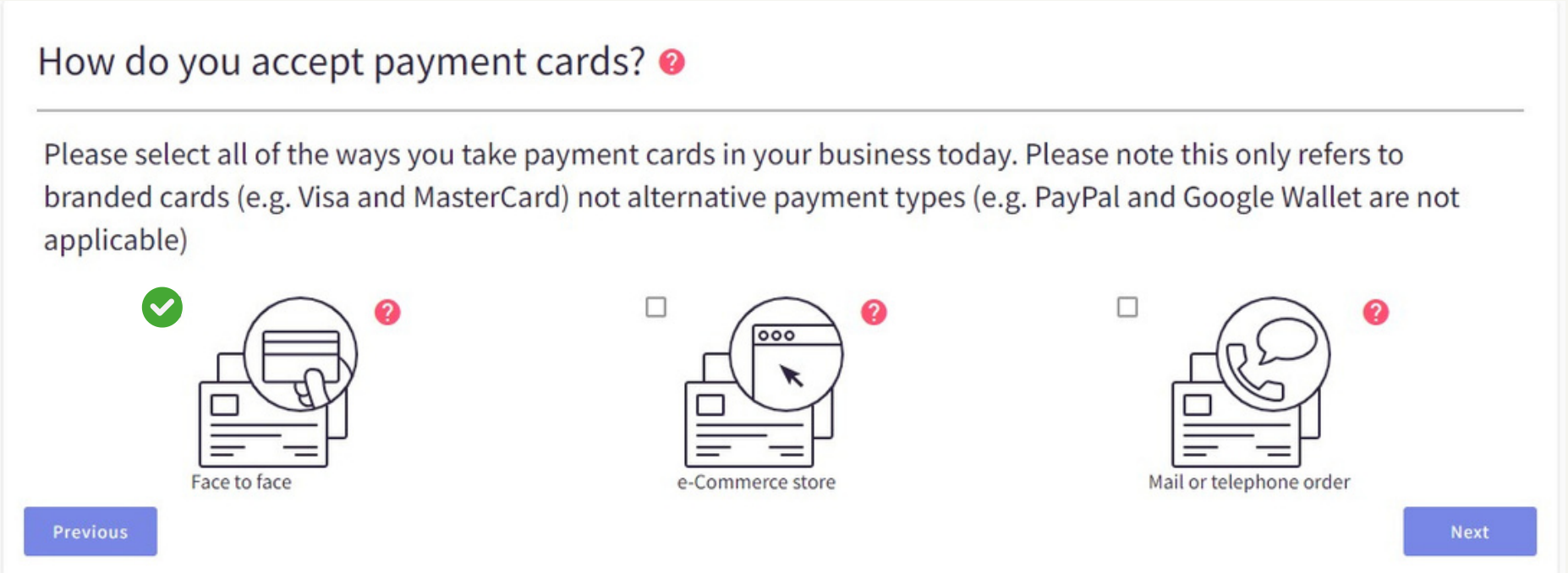

- As you only use the PAX A920 integrated terminal for card present transactions - **please select that you are accepting card payments 'Face to face'**.
- Don't select any other option.

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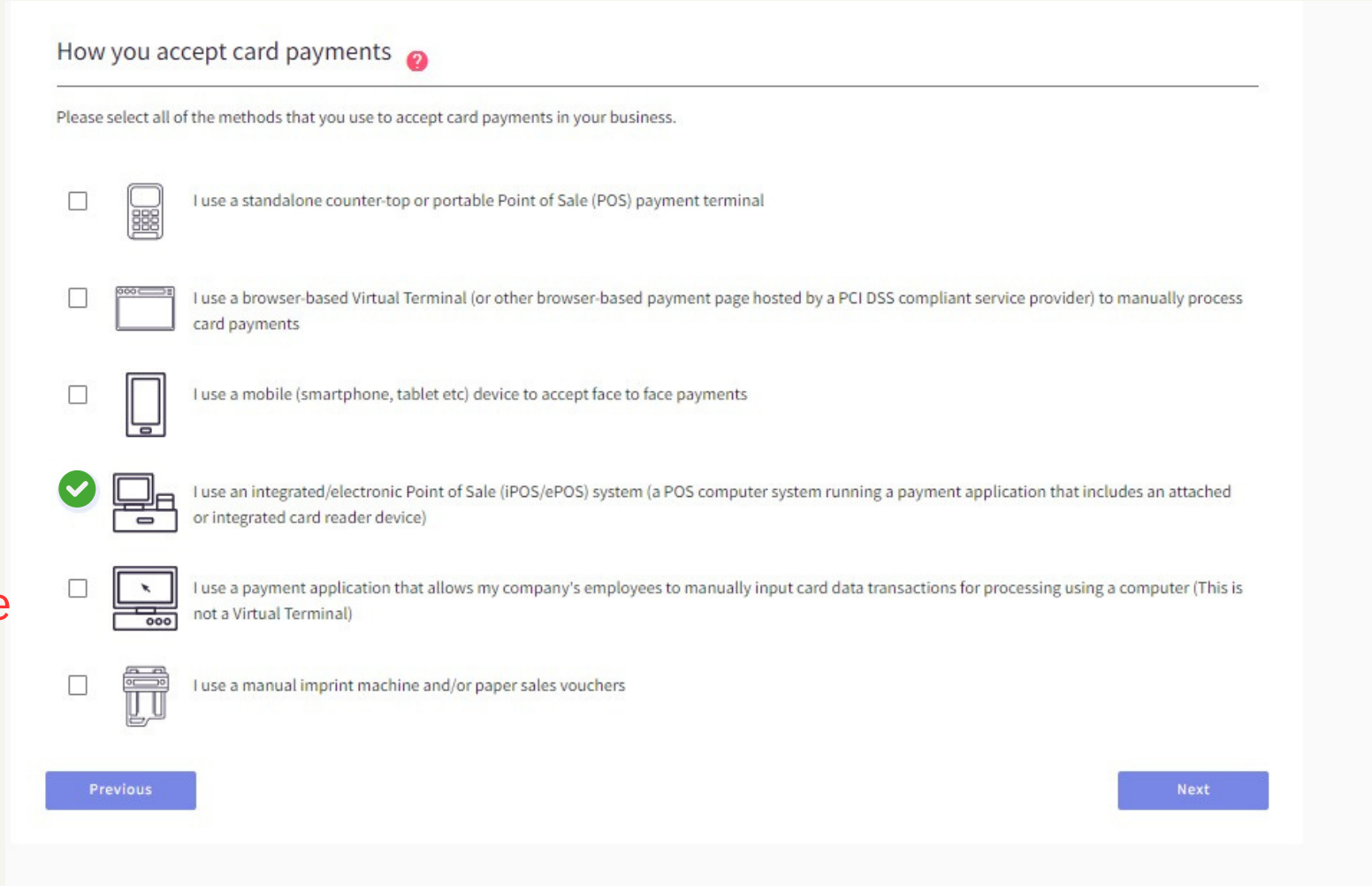
As you only use the PAX A920 integrated terminal to accept card payments in the Amilia SmartRec store -

- **Please select the 4th option 'I use an integrated Point of Sale (iPOS/ePOS system that includes an integrated card reader device'.**



Note: In the past, merchants selected the first option (standalone or portable POS terminal). However, this option leads to an SAQ B-IP with a scan (to be avoided). **Do not select the first option. You must select the 4th option.**

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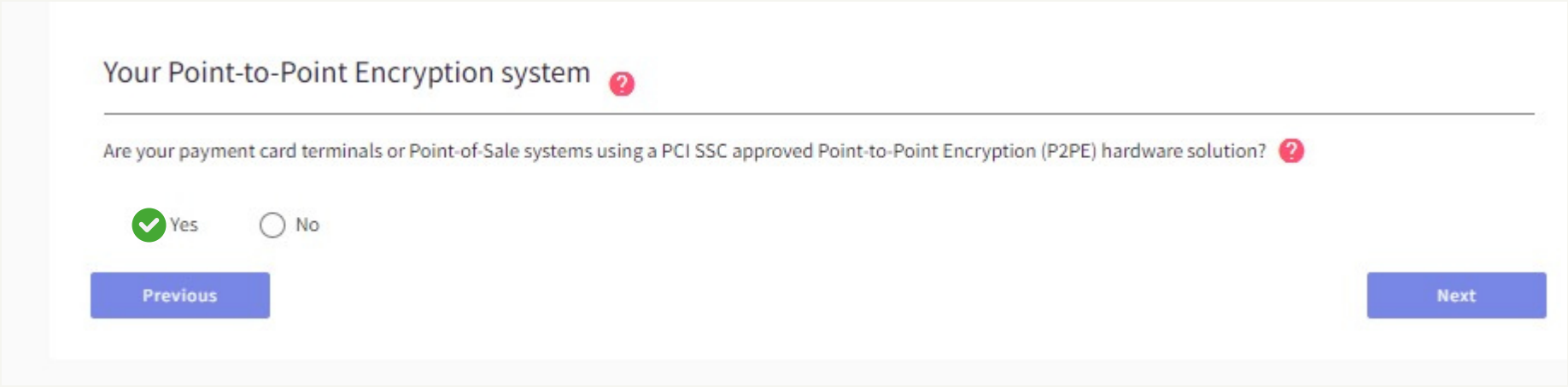

- The PAX A920 integrated terminal is a Point-to-Point encrypted terminal.
  Please answer 'Yes' to this question.

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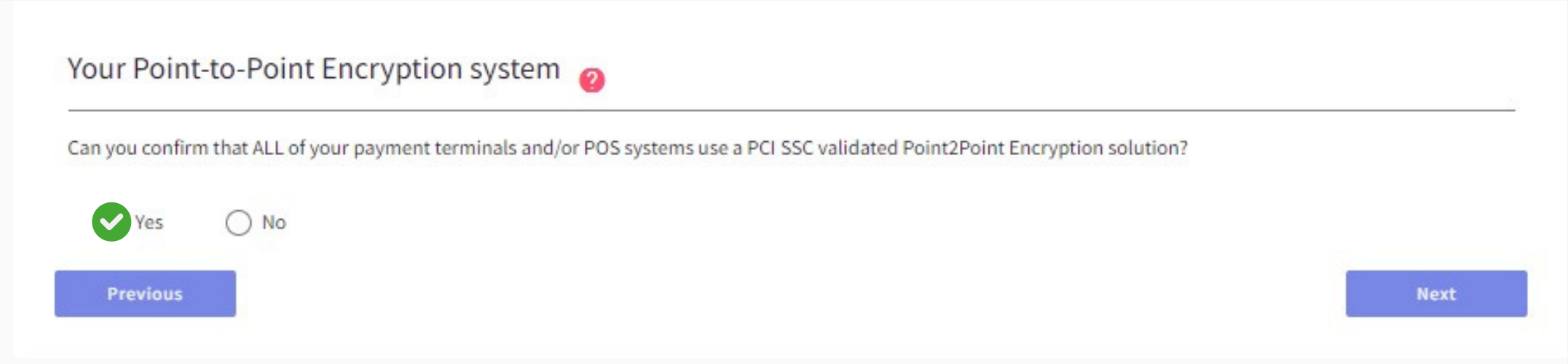

- As you only use the PAX A920 integrated terminal, **please answer 'Yes' to this question**.

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- **Please answer ‘Yes’ to this question.**

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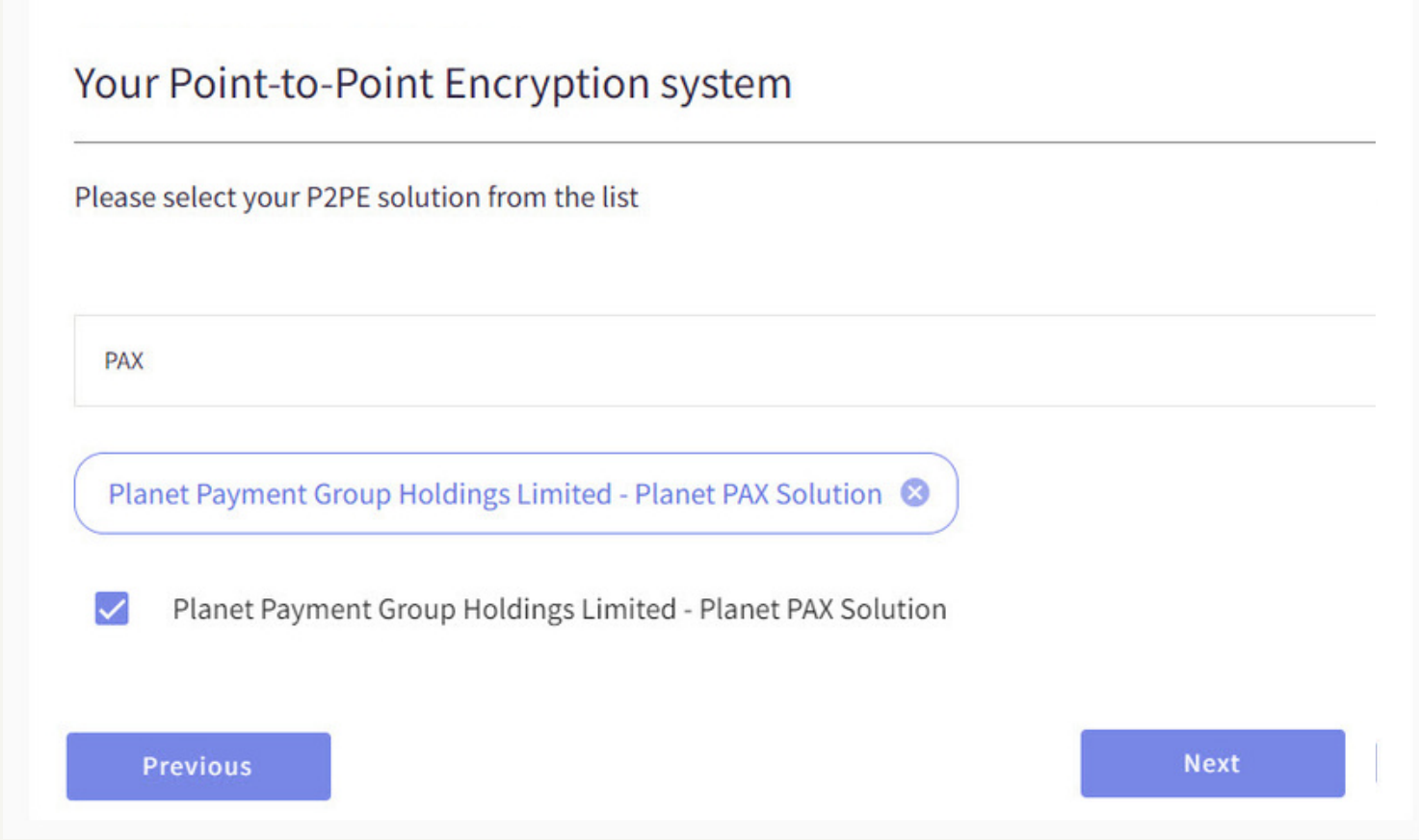

- To input your P2PE solution, please type ‘PAX’ in the search bar and then scroll down.
- **Please select ‘Planet Payment Group Holdings Limited - Planet PAX Solution’.**

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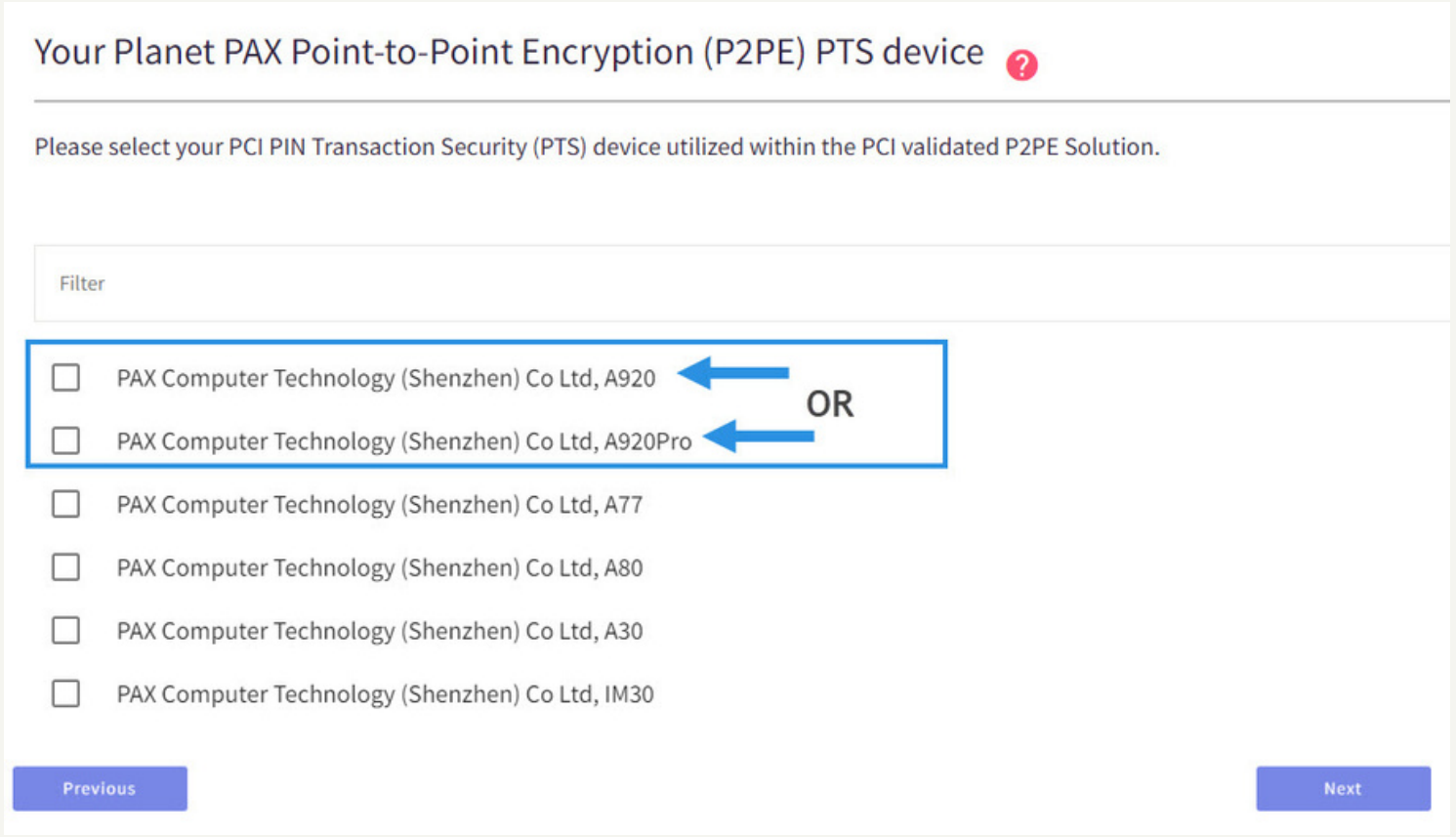

- Please select the **A920 or A920 Pro** (depending on which one you have). They're the only integrated terminals currently supported in Amilia SmartRec.

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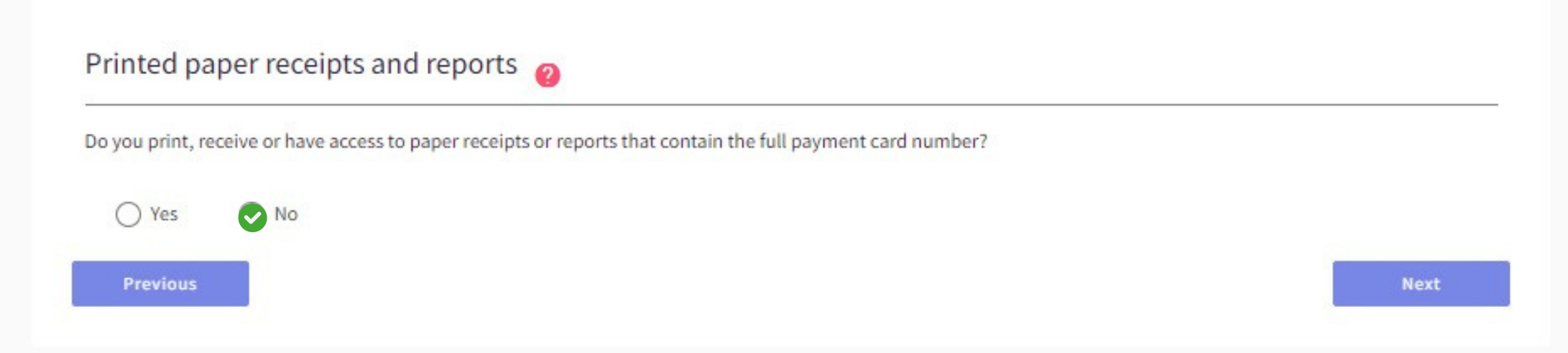

- If you don’t have access to paper receipts or reports that contain the full card details of your customers, **please answer ‘No’ to this question**.

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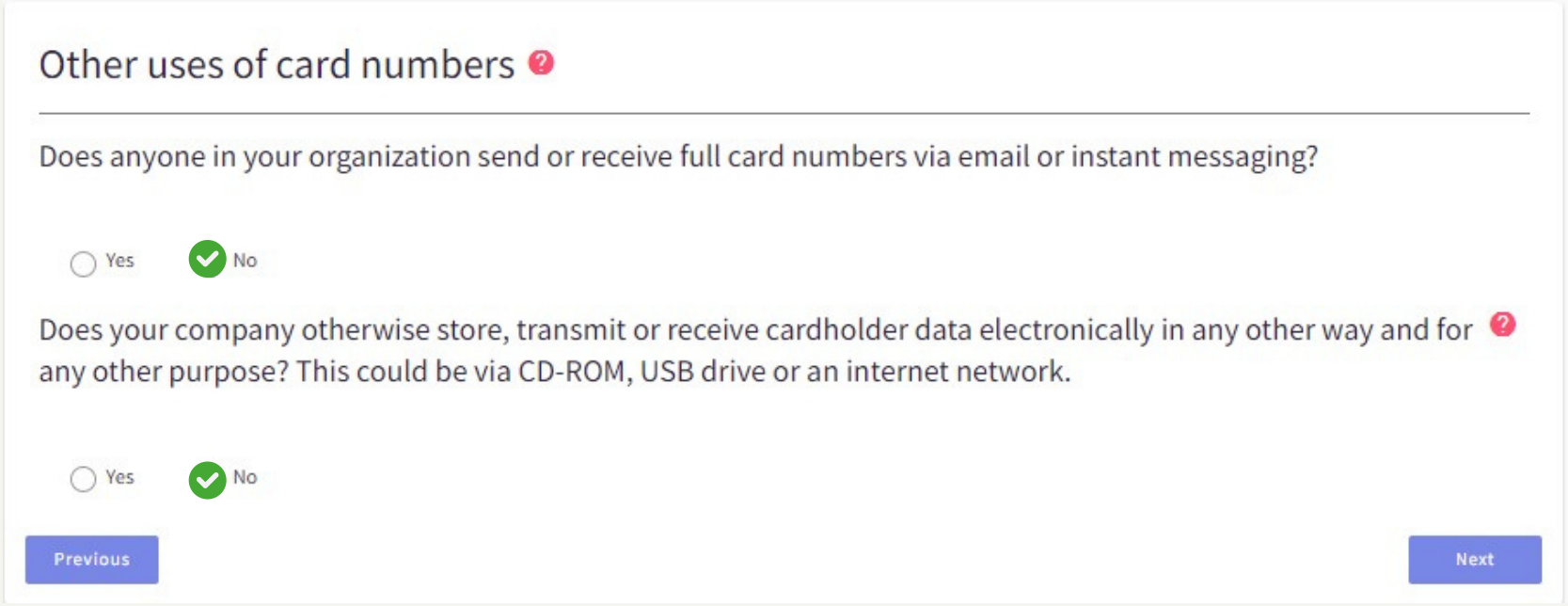
- You must never send, receive, transmit or store cardholder data electronically under any circumstances.

  This puts your organization and your customers' data at risk of being hacked by malicious individuals who will show you no mercy.



- **Please answer 'No' to both questions.**

Paysafe

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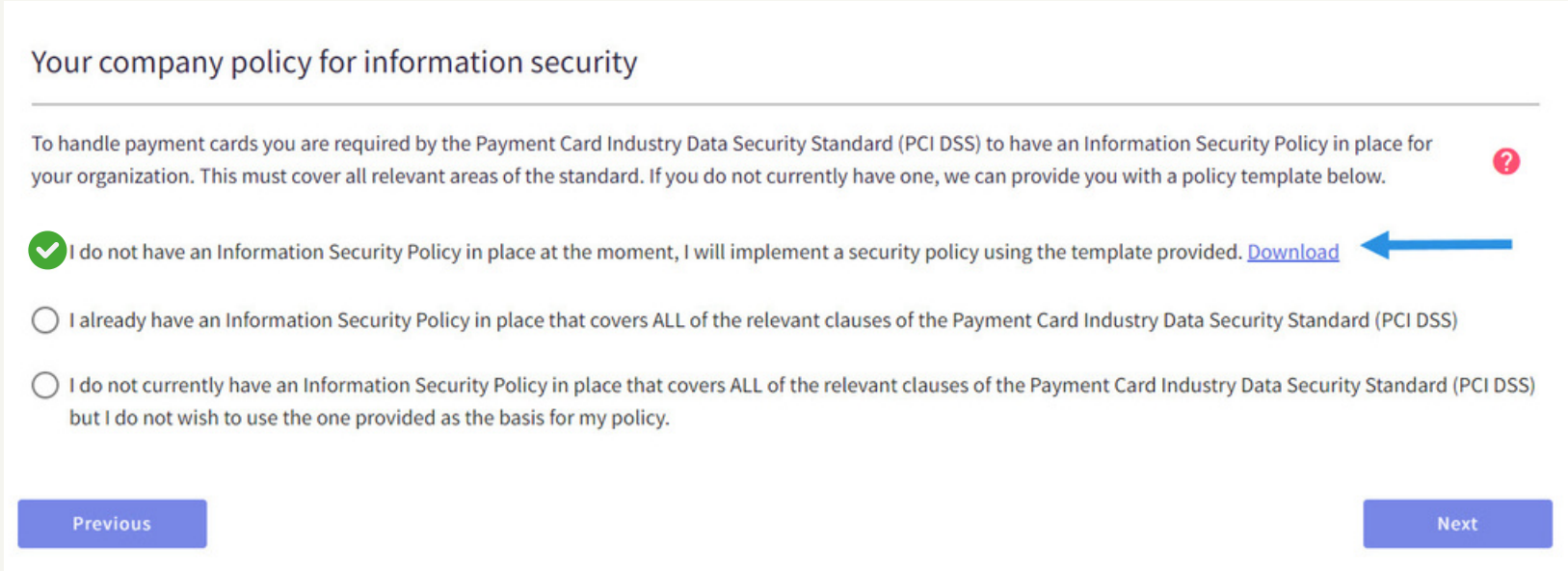
- In order to become and maintain compliance, you must have an Information Security Policy in place within your business.

  You can download this document via the hyperlink as shown.

- You must read, sign and date this document, as well any other employee who handles card payments.

- This document must be always kept on the business premises and reviewed annually.



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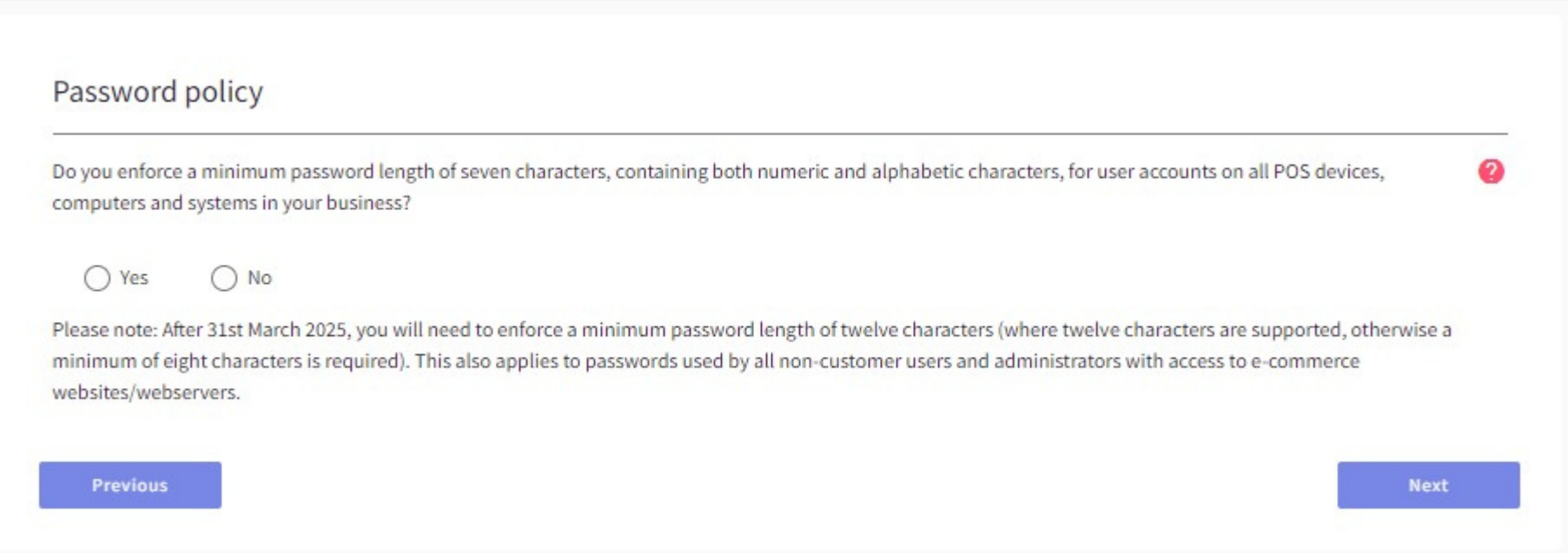

- From March 31st 2025, you will be required to update the password requirements within your business to ensure that it is protected from malicious individuals.
- Anyone who has administrator access to your website will be required to have a password length of twelve characters, rather than eight.
- As this is a future dated requirement, this question will not affect the overall status of your compliance.
- **Please answer this question as it applies to your business today.**

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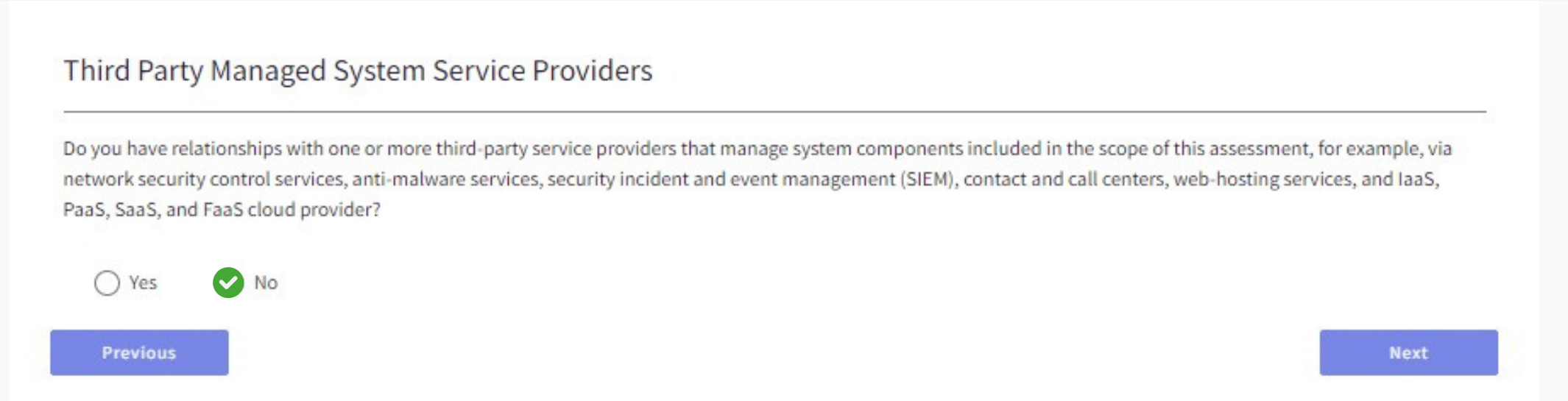

- As Paysafe is your only service provider for the PAX A920 integrated terminal, **please answer 'No' to this question**.

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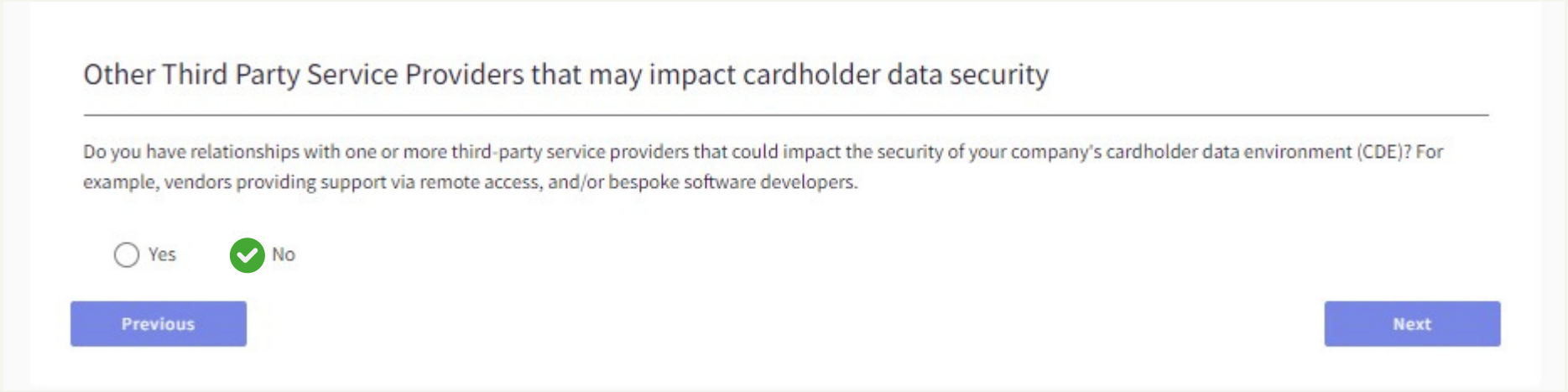

- **Please answer ‘No’ to this question.**

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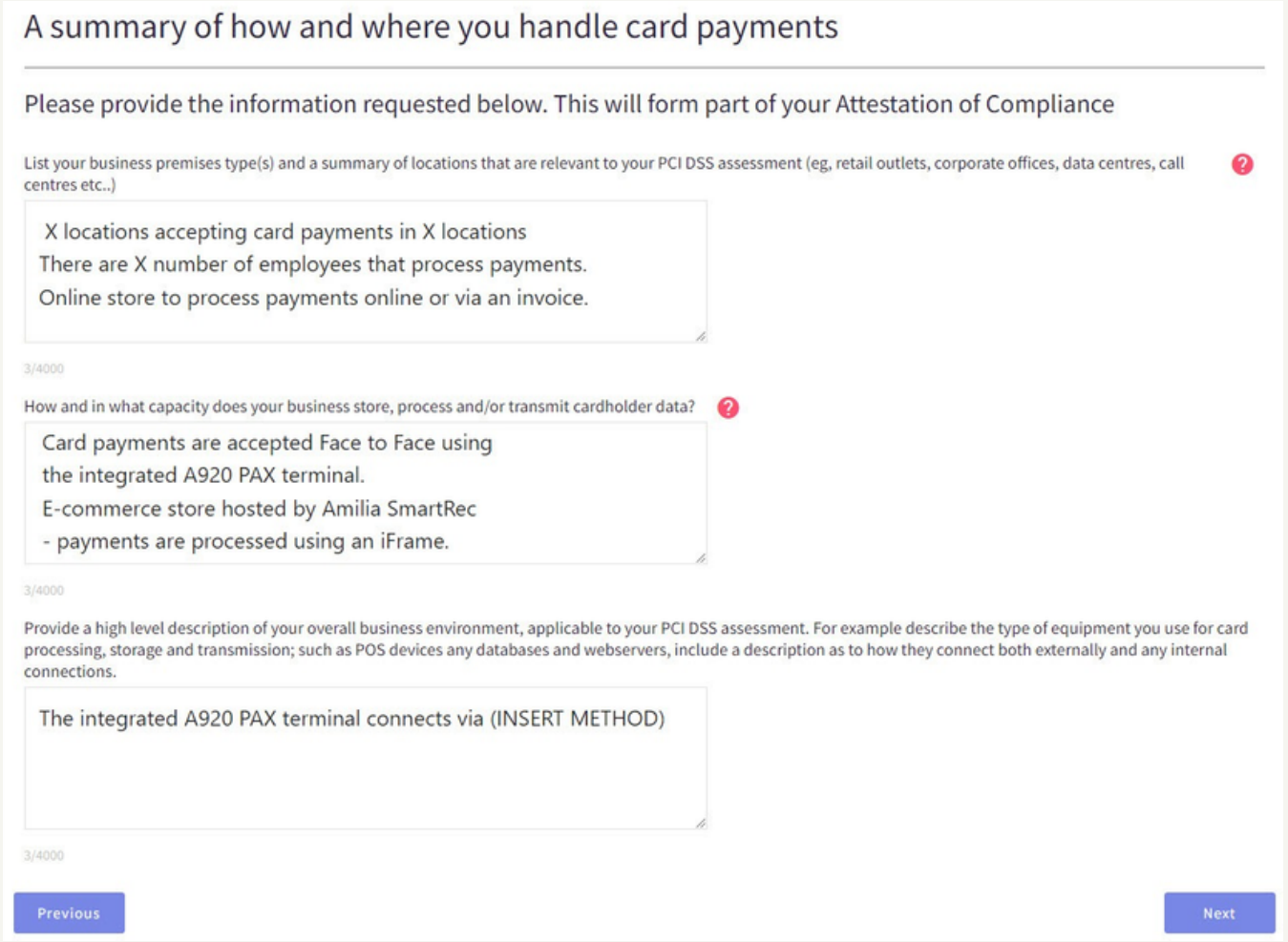
This is the last question in the business profile.

As your organization only handles card payments with a PAX A920 integrated terminal, please provide the following details:

- Describe the location(s) where card payments are accepted
- Card payments are handled with a handheld integrated terminal
- The security of your system is maintained via relevant security patches
- The # of employees that handle card payments
- The # of employees with access to the back office



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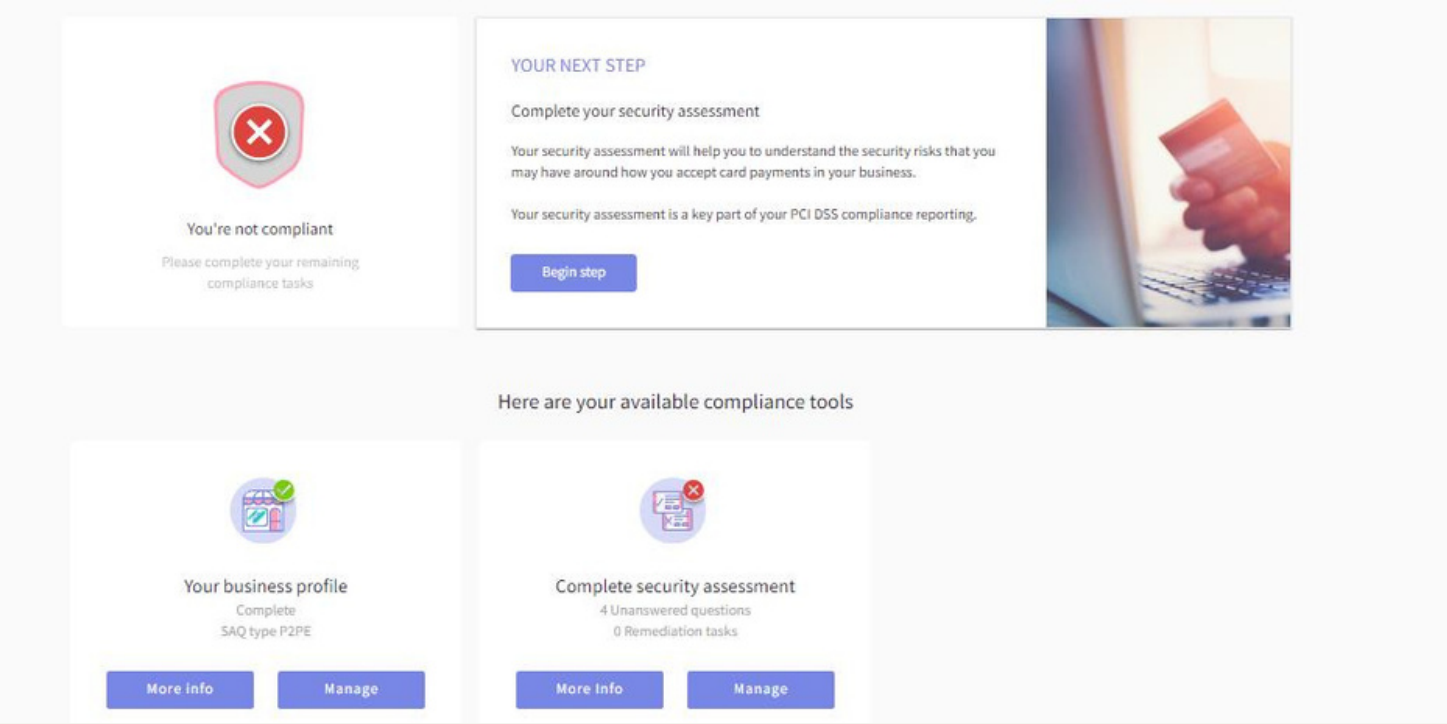

- Once all steps have been completed in the business profile, you will see there are just a handful of questions outstanding in the security assessment.
- Click '**Manage**' to begin the security assessment.

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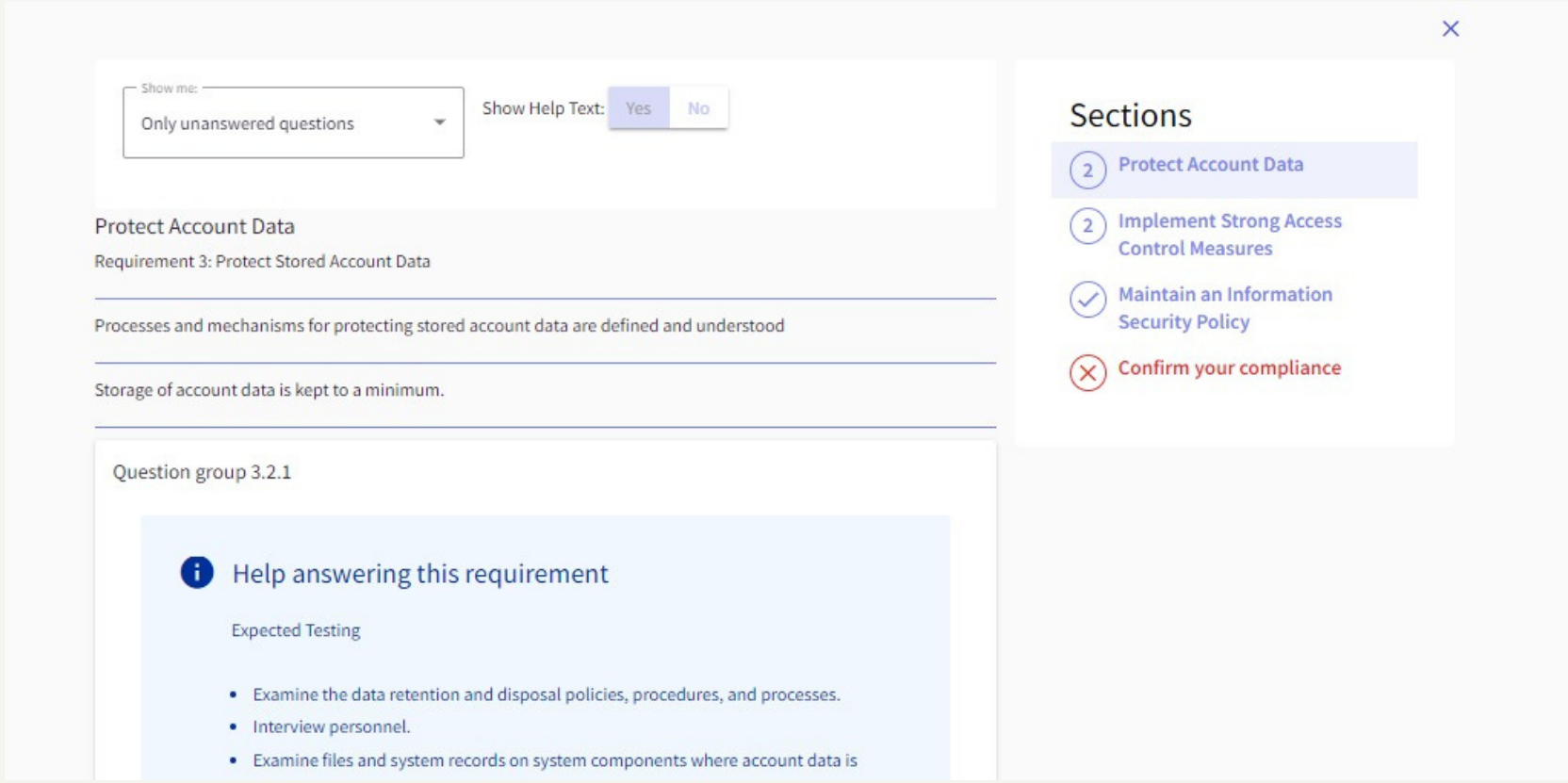
- After clicking '**Manage**' and then '**Answer now**', you will see this screen.

- In the 'Sections' area, you will have questions relating to 'Protecting Account Data', and 'Implementing Strong Access Control Measures.



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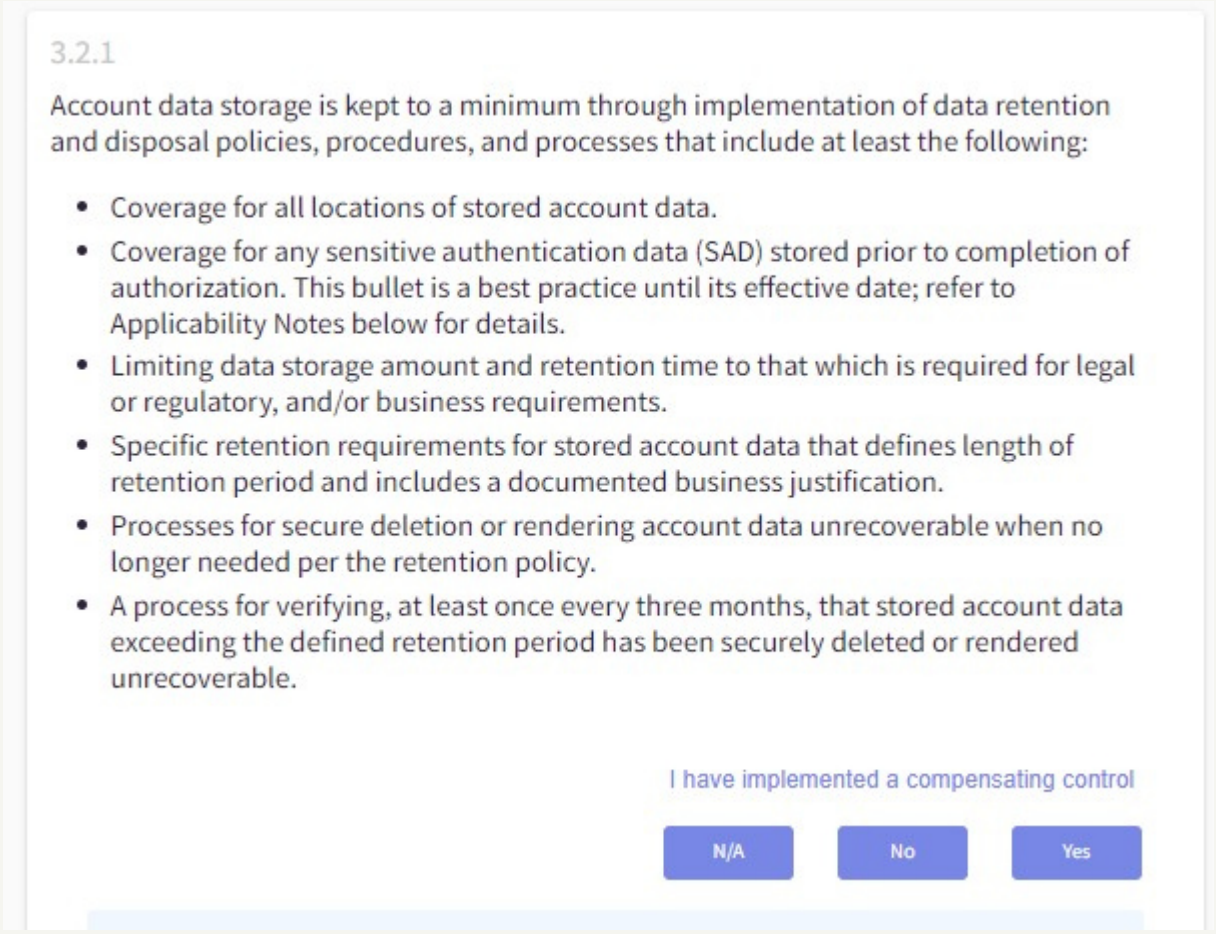
- This question is asking you to confirm if you have a data retention policy in place that covers all locations of your businesses that may store sensitive information.

- **Please answer ‘N/A’ to this question and write ‘ My organization only uses the PAX A920 integrated terminal to handle card payments’ as the reason.**



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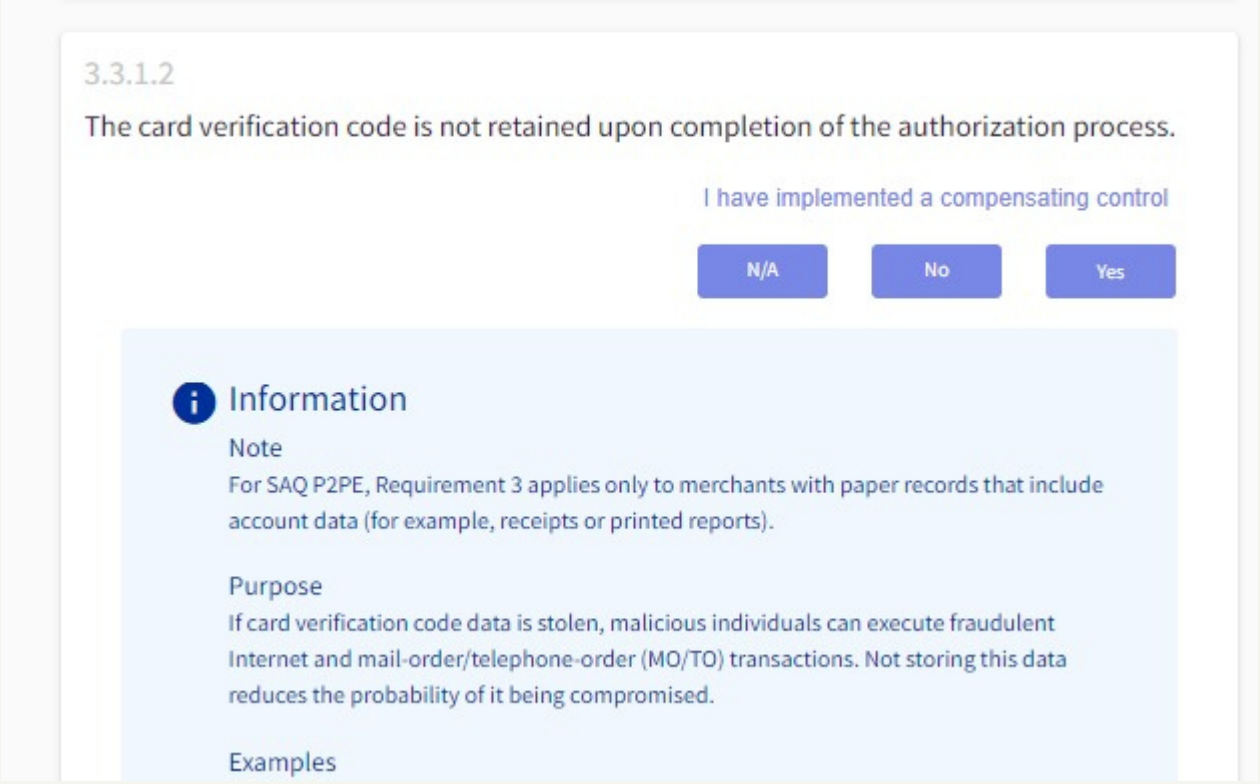
- This question is asking you to confirm that you do not store the CVV/CVV2 code once the transaction has been processed.

- **Please answer ‘N/A’ to this question and write ‘The PAX A920 integrated terminal does not store cardholder data’ as the answer.**



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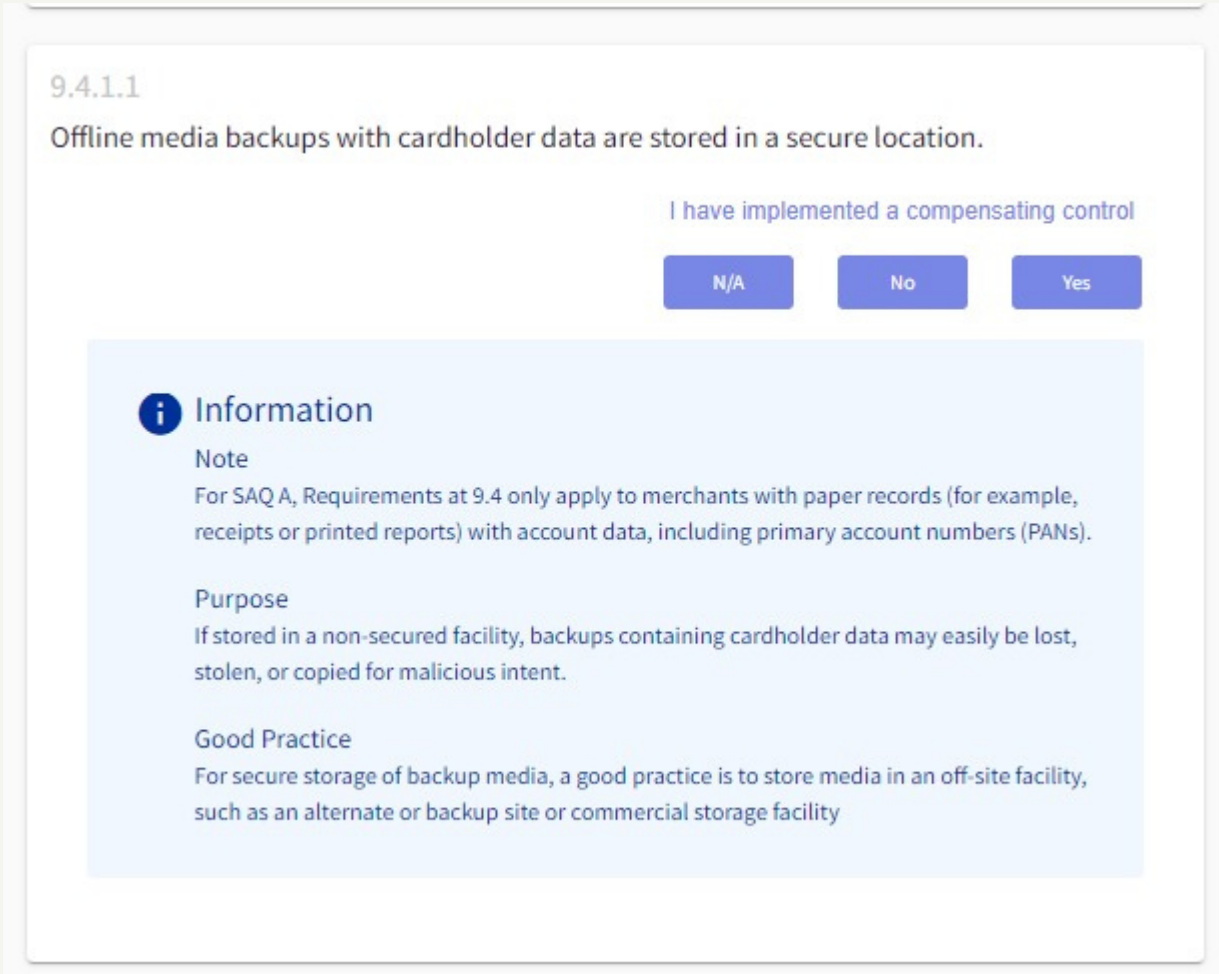
- **Please answer ‘N/A’ to this question and write ‘The PAX A920 integrated terminal does not store cardholder data’ as the answer.**



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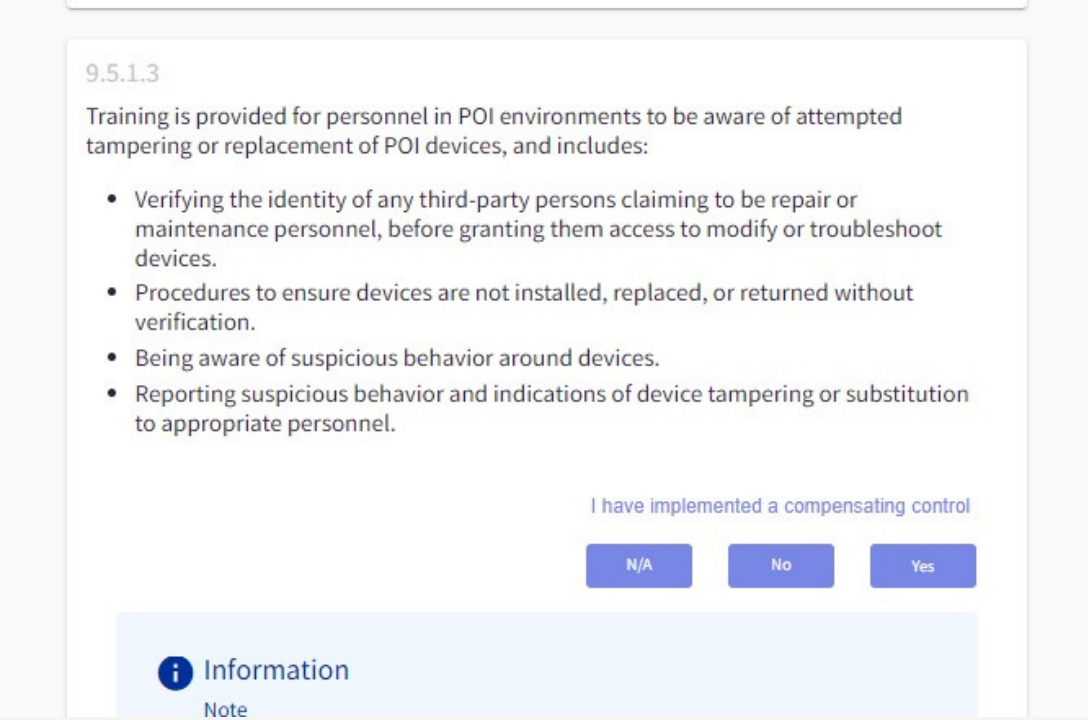

- **Please answer this question with 'Yes'** and ensure now and moving forward that staff regularly check the card terminal to confirm it hasn't been swapped out with another device and that none of its components haven't been tampered with.
- If you don't answer 'Yes' to this question, you will fail the security assessment.

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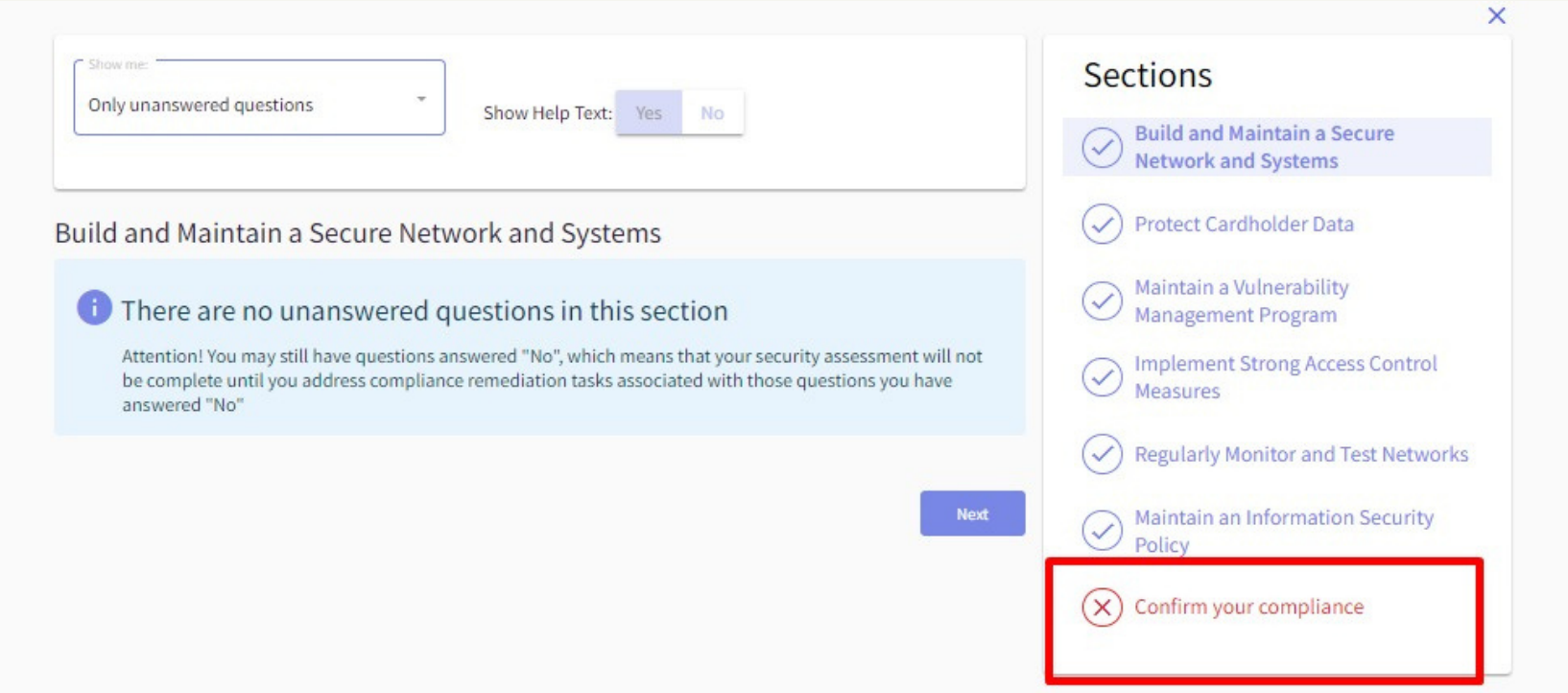

- Once all questions are answered within this section – you can then confirm your compliance and complete one final item before becoming validated for the forthcoming year.
- Please select the '**confirm your compliance**' section as highlighted in the red box above.

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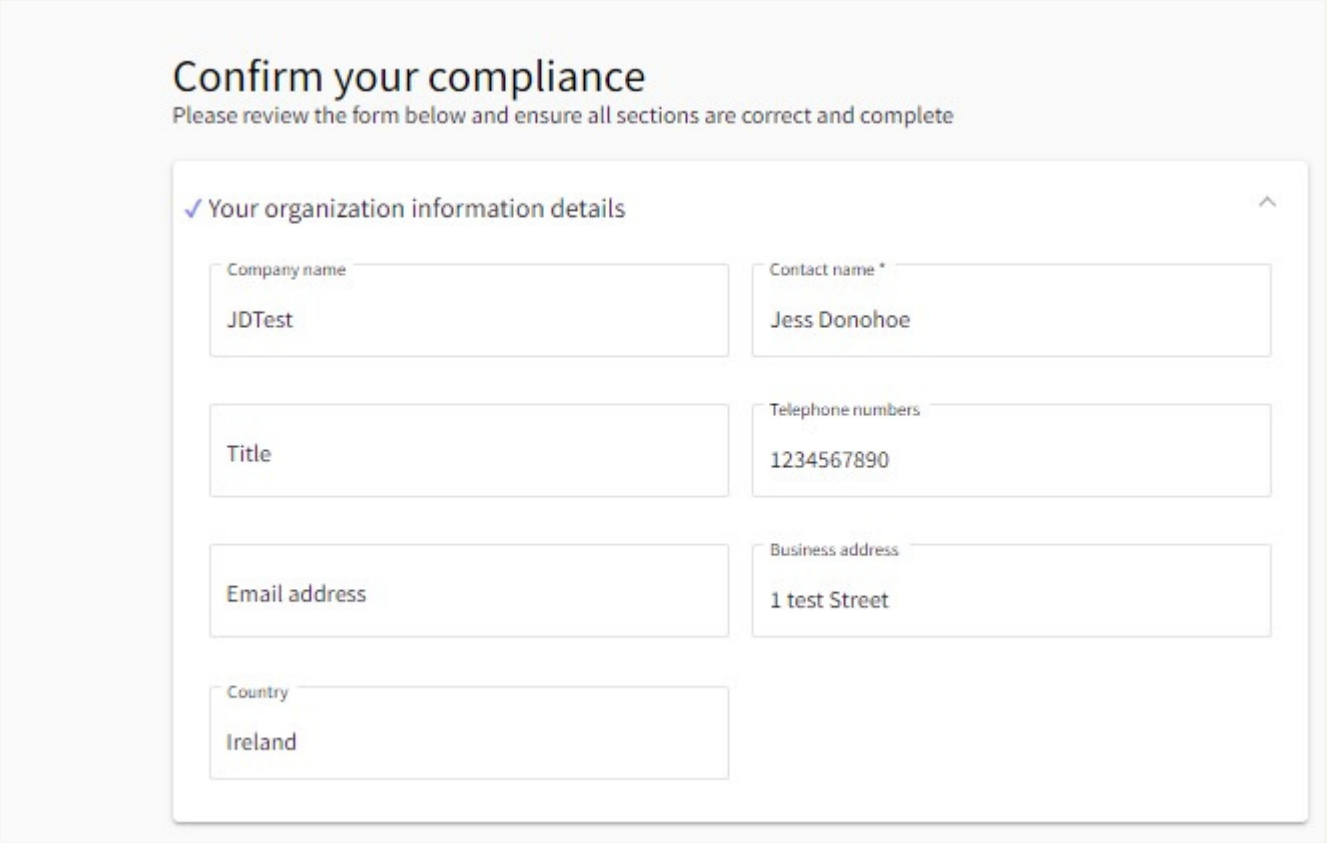

- You will need to review the contact information as this will be added to the e-signature of your attestation of compliance documentation.

- Please ensure to fill in all details.

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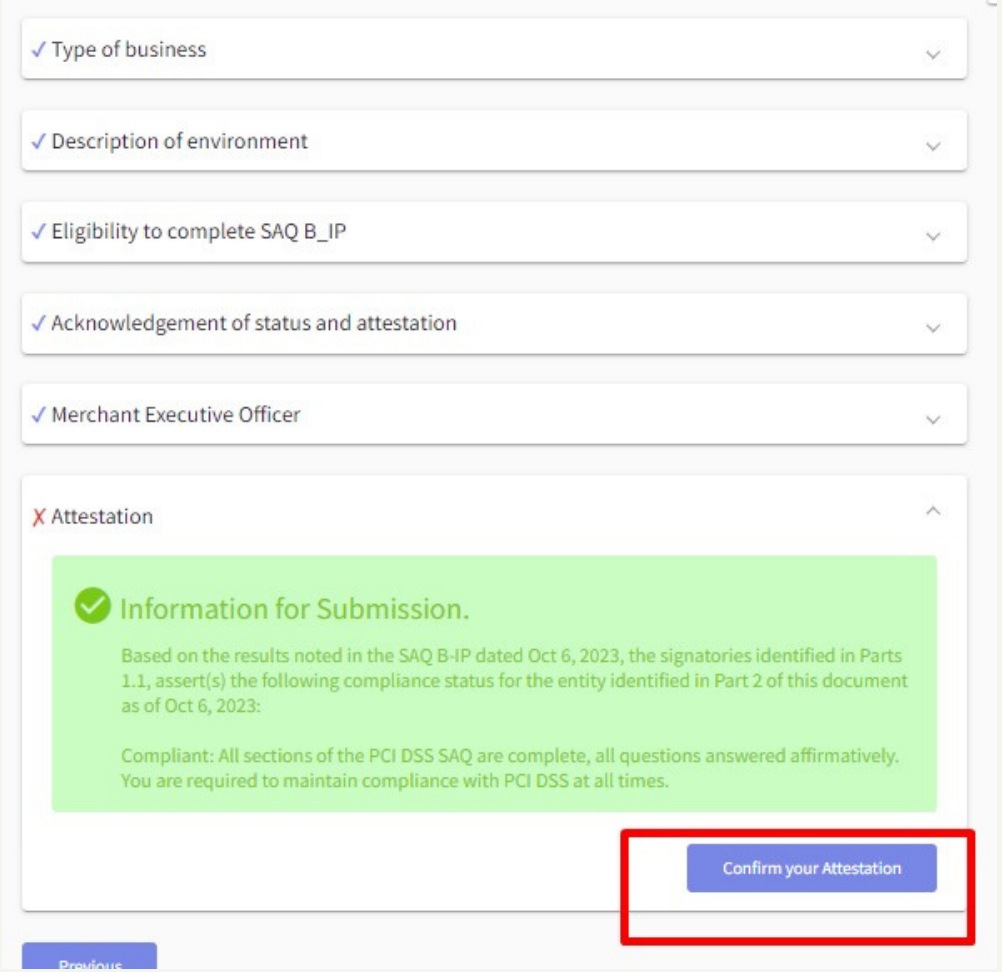
- Once you have updated the contact information, please scroll down and click the button as shown.



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Once all stages are completed – you will then be redirected to this screen to advise that you are now compliant for the forthcoming year.

If there is anything outstanding throughout the year, the PCI portal will email you to advise that action is required.