

Elavon PCI Questionnaire - 2011:

Why Elavon in requiring compliance testing:

These two links will provide you the information you need to understand the PCI testing compliance.

http://usa.visa.com/merchants/risk_management/cisp_merchants.html
www.pcisecuritystandards.org

How do I pay the \$175 certification fee?

Elavon will add the certification fee to your monthly statement. Please remember that the fee will be paid to Elavon, not TES.

How do I get started?

Follow the instructions on your letter from Elavon

1. Go to <http://pci.elavon.com>
2. Click on Verify Compliance
3. Click on Get Started

If you certified last year

Already Registered with TrustKeeper? [Click Here to Login!](#) [PCI Video Assistant](#) [FAQ](#) [?](#) Language: English (United States)

Welcome to the Elavon Merchant PCI DSS Program

In partnership with Trustwave, Elavon is providing your business with the Merchant PCI DSS Program. This program features TrustKeeper®, which will help you easily approach your requirements for the Payment Card Industry Data Security Standard (PCI DSS). The Program will provide you with tools to help you validate compliance and protect your business for the long-term through data security best practices.

1 • 2 • 3 First, we'll identify how you accept credit cards. Next, you'll be connected to the right PCI Wizard for your business. This will help guide you through the PCI DSS certification process and identify any steps you need to take to protect your business.

TrustKeeper features include:

- The PCI Wizard to help guide you through the required steps
- Vulnerability Scanning service to help secure your web site or store, if required for your certification
- The Security Policy Advisor
- The TrustKeeper Agent to jumpstart the process and provide ongoing compliance monitoring.
- Access to the PCI Video Assistant, on-line help text, tutorials and educational tools for your staff.

Become Compliant Today!

The TrustKeeper PCI Wizard will walk you through the process for certifying PCI DSS compliance. Click below to get started.

Get Started

Already certified as PCI DSS compliant by another provider? [Click Here!](#)

About Trustwave.

Trustwave provides on-demand compliance tools and data security solutions for the payments industry. Our industry-leading TrustKeeper suite continues to evolve from customer feedback; we think you'll find it friendly, easy-to-use and comprehensive. This tool has among the highest compliance achievement rates in the industry, and will help you wade through the complexity of the compliance process.

[Trustwave Privacy Policy](#) | Who is Trustwave? www.trustwave.com | Copyright 2010 Trustwave All Rights Reserved

[Trustwave Trusted Commerce](#)
Click to Validator

If this is the first time you are certifying compliance

4. Select In-Person. Remember, even if you are using MySchoolFees, this certification is for your TES-Cardswipe application that is integrated into MySchoolAccounting.

Already Registered with TrustKeeper? [Click Here to Login!](#) [PCI Video Assistant](#) [FAQ](#) [?](#)

Welcome to the TrustKeeper PCI Compliance Portal.. To help TrustKeeper register you properly, please begin by answering a few questions on how your business accepts and processes credit cards.

How do you accept credit cards?

Website
The ONLY way customers can make purchases is by visiting my business' website and entering their credit card information.
[Click Here to Choose This!!](#)

In Person
The ONLY way customers can make purchases is by visiting my business' physical storefront.
[Click Here to Choose This!!](#)

Mail/Telephone
The ONLY way customers can make purchases is through the mail or by telephone.
[Click Here to Choose This!!](#)

Multiple Ways
I offer MULTIPLE WAYS in which my customers can make purchases. This may include through my website AND at my store, at my store AND over the phone, etc.
[Click Here to Choose This!!](#)

[Trustwave Privacy Policy](#) | Who is Trustwave? www.trustwave.com | Copyright 2010 Trustwave All Rights Reserved

[Trustwave Trusted Commerce](#)
Click to Validator

5. Select High Speed Internet

Already Registered with TrustKeeper? [Click Here to Login!](#) PCI Video Assistant FAQ

Welcome to the TrustKeeper PCI Compliance Portal.. To help TrustKeeper register you properly, please begin by answering a few questions on how your business accepts and processes credit cards.

<< Previous Page Start Over!

My Choices:
 In Person

High-Speed Internet

My business processes credit card payments using a high-speed (cable, dial, etc.) Internet connection.

[Click Here to Choose This!](#)

Dial-Up or Paper

My business processes credit card payments using a telephone line (connected directly to my terminal or dialup) or non-electronically (paper receipts only)

[Click Here to Choose This!](#)

[Trustwave Privacy Policy](#) | Who is TrustKeeper? [www.trustwave.com](#) | Copyright 2010 Trustwave All Rights Reserved



6. Select Other

Already Registered with TrustKeeper? [Click Here to Login!](#) PCI Video Assistant FAQ

Welcome to the TrustKeeper PCI Compliance Portal.. To help TrustKeeper register you properly, please begin by answering a few questions on how your business accepts and processes credit cards.

<< Previous Page Start Over!

My Choices:
 In Person
 Internet

POS Terminal

My business processes payments using ONLY a POS terminal.

[Click Here to Choose This!](#)

Other

My business uses a different type of POS, such as a payment application, a touchscreen, a computer with a web browser, etc.

[Click Here to Choose This!](#)

[Trustwave Privacy Policy](#) | Who is TrustKeeper? [www.trustwave.com](#) | Copyright 2010 Trustwave All Rights Reserved



7. Select Step by Step Wizard

Choose the path suited for your experience level:
Please read each choice carefully before choosing:

Step-By-Step Wizard

I'd like to simplify completing the certification process. Take me to the step-by-step PCI Wizard..

Choose This

Certification Forms Only

I understand the requirements of PCI DSS and I know which SAQ to complete. Take me directly to the PCI DSS Certification forms..

Choose This



8. Download Trustkeeper Agent

<< Previous Page Start Over!

My Choices:

Click Here to Download

Easy Steps to Installation:

1. Download the Agent file onto your primary work computer..
2. Click RUN and begin the installation process.

Make your compliance experience easier and faster with the Trustkeeper Agent.
Trustwave's FREE TK Agent will check your computer's security settings, inspect for prohibited data storage and afford you insight into the security and compliance status across your entire organization.

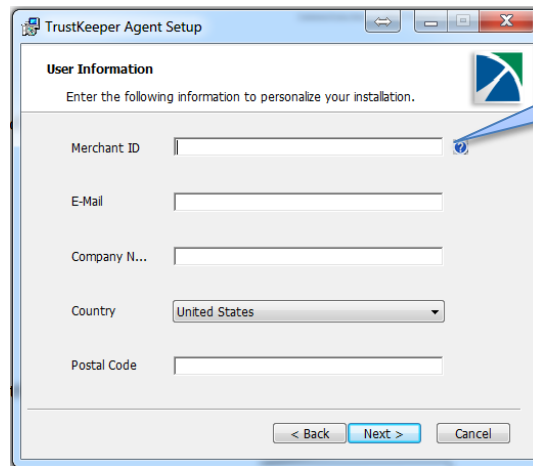
System Requirements: Windows 2000 (SP4 or higher), Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, Windows 7

I may download this later.....[skip this and continue the registration process.](#)

[Trustwave Privacy Policy](#) | Who is TrustKeeper? [www.trustwave.com](#) | Copyright 2010 Trustwave All Rights Reserved



9. Enter your information.

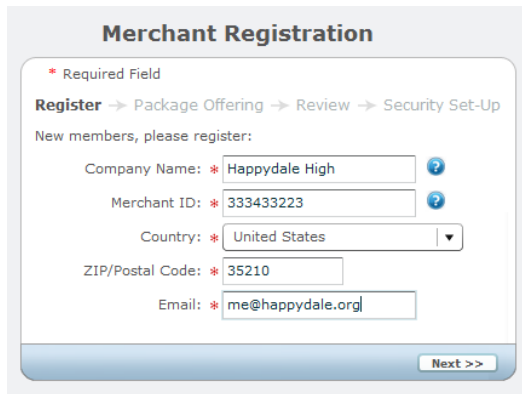


The image shows a 'TrustKeeper Agent Setup' window with a 'User Information' section. The instructions say 'Enter the following information to personalize your installation.' The form includes fields for Merchant ID, E-Mail, Company Name, Country (set to 'United States'), and Postal Code. There are '< Back', 'Next >', and 'Cancel' buttons at the bottom.

Be Sure and use the Merchant ID for TES-Cardswipe

DO NOT USE MySchoolFees MERCHANT ID

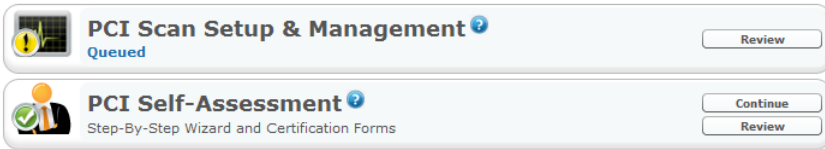
10. Register with Trustwave



The image shows a 'Merchant Registration' form. It includes a 'Required Field' legend and a progress bar: 'Register -> Package Offering -> Review -> Security Set-Up'. The form asks for 'New members, please register:' with fields for Company Name (Happydale High), Merchant ID (333433223), Country (United States), ZIP/Postal Code (35210), and Email (me@happydale.org). A 'Next >>' button is at the bottom.

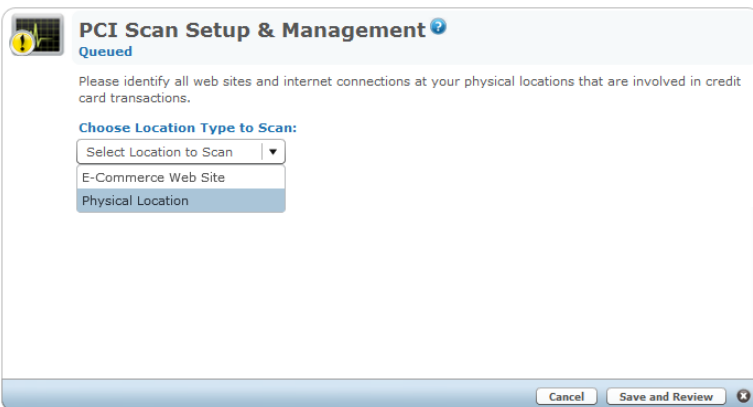
There are two components used to insure that you installation is PCI compliant.

1. PCI scan. Trustwave will scan your IP and test it for problems.
2. A Questionnaire to make sure your procedures meet the security standards of the credit card industry



The image shows two taskbar items. The first is 'PCI Scan Setup & Management' with a 'Queued' status and a 'Review' button. The second is 'PCI Self-Assessment' with a 'Step-By-Step Wizard and Certification Forms' description and 'Continue' and 'Review' buttons.

Help Setting up PCI Scan:



The image shows a 'PCI Scan Setup & Management' help window. It says 'Queued' and asks the user to 'Please identify all web sites and internet connections at your physical locations that are involved in credit card transactions.' Under 'Choose Location Type to Scan:', there is a dropdown menu with 'Select Location to Scan', 'E-Commerce Web Site', and 'Physical Location' (which is selected). 'Cancel' and 'Save and Review' buttons are at the bottom.

PCI Scan Setup & Management ?

Queued

Please identify all web sites and internet connections at your physical locations that are involved in credit card transactions.

Choose Location Type to Scan:

Physical Location ▼

- Please specify a name for this location to scan (e.g. Main office, Chicago North Store, etc.).**
- TrustKeeper offers three ways to identify a physical location for scanning:**
 - I am currently at this location. Use the IP address of the computer I am currently using (97.119.205.41)
 - I have one or more TrustKeeper Agents installed at this location.
 Agent Selection: ▼
 - I will specify the IP address.

Cancel Save and Review ✕

Help Completing the Questionnaire

Welcome to the PCI Compliance Wizard Questionnaire! Click the "Begin" button in the first section below to get started. Please note that each questionnaire section contains no more than 5-10 questions each.

[Skip to PCI Form](#)

Card Acceptance & Storage ?	Begin	About TrustKeeper PCI Wizard Overview ? Welcome to the TrustKeeper PCI Wizard. The topics in this wizard are designed for organizations which: <ul style="list-style-type: none"> Operate a brick & mortar location where customer credit cards are swiped to make purchases, and Process credit card transactions over an Internet Connection. As you complete and pass these topics, TrustKeeper will complete the official PCI certification form on your behalf. When you finish, you will then have an opportunity to review and submit the official form to complete the certification process.
POS Application Compliance ?	Begin	
Internet Security ?	Begin	
Wireless Security ?	Begin	
POS System Security ?	Begin	
Physical Security ?	Begin	
Policies & Procedures ?	Begin	

Card Acceptance & Storage ?

Save & Close

Number of Locations

How many locations (retail stores, restaurants, offices, etc.) do you have that take credit cards?

? i

<< Previous Next >>

Card Acceptance & Storage ?

Save & Close

Point-Of-Sale (POS) Terminals

To process credit card transactions, do you exclusively use standalone point-of-sale (POS) terminals? These are devices with a credit card "swipe" reader, a numeric keypad and a small screen, and they usually print receipts. (Click the "?" button for examples.)

Yes, I use POS terminals.

No, I use a different type of device.

? i

<< Previous Next >>

Card Acceptance & Storage ?

Save & Close

Credit Card Processing Equipment

What type of other device do you use to process credit card transactions?

I use a point-of-sale (POS) device such as a cash register, a touchscreen, or a payment application

I use a computer and a virtual terminal (aka hosted order page)

? i

<< Previous Next >>

Card Acceptance & Storage ? Save & Close

Number of Cash Registers

Do you have more than one cash register (or checkout lane) in your store?

Yes

No

? i

<< Previous Next >>

Card Acceptance & Storage ! ? Save & Close

Other Computers at Your Store

Are there any other computers at your store that are connected to the same network as your cash register(s)?

Yes

No

[Click for Advice](#)

? i

<< Previous Next >>

Card Acceptance & Storage ? Save & Close

Recording Credit Card Numbers

Do you or does anyone at your business log or record your customers' credit card numbers in a computer, for example in a back office computer, a laptop, or financial application?

Yes

No

? i

<< Previous Next >>

Card Acceptance & Storage ? Save & Close

Electronic Receipt of Credit Card Data

Do you receive any credit card numbers electronically, for example from your bank or processor, or from a customer or business partner?

Yes

No

? i

<< Previous Next >>

Card Acceptance & Storage ? Save & Close

Other Electronic Storage

Is there any other way in which you have or receive any credit card data in electronic format (on a computer or payment application, on disk or cdrom, etc.)?

Yes

No

? i

<< Previous Next >>

Card Acceptance & Storage ? Save & Close

Receipts with Credit Card Numbers

Does your point-of-sale (POS) device/terminal print the full credit card number on the store receipt that you keep, or do you ever create credit card imprint receipts or hand written receipts that contain the full credit card number?

Yes

No

? i

<< Previous Next >>

This is a difficult question. If you answer YES you will need to complete a much more extensive PCI questionnaire. Please check with your IT department to see if you computer can be placed on a separate internal network

Card Acceptance & Storage Save & Close

Other Documents with Card Numbers

Do you have any other paper documents that contain customer credit card numbers, such as receipts, reports, or transaction logs from a service provider or processor?

Yes
 No

<< Previous Next >>

POS Application Compliance Save & Close

Please enter the POS payment applications you use at your business. You can enter either the vendor or product name in the first box, and TrustKeeper will try to find it. Note: If you do not use any payment applications (for example, you use only standalone swipe terminals, or you use a computer with a virtual terminal), please click "Cancel" to bypass this step.

Q paywire paycharge

Version: Quantity:

Cancel Save and Review

Internet Security Save & Close

Internet Firewall

Do you have a firewall (or similar protective device) between your credit card processing devices and the internet?

Yes
 No
 I do not have any Internet access from my business.

<< Previous Next >>

Internet Security Save & Close

Internet Firewall

Do you have a firewall (or similar protective device) between your credit card processing devices and the internet?

Yes
 No
 I do not have any Internet access from my business.

<< Previous Next >>

Internet Security Save & Close

Internet Firewall

Do you have a firewall (or similar protective device) between your credit card processing devices and the internet?

Yes
 No
 I do not have any Internet access from my business.

<< Previous Next >>

Internet Security Save & Close


Internet Firewall

Do you have a firewall (or similar protective device) between your credit card processing devices and the internet?

Yes
 No
 I do not have any Internet access from my business.

<< Previous Next >>

MySchoolAccounting is integrated with Paywire PayCharge application. This application is fully PCI certified.

 **Internet Security** ? Save & Close

Protect Your Business Network


Do you regularly test or monitor your local network (within your retail location or office) to check for new threats?

Yes, I physically inspect my store's network for unauthorized devices.

Yes, I use the TrustKeeper Agent's Network Inventory feature to monitor my store's network.

No

<< Previous Next >>

 **Internet Security** ? Save & Close


Protect Credit Card Data in Transit

Is strong encryption used to transmit cardholder data during both authorization and settlement? (Examples include but aren't limited to SSL/TLS, and IPSEC).

Yes

No

<< Previous Next >>

 **Internet Security** ? Save & Close


Employee Internet Access

Do employees have access to e-mail or the Internet while at work?

Yes

No

<< Previous Next >>

 **Internet Security** ? Save & Close

Restrict Sending of Credit Card Data

Do you forbid employees from sending full credit card numbers over e-mail or other insecure, online methods (chat, instant messaging, etc.)?

Yes

No

<< Previous Next >>

 **Wireless Security** ? Save & Close


Wireless Networks at Your Business

Do you use wireless networks (Do you have a wireless access point connected to the same network as your point-of-sale devices or the computers used for processing credit card transactions)?

Yes

No

<< Previous Next >>

 **Wireless Security** ? Save & Close

Unauthorized Wireless Access Points


Do you check your store or office for unauthorized wireless access points on at least a quarterly basis?

Yes, I physically inspect my store's network for unauthorized wireless devices.

Yes, I use the TrustKeeper Agent's Network Inventory feature to monitor my store's network.

No

<< Previous Next >>

 **POS System Security** ? Save & Close

Do Not Use Default Passwords

Have the default passwords and other settings on all devices at your store been changed? This includes payment-related devices such as POS terminals, payment applications, back-office computers, and computers used as virtual terminals, as well as firewalls, routers, and other computers on this network. ? i

Yes
 No

<< Previous Next >>

 **POS System Security** ? Save & Close

POS Application on Windows

Does your point-of-sale application run on a Microsoft Windows computer, or are you running a back-office application on a Windows computer or an Apple Mac? ? i

Yes
 No

<< Previous Next >>


 **POS System Security** ? Save & Close

Use Anti-Virus (AV) Software

Does the computer have anti-virus (AV) software installed on it that is capable of detecting malware and spyware as well as viruses? ? i

Yes
 No

<< Previous Next >>

 **POS System Security** ? Save & Close

Keep AV Software Current

Is the anti-virus software updated regularly (at least weekly if not daily)? ? i

Yes
 No

<< Previous Next >>


 **POS System Security** ? Save & Close

Check for Vendor Security Updates

Do you have a process for checking for vendor supplied security patches for your point-of-sale software application and any computer operating systems such as MS Windows, and are the patches installed within 30 days of their release? ? i

Yes
 No

<< Previous Next >>


 **POS System Security** ? Save & Close

Third-Party Management of Your POS

Does any third-party (such as a vendor or your processor) manage or service your point-of-sale devices or payment applications? ? i

Yes
 No

<< Previous Next >>


 **POS System Security**  Save & Close

Remote Management of Your Own POS



Are there any devices in your store (on your store network) that you yourself manage remotely?

Yes

No




<< Previous Next >>



 **Physical Security**  Save & Close

Restrict Access to POS Devices

Is access to your point-of-sale devices/terminals, payment applications, or computers controlled and limited to employees who require access to do their jobs?

Yes

No

<< Previous Next >>

Policies & Procedures Save & Close

Maintain Written Security Policies

Do you have written security policies and procedures that address the protection of paper with credit card numbers such as receipts and the physical security of your card processing device?

Yes
 No

<< Previous Next >>

Policies & Procedures Save & Close

Review Security Policies Annually

Do you review and modify your policies at least once a year or any time you make a change that could alter your existing policies and procedures for securing relevant paper and card processing devices?

Yes
 No

<< Previous Next >>

Policies & Procedures Save & Close

Computer and Device Usage

Do your written policies and procedures also cover the use of POS devices, computers, and other devices in your store, and do they clearly define the responsibilities of all appropriate employees and contractors?

Yes
 No

<< Previous Next >>

Policies & Procedures Save & Close

Maintain an Incident Reponses Plan

In the event of a compromise to customer credit card numbers or to your card processing device, do you have a formal plan on how to respond, including notification of the appropriate law enforcement agency, your merchant bank, and the various card associations?

Yes
 No

<< Previous Next >>

Policies & Procedures Save & Close

Provide Security Training to Employees

Do you have a formal training program for all relevant employees that teaches them about security as it relates to credit cards, paper with credit card numbers on them and the devices that process credit card transactions?

Yes
 No

<< Previous Next >>

Policies and Procedures

TES recommends that you review the PCI requirements listed above and included them in a policy statement at either the building or the district level.