



State of West Virginia
Agency Master Agreement

Order Date: 2017-10-05

CORRECT ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, AND SHIPPING PAPERS.
QUESTIONS CONCERNING THIS
ORDER SHOULD BE DIRECTED TO
THE DEPARTMENT CONTACT.

Order Number: AMA 1300 1300 STO12E02	Procurement Folder: 36247
Document Name: Merchant Card Services	Reason for Modification: Change Order 7 - To add the attached Sixth Amendment.
Document Description: Merchant Card Services - Required use per WV Code 12-3A-3	
Procurement Type: Agency Master Agreement	
Buyer Name: Alberta Kincaid	
Telephone: (304) 341-0723	
Email: alberta.kincaid@wvsto.com	
Shipping Method: Vendor	Effective Start Date: 2014-12-01
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2017-11-30

VENDOR	DEPARTMENT CONTACT
Vendor Customer Code: 000000213792 BB & T 300 SUMMERS ST CHARLESTON WV 25301-1624 US Vendor Contact Phone: (304) 348-7078 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Shelly Murray Requestor Phone: (304) 341-7089 Requestor Email: shelly.murray@wvsto.com

INVOICE TO	SHIP TO
WEST VIRGINIA STATE TREASURERS OFFICE 322 70TH ST SE CHARLESTON WV 25304 US	WEST VIRGINIA STATE TREASURERS OFFICE 322 70TH ST SE CHARLESTON WV 25304 US

Total Order Amount	Open End
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DEPARTMENT AUTHORIZED SIGNATURE

SIGNED BY: Shelly Murray

DATE: 2017-10-05

ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order 7

Change order 7 is issued to add the attached Sixth Amendment along with Exhibits B and C.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	84121500			EA	\$0.000000
Service From		Service To			

Commodity Line Description: Banking institutions

Extended Description:

FEES for POS Expenses related to Merchant/Credit Card Services. See CL 6 for use of 'Service' item type, as applicable

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	43211720			EA	\$0.000000
Service From		Service To			

Commodity Line Description: Point of sale payment terminal

Extended Description:

Various types of POS terminals - rental or purchase. Price varies. Review Fee Schedule

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	43212112			EA	\$0.000000
Service From		Service To			

Commodity Line Description: Point of sale POS receipt printers

Extended Description:

Various types of printers - price varies. Review Fee Schedule

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	14111608			EA	\$0.000000
	Service From	Service To			

Commodity Line Description: Gift certificate

Extended Description:

Agencies use of Gift Card Program. Review Fee Schedule

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	43211505			EA	\$0.000000
	Service From	Service To			

Commodity Line Description: Point of sale POS terminal

Extended Description:

PIN Pads/ Card Readers/ Check Readers. Review Fee Schedule

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	84121500				\$0.000000
Service From		Service To			
2016-07-01		2017-11-30			

Commodity Line Description: Banking institutions

Extended Description:

FEES for Merchant/Credit Card Services
(CL 6 created for doing advance ADOs as a Service type)

SIXTH AMENDMENT

to

AGREEMENT

between

WEST VIRGINIA STATE TREASURER'S OFFICE ("STO")

and

BRANCH BANKING & TRUST CO. ("BB&T")

This **SIXTH AMENDMENT** ("Sixth Amendment") is made effective October _____, 2017, and amends the Agreement dated December 1, 2011, known as Purchase Order STO12E02, by and between the WEST VIRGINIA STATE TREASURER'S OFFICE (STO) and BRANCH BANKING & TRUST CO. (BB&T).

WHEREAS, the STO and BB&T entered into the Agreement for merchant card services; and

WHEREAS, the Agreement reserves the right of the STO to amend the Services under the Agreement as mutually agreed between the parties; and

WHEREAS, the parties additionally desire to amend the Agreement by adding additional equipment, adding their corresponding costs to the Equipment listing located in Exhibit B, and adding the supporting documentation and acknowledgement form necessary for the equipment referenced herein as Exhibit C.

NOW, THEREFORE, THIS AMENDMENT WITNESSETH:

The parties covenant and agree as follows:

- 1. Equipment:** The parties agree to add the following, along with the associated costs of equipment and processing fees, to the "Other Applications" section listing in Exhibit B: a Point to Point Encrypted (P2PE) Virtual Terminal (VT) solution for processing credit card transactions using Freedom Pay (FP) Point to Point Encryption (P2PE) named FreeWay (FW). This credit card payment solution reduces the scope of the Payment Card Industry (PCI) testing and certification of card process while narrowing the need to define the network connectivity and access of the computers transmitting card data.

- 2. Additional P2PE VT solution information:** BB&T agrees to provide the Card Brand Discount Rate of 2.83% for all FP FW VT P2PE solutions. This Discount Rate includes a 1.00% premium to support the higher cost of processing as it relates to the FP FW VT Card Not Present method of processing all credit card transactions, thus incurring a higher Visa Interchange Rate for all card brands processed.

Additionally, each FP FW VT terminal shall have a specific Merchant Identification Number. Each location will be bound by the information provided in the FP P2PE Instruction Manual (PIM) hereby attached as Exhibit C. Signature of the PIM Acknowledgement Form is required with each MID account using FP FW VT and FP Point of Sale (POS) stand-alone setup also included in the attached Exhibit C.

BB&T further agrees to support the products and services to the extent of delivering hardware and providing connectivity to TSYS Acquiring, as well as the delivery funds processing and cleared by FP to the State of West Virginia accounts.

BB&T makes no warranty, guarantee or claim as it relates to the support level for access, clearing of transactions and up time of the FP FW VT solution, or to the timely response of FP Help Desk services related to the transactions processed using the FP FW VT P2PE solution to process credit card sales.

- 3. Remaining Terms and Conditions:** This Sixth Amendment constitutes the entire understanding and agreement of the parties with respect to the subject matter and supersedes all prior agreements, written or oral, between the parties with respect thereto. All other terms and conditions of the Agreement, as amended, shall remain in full force and effect.
- 4. Execution in Duplicate:** This Sixth Amendment may be executed in duplicate, each of which shall be considered an original.

WITNESSETH THE FOLLOWING SIGNATURES:

WEST VIRGINIA STATE TREASURER'S OFFICE:

<u>Shelly L. Murray</u>	<u>DT, P</u>	<u>10/5/17</u>
Approval Signature	Title	Date

BRANCH BANKING & TRUST CO.

<u>Michael Hetschler</u>	<u>SVP</u>	<u>10/4/2017</u>
Approval Signature	Title	Date

This document was drafted by:
M. Lindsay Marchio, Esq. – WV Bar #12859
West Virginia State Treasurer's Office
322 70th Street SE
Charleston, WV 25304
(304) 340-5023

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL OTHER CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Branch Banking & Trust Co. (BB&T)

Authorized Signature: Michael Hottelaw Date: 10/4/2017

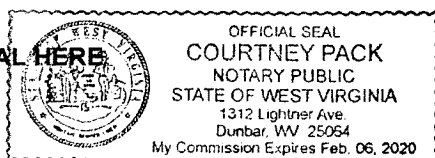
State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 4 day of October, 2017.

My Commission expires Feb. 6, 2020

AFFIX SEAL HERE



NOTARY PUBLIC

Courtney Pack

Purchasing Affidavit (Revised 07/07/2017)

**Exhibit B
Fee Schedule
STO12E02**

Section 1 Services for Operating Accounts (DDA)		Unit Rate
	DDA Account Maintenance	\$100.00
	Per Transaction or Item Fees	
	ACH Credit	\$0.10
	ACH Debit	\$0.10
	ACH Account Block Filter Service	\$25.00
	Wire Transfers	\$7.50
	Check Paid and Other Debits	\$0.09
	Credits Advices	\$0.25
	Deposit Account Usage Fee	\$0.0001333
	Account Transfers - Credits & Debits	\$1.00
	Deposit Correction	\$0.00
	Earnings Credit Rate (Based on Net Ledger Balance 31 day Month)	.70 basis points
	Electronic Banking Statements	\$0.00
Section 2: Services for Credit Cards		Unit Rate
*	Merchant Discount Rates (3.3.5) Effective January 1, 2015	
**	VISA	1.83%
**	MasterCard (MC settles w/ VISA)	1.83%
	Discover (will have same rate and will settle w/ VISA when MAP conversion is complete and Discover contract is terminated)	1.83%
***	Small Ticket Purchase Fee	1.83% + \$0.20
	Card Brand Pass Thru Fees	\$0.02
	PIN Entered EBT (PIN Required) Transaction Fee	\$0.45
	Cardholder Disputes (1-10.F)	\$0.00
	Other Transaction Fees	\$0.00
	Training & Support (1-6.L)	\$0.00
	PCI Compliance Fee	\$0.00
	PCI Compliance Fee (Hardware/Programming)	\$0.00
	PCI SAQ Monthly Fee	\$3.00/per month per MID
	PCI SAQ with Quarterly Network Scan (monthly scanning fee)	\$7.00/per month per MID
****	PCI Non Compliance Monthly Fee Effective April 1, 2017	\$14.95/per month per non-compliant MID
	Research	\$0.00
	Web-based Access to Reports (1-12.C.2)	\$0.00
	Terminal Replacement Fees	\$150.00 (Includes EMV Terminals)
	Terminal Upgrades	Upgrade pricing is based on the equipment pricing list
	Terminal Supplies to STO and/or Agencies	\$0.00
	Check Program (paper, no conversion) (1-8 a)	
	> Guarantee Rate	1.30%
	> Transaction Fee	\$0.20
	> Monthly Minimum Fee	\$35.00
	> Voice Authorization Fee	\$3.00
	> Annual Fee	\$50.00
	Check Conversion Program (1-8 a)	
	> Administrative Set-Up	\$25.00
	> Monthly Minimum Charge	\$15.00
	> Guarantee Rate	1.15%
	> Transaction Fee	\$0.25
	> Check Image Retrieval	\$2.50
	> Chargebacks	\$4.00
	Purchasing/Corporate Card Payments - Effective February 1, 2015	
	Level 1 Processing Fee where Level 2 or 3 is Available	2.95%
	Level 1 ticket items will be charged 2.95% as opposed to 1.83%, the standard rate, when Level 2 data is not entered. Those agencies accepting Pcards for internal and external transactions will be subject to the higher pricing unless all Level 2 data as well as AVS are entered into the merchant system at the time the transaction is processed.	

**Exhibit B
Fee Schedule
STO12E02**

Equipment (3.5, 4.2.2)	Purchased New	Purchased Refurbished	Monthly Rental
Terminals			
Ingenico iCT220	\$350.00	\$300.00	
Ingenico iCT220 contactless	\$350.00	\$300.00	
Ingenico iCT250	\$350.00	\$300.00	
Ingenico iWL 255 (3G Wireless Terminal - See Wireless Section for additional pricing)	\$700.00	\$500.00	
Ingenico iWL 252 (BlueTooth Wireless Terminal)(non-P2PE programmed device/additional machine/programming fees for use with some applications)	\$650.00		
iWL252 Base	\$200.00		
iWL252 Battery (additional or replacement)	\$45.00		
Ingenico ISC-250 (shift 4 compatible)	\$650.00		
Verifone Vx520	\$350.00	\$300.00	
Verifone Vx520 Stationary Stand	\$99.00		

Terminals with comparable features and functionalities will be offered at the price stated above.

The price of all other terminals will be defined in future amendments.

Obsolete Terminal Models. We will continue supporting existing obsolete purchased equipment until programming/support is no longer available, the machine fails to operate properly or the machine does not meet business need.			
Tranz 330- Tranz 380 - Tranz Swivel Stand			
Omni 3750 - Omni 3740 - Omni 3200SE			
Hypercom T7P - T7PT - T7Plus			
POS Partner PC Software			
Hypercom S-9 PIN pad			
Verifone Vx510			
Verifone Vx570			
Verifone Vx570 Dual Comm			
Hypercom 4205			
Hypercom 4420 Dual Comm			
Omni 3750 not available for distribution after September 2013.			
PIN pads			
Omni P1000SE PIN pad	\$125.00	N/A	N/A
Ingenico iPP310 (EMV Capable)	\$250.00	N/A	N/A
Ingenico iPP320	\$350.00	N/A	N/A
Vx805	\$250.00	N/A	N/A
Vx805 Stationary Stand	\$99.00		
Printers			
Verifone P-900	\$225.00	N/A	N/A
Epson Receipt Printer (T-20)	\$250.00	N/A	
Card Readers			
Magtek Reader	\$90.00	N/A	N/A
ID Tech (PAYware PC only)	\$100.00	N/A	N/A
Check Readers			
RDM Check Reader 6014f (Ttech)	\$375.00	N/A	N/A
Magtek Mini MICR	\$240.00	N/A	N/A
Check Manager	\$300.00	N/A	N/A
Other			

Imprinters	\$0.00	N/A	N/A
Sales Slips/Return Slips	\$0.00	N/A	N/A
Printer Paper and Ribbon	\$0.00	N/A	N/A

New purchased equipment is warranted for a period of six months, or replaced at no cost.

Refurbished equipment is warranted for a period of three months, or replaced at no cost.

Damages from acts of God or through user abuse is not covered under warranty.

**Exhibit B
Fee Schedule
STO12E02**

Gift Card Program	
Gift Card (Custom Program)	
>Monthly Fee per location	\$10.00
>Per Transaction Fee	\$0.21
>Prepress Fee (per card type)	\$100.00
>Graphic Design (per card type)	\$75.00
>Additional Card Production	\$0.66/ card
>Additional Locations (set-up)	\$75.00
Additional Terminals (set-up)	\$10.00
Other Applications	
Authorize.Net	
> License Fee	\$70.00
> Monthly Gateway Fee	\$14.95
> Transaction Fee	\$0.06
ACH Fees	
Monthly Fee	\$10.00
Returned Item Fee	\$3.00
Chargeback Fee	\$25.00
Per Transaction Fee	\$0.50
Per Batch Fee	\$0.30
Global Virtual Terminal	
> License Fee (one-time per acct)	\$75.00
> Monthly Gateway Fee	\$9.95
> Transaction Fee	\$0.00
MultiPass	
> License Fee	\$0.00
> Monthly Gateway Fee	\$0.00
> Transaction Fee	\$0.00
Payware	
> License Fee (one-time, per acct) includes one card sleeve	\$99.00
> Monthly Gateway Fee (per mobile device)	\$15.00
>Additional Card Sleeve	\$50.00
Systems East	
> License Fee (one-time, per account)	\$75.00
> Monthly Gateway Fee	\$9.95
> Transaction Fee	\$0.06
Trust Commerce	
> License Fee (one-time per acct)	\$99.00
> Monthly Gateway Fee (see #6)	\$15.00
> Transaction Fee	\$0.09
>Citadel Monthly Fee	\$11.00
>Citadel Per Transaction Fee	\$0.08
FreedomPay (P2PE Solution)	
> Setup Fee (one time, per account)	\$200.00
> Transaction Fee	\$0.08
> Secure Switching Fee	\$0.08
> Ingenico IWL252	\$880.00
> Ingenico IWL252 Base	\$200.00
> Ingenico iWL 252 Battery (additional or replacement)	\$45.00
> Ingenico IPP350 (micros)	\$500.00
> Ingenico IPP350 Stand	\$99.00
> FreedomPay FreeWay P2PE Virtual Terminal Solution	
> Per Transaction Fee	\$0.08
> Setup Fee (one time, per account)	\$200.00
> Interchange Rate (for FreeWay only)	2.83%
> Ingenico ID Tech SREDKey (Required with FreeWay Virtual Terminal)	\$250.00
> Reprogramming Fee (Virtual terminals and stand-alone)	\$99.00 per mid
Ingenico Wireless iWL 255	

		New \$700.00
	> Ingenico IWL 255 Terminal	Refurbished \$500.00
	> Wireless Setup Fee (one time, per terminal)	\$35.00
	> Monthly Wireless Fee (per terminal)	\$20.00
	> Transaction Fee	\$0.05
	A separate merchant account is required for locations using more than one application with the iWL255.	
	Other Items	
****	Other Card Types - American Express	0.30%
	24-hr Batch Close Fee	\$0.00
	Merchant "Daily Letter"	\$0.00

* The Merchant Discount Rate of 1.83% shall take effect January 1, 2015. The Merchant Discount Rate effective December 1, 2014, through December 31, 2014 shall be 1.75%.

**Visa, MasterCard, and Discover rates are based on the current interchange rate structure including all pending adjustments to signature and PIN debit transaction related to the recent Dodd-Frank Financial Reform Bill (including the Durbin Debit Interchange Amendment) that take effect on October 1, 2011. Should interchange costs change based on Federal Government and/or Federal Reserve rules and regulations, BB&T may propose pricing adjustment for the STO's approval.

***Effective January 1, 2015, Small Ticket Pricing for MIDs averaging or having the majority of the transactions less than or equal to \$15.00 per transaction will be assessed a \$0.20 transaction fee. Service fee accounts will not be subject to the surcharge. Rates and other fees will apply per schedule above. The \$.20 per transaction fee will be assessed to all transaction accounts with sales related to Parking and Food Service MID's with average transactions equal to or less than \$15 each.

****Effective April 1, 2017, any non-compliant MID is assessed \$14.95 per month per non-compliant MID. This is an additional charge to the monthly PCI SAQ fees on each MID, either \$3.00 or \$7.00 depending on the processing utilized.

*****BB&T proposes to assume and manage the State Agency Discover MIDs in order to settle the funds within 24 hours and with the V/MC settlement dollars. Until such time we are able to do the same with American Express settlements, we will continue to assess the 0.300 basis point processing fee for American Express transactions.



P2PE Instruction Manual (PIM)

A Merchant Guide for Deploying and Maintaining the FreedomPay® P2PE Scope-Reduction Solution

Version 2.4

1. P2PE Solution Information and Solution Provider Contact Details

1.1 P2PE Solution Information	
Solution name:	<i>FreedomPay Commerce Platform P2PE</i>
Solution reference number per PCI SSC website:	2014-00909.001

1.2 Solution Provider Contact Information	
Company name:	<i>FreedomPay, Inc.</i>
Company address:	<i>FMC Tower at Cira Centre South 2929 Walnut Street · Floor 14 Philadelphia, PA 19104</i>
Company URL:	<i>http://corporate.freedompay.com</i>
Contact name:	<i>Matthew J. Donnelly</i>
Contact phone number:	<i>888-495-2446</i>
Contact e-mail address:	<i>compliance@freedompay.com</i>

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.

2. Approved POI Devices, Applications/Software, and the Merchant Inventory

2.1 POI Device Details	
The following information lists the details of the PCI-approved POI devices approved for use in this P2PE solution.	
Note all POI device information can be verified by visiting: https://www.pcisecuritystandards.org/approved_companies_providers/approved_pin_transaction_security.php	
POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iPP310, iPP320, iPP350</i>
Hardware version #(s):	<i>IPP3xx-11Txxxxx</i>
Firmware version #(s):	<i>SRED (CTLS): 820365 V02.xx, 820305V02.xx, 820528V02.xx SRED (Non CTLS): 820375V01.xx</i>
PCI PTS Approval #(s):	<i>4-20184</i>

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iSMP3</i>
Hardware version #(s):	iMP3xx-01Txxxxx, iMP3x0-01Txxxxx (already approved hardware version), iMP3x2-01Txxxxx (new hardware version)
Firmware version #(s):	820305V01.xx, 820365V02.xx, SRED (Non CTLS) : 820528V02.xx
PCI PTS Approval #(s):	4-20183

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iSMP4</i>
Hardware version #(s):	IMP6xx-01Txxxxx (without contactless), IMP6xx-11Txxxxx (with contactless)
Firmware version #(s):	820305v11.xx
PCI PTS Approval #(s):	4-30220

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iCMP</i>
Hardware version #(s):	ICMxxx-01Txxxxx, ICMxxx-11Txxxxx, ICMxxx-21Txxxxx, ICMxxx-31Txxxxx
Firmware version #(s):	820305V01.xx, 820365V02.xx, SRED (CTLS): 820528V02.xx, 820539V01.xx
PCI PTS Approval #(s):	4-20235

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iSC250</i>
Hardware version #(s):	iSC2xx-01Txxxxx
Firmware version #(s):	820518 V01.xx, 820518 V02.xx, SRED (Non CTLS): 820157 V01.xx
PCI PTS Approval #(s):	4-30062

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>ISC Touch 480</i>
Hardware version #(s):	ISC4xx-01Txxxxx (no CTLS), ISC4xx-11Txxxxx (CTLS)
Firmware version #(s):	820365 V02.xx, 820518V01.xx, 820518V02.xx, SRED (CTLS): 820528V02.xx
PCI PTS Approval #(s):	4-30098

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>ISC Touch 480 (v4)</i>
Hardware version #(s):	ISC4xx-01Txxxxx, ISC4xx-11Txxxxx
Firmware version #(s):	820518 V11.xx, 820518 V12.xx, SRED (CTLS): 820528V02.xx
PCI PTS Approval #(s):	4-30125

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>ISC Touch 250</i>
Hardware version #(s):	iSC2xx-21Txxxxx, iSC2xx-31Txxxxx
Firmware version #(s):	820518 V12.xx, SRED (CTLS): 820528V02.xx
PCI PTS Approval #(s):	4-30132

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iUC180B</i>
Hardware version #(s):	IUC1xx-11Txxxxx
Firmware version #(s):	SRED (CTLS):820305 V01.xx
PCI PTS Approval #(s):	4-30100

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iUC285</i>
Hardware version #(s):	IUC28x-01Txxxxx
Firmware version #(s):	820365V02.xx, 820073V01.xx, 820528V02.xx (SRED)
PCI PTS Approval #(s):	4-30161

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iCT250</i>
Hardware version #(s):	iCT2xx-11Txxxxx
Firmware version #(s):	820305 V02.xx, 820375V01.xx, 820365 V02.xx, SRED (Non CTLS): 820528V02.x
PCI PTS Approval #(s):	4-20196

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iUC250</i>
Hardware version #(s):	IUC25x-01Txxxxx
Firmware version #(s):	820178 v01.xx
PCI PTS Approval #(s):	4-30164

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iWL220, iWL250 Series (iWL252, iWL255, iWL258)</i>
Hardware version #(s):	IWL2xx-01Txxxxx
Firmware version #(s):	Non SRED: 820365 V02.xx, 820305V01.xx, 820375V01.xx, SRED (Non CTLS):820528v02.xx
PCI PTS Approval #(s):	4-20181

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iPP350 (v4)</i>
Hardware version #(s):	iPP3xx-21Txxxxx, iPP3xx-31Txxxxx, iPP3xx-41Txxxxx, iPP3xx-51Txxxxx
Firmware version #(s):	820305 V11.xx (base firmware), 820180 V01.xx (base firmware)
PCI PTS Approval #(s):	4-30176

POI device vendor:	<i>Ingenico</i>
POI device model name and number:	<i>iSelf-Service (iUN, iUR, iUP)</i>
Hardware version #(s):	IUP2xx-01Txxxxx, iUR2xx-01Txxxxx, iUR2xx-11Txxxxx, iUR2xx-01Txxxxx, iUR2xx-11Txxxxx
Firmware version #(s):	820305 V01.xx, SRED: 820528V02.xx, SRED: 820514V01.xx, 820168 v01.xx
PCI PTS Approval #(s):	4-30075, 4-30083, 4-30155

POI device vendor:	<i>ID Tech</i>
POI device model name and number:	<i>SREDKey</i>
Hardware version #(s):	IDSK-53XXXXXXX
Firmware version #(s):	SRED: 1.01
PCI PTS Approval #(s):	4-10156

POI device vendor:	<i>ID Tech</i>
POI device model name and number:	<i>SecuRED</i>
Hardware version #(s):	IDSR-33x1xxxxx
Firmware version #(s):	SRED: 1.07, 1.08, 2.00
PCI PTS Approval #(s):	4-10144

POI device vendor:	<i>Equinox</i>
POI device model name and number:	<i>L5300</i>
Hardware version #(s):	L303xx
Firmware version #(s):	FPE 7.P.409
PCI PTS Approval #(s):	4-60119

2.2 POI Software/application Details

The following information lists the details of all software/applications (both P2PE applications and P2PE non-payment software) on POI devices used in this P2PE solution.

Note that all applications with access to clear-text account data must be reviewed according to Domain 2 and are included in the P2PE solution listing. These applications may also be optionally included in the PCI P2PE list of Validated P2PE Applications list at vendor or solution provider discretion.

Application vendor, name and version #	POI device vendor	POI device model name(s) and number:	POI Device Hardware & Firmware Version #	Is application PCI listed? (Y/N)	Does application have access to clear-text account data (Y/N)
Ingenico,RBA, v10.2.12, v15.1.2, v15.1.6	Ingenico	iCMP	Hardware: ICMxxx-01Txxxxx, ICMxxx-11Txxxxx, ICMxxx-21Txxxxx, ICMxxx-31Txxxxx, Firmware: 820305V01.xx, 820365V02.xx, SRED (CTLS): 820528V02.xx, 820539V01.xx	Yes	No

Ingenico, RBA, v10.2.12, v15.1.2, and v15.1.6	Ingenico	ICT250	Hardware #: iCT2xx-11Txxxxx Firmware #: 820305 V02.xx, 820375V01.xx, 820365 V02.xx, SRED (Non CTLS): 820528V02.x	Yes	No
Ingenico,RBA, v10.2.12, v15.1.2, and v15.1.6	Ingenico	iPP310 iPP320 iPP350	Hardware #: iPP3xx- 01Txxxxx Firmware #: 820305V01.xx, 820365V02.xx, SRED (Non CTLS) :820157V01.xx	Yes	No
Ingenico RBA v20.0.6	Ingenico	iPP350 (v4)	Hardware #: iPP3xx- 21Txxxxx, iPP3xx- 31Txxxxx, iPP3xx- 41Txxxxx, iPP3xx-51Txxxxx Firmware #: 820305 V11.xx (base firmware), 820180 V01.xx (base firmware)	Yes	No
Ingenico,RBA, v10.2.12, v15.1.2, and v15.1.6	Ingenico	iSC250	Hardware #: iSC2xx- 01Txxxxx Firmware #: 820518 V01.xx, 820518 V02.xx, SRED (Non CTLS): 820157 V01.xx	Yes	No
Ingenico,RBA, v10.2.12 and v15.1.2	Ingenico	iSC Touch 480	Hardware #: ISC4xx- 01Txxxxx (no CTLS), ISC4xx- 11Txxxxx (CTLS) Firmware #: 820365 V02.xx, 820518V01.xx, 820518V02.xx, SRED (CTLS): 820528V02.xx	Yes	No

Ingenico,RBA, v15.1.2 and v15.1.6	Ingenico	iSC Touch 480 v4	Hardware #: ISC4xx- 01Txxxxx, ISC4xx- 11Txxxxx Firmware #: 820518 V11.xx, 820518 V12.xx, SRED (CTLS): 820528V02.xx	Yes	No
Ingenico,RBA, v10.2.12, v15.1.2, and v15.1.6	Ingenico	iSC Touch 250	Hardware #: iSC2xx- 21Txxxxx, iSC2xx- 31Txxxxx Firmware #: 820518 V12.xx, SRED (CTLS): 820528V02.xx	Yes	No
Ingenico,RBA, v10.2.12, v15.1.2, and v15.1.6	Ingenico	iSMP3	Hardware #: iMP3xx- 01Txxxxx, iMP3x0- 01Txxxxx (already approved hardware version), iMP3x2- 01Txxxxx (new hardware version) Firmware #: 820305V01.xx, 820365V02.xx, SRED (Non CTLS) : 820528V02.xx	Yes	No
Ingenico,RBA v20.0.6	Ingenico	iSMP4	IMP6xx- 01Txxxxx (without contactless), IMP6xx- 11Txxxxx (with contactless)	Yes	No
Ingenico,RBA, v10.2.12, v15.1.2, and 17.0.6	Ingenico	iWL 250	Hardware #: iWL2xx- 01Txxxxx Firmware #: Non SRED: 820365 V02.xx, 820305V01.xx, 820375V01.xx, SRED (Non CTLS):820528v0 2.xx	Yes	No

Ingenico,RBA, v15.1.2 and v17.0.6	Ingenico	iSelf- Service (iUN, iUR, iUP)	Hardware #: IUP2xx- 01Txxxxx Firmware #: 820305 V01.xx, SRED: 820528V02.xx Hardware #: iUR2xx- 01Txxxxx, iUR2xx- 11Txxxxx Firmware #: SRED: 820514V01.xx Hardware #: iUR2xx-01Txxxxx, iUR2xx-11Txxxxx Firmware #: 820168 v01.xx	Yes	No
Ingenico,RBA, v15.1.2 and v 17.0.8	Ingenico	iUC285	Hardware #: IUC28x- 01Txxxxx Firmware #: 820365V02.xx, 820073V01.xx, 820528V02.xx (SRED)	Yes	No
FreedomPay, FreeWay Standalone Application (FSA) v2.1	Ingenico	IWL250 Series (iWL252, iWL255, iWL258)	Hardware #: IWL2xx- 01Txxxxx Firmware #: Non SRED: 820365 V02.xx, 820305V01.xx, 820375V01.xx, SRED (Non CTLS):820528v0 2.xx	Yes	No
IDTech	IDTech	SREDKey	Hardware #: IDSK- 53XXXXXXX Firmware #: SRED: 1.01	Yes	No
IDTech	IDTech	SecuRED	Hardware #: IDSR-33x1xxxxx Firmware #: SRED: 1.07, 1.08, 2.00	Yes	No

2.3 POI Inventory & Monitoring

- All POI devices must be documented via inventory control and monitoring procedures, including device status (deployed, awaiting deployment, undergoing repair or otherwise not in use, or in transit).
- This inventory must be performed annually, at a minimum.
- Any variances in inventory, including missing or substituted POI devices, must be reported to *FreedomPay, Inc.* via the contact information in Section 1.2 above.
- Sample inventory table below is for illustrative purposes only. The actual inventory should be captured and maintained by the merchant in an external document.

The merchant must implement and maintain a POI device-tracking system that will identify each POI device as being in one of five states:

- Deployed
- Awaiting Deployment
- Out of Service and/or Out for Repair
- In Transit
- Removed and returned

A basic record keeping system that fulfils this requirement will be provided upon shipment of POI devices, or can be obtained through your FreedomPay account representative. Electronic POI device inventories should be password protected and any hard copies should be securely stored in a secure area, such as a safe or key-lock filing cabinet with access limited to authorized personnel only.

The merchant must also establish a “state system of accounting and control” to keep track of all POI Devices (quantity and type), note changes in material inventories (incoming/outgoing), and monitor all aspects of the POI device lifecycle while the device is in the possession and control of the merchant. Record all inventory discrepancies within your inventory control system, and report missing or lost devices to FreedomPay once identified to compliance@freedompay.com.

If your organization is multi-store, regional, or a national operator it is important to employ inventory management and tracking systems at the local, regional and national levels to ensure that the knowledge and capability for managing, tracking and reporting of inventories is met at all levels.

Device inventory must contain, at a minimum, the information listed in the Sample Inventory Table below. All device specific identification information required for inventory tracking can be found on a sticker on the back panel, the battery compartment of each POI device (pictures of serial number location for each device included in **Section 8, Additional Guidance** and/or through the logical interface on the POI device.

For Ingenico POI devices, the firmware version can be identified through a key sequence on the pin pad. To identify the Ingenico device firmware version, please follow the below steps:

1. Unplug the device from the POS system or other front-end system
2. Power the device by utilizing the power cable, or plugging it into a PC using the USB cable
3. During device boot-up, press the following key sequence on the Ingenico device: 2634, [Green button], F, F

4. If your device does not have an 'F' key, the key sequence would be 2634, [Green button], +, +
5. Select the following menu: *Telium Manager/Consultation/Configuration/Hardware/On Display/Software Infos*
6. Record the firmware information associated with M1, M3, and M4

For ID Tech POI devices, the firmware version can only be identified by utilizing an ID Tech application. To identify the ID Tech device firmware version, please follow the below steps:

1. Install the following application on a non-POS PC:
 - a. For devices utilizing HID mode, please download the following application:
http://corporate.freedompay.com/idtech_firmware_hid_mode.zip
 - b. For devices utilizing Keyboard/KB mode, please download the following application:
http://corporate.freedompay.com/idtech_firmware_kb_mode.zip
2. Unplug the device from the POS system or other front-end system
3. Plug the device into a USB slot on the PC where the ID Tech application has been installed
4. Using the ID Tech application, type 52 22 and press the send command key
5. Run the ID Tech application "SREDKey_USB_Demo"
6. From the General Setting dropdown, select "Read Firmware Version"
7. Select the "Send Command" button
8. Record the Firmware Version that is output in the lower blue pane

For Equinox POI devices, the application information can be the firmware version can be identified through a key sequence on the touch screen of the device. To find this information, please follow the steps below:

1. From the "Lane Closed" screen, use your finger or the stylus to tap the upper corners of the screen in the following sequence: Left-Right-Left
2. You will be presented with a keyboard on the screen. Enter setup password that was configured for your device during installation, and press Enter.
3. Select Utility > HW Conf to be presented with the device configuration information
4. Record the "EFT Version" and "OS Version" shown on the screen.

The merchant must develop and maintain written protocols for device relocation among merchant locations. The merchant must monitor and document compliance with such protocols. The merchant's POI device relocation protocols must be at least as secure as the protocols identified in this PIM for shipment of POI devices to and from Approved Supplier Facilities. For additional information on maintaining chain of custody for device relocation or device storage, please contact compliance@freedompay.com.

The merchant must submit the annual inventory to: poiDevices@freedompay.com. The merchant must also submit their annual POI inventory to their merchant acquirer as part of their annual PCI DSS compliance. Failure to timely submit an annual POI device inventory may suspend the merchant's P2PE Scope Reduction. A failure to follow the controls listed within the PIM may result in "Merchant Opt-Out; that is, suspension of the FreedomPay Commerce Platform P2PE Scope Reduction Program.

In addition to the annual inventory, promptly following discovery of any inventory discrepancy (including missing inventory and the presence of any POI device not supplied by FreedomPay and identified in the inventory control system), the merchant must notify FreedomPay by email to poiDeviceAlert@freedompay.com.

Following Merchant Opt-Out or suspension of the program, re-implementation of the FreedomPay Commerce Platform P2PE may result in the then effective Security Evaluation Fee, and any other costs per the client contract with FreedomPay.

If a merchant no longer wishes to utilize the FreedomPay-provided POI devices as part of a PCI P2PE Scope Reduction Program due to Merchant Op-Out, contract termination, close of business or other reason, the merchant is required to securely destroy all FreedomPay-provided POI devices. Secure destruction of devices is required and must utilize industry-accepted standards. Proof of destruction must be provided through a destruction certificate, and must be submitted to FreedomPay following the secure destruction process. For more information on FreedomPay POI destruction services, please contact your FreedomPay representative for more information.

Sample Inventory Table

Date of Inventory	Device model name(s) and number:	Device Location	Device Condition	Serial Number	Condition of Security Seals	Number of Physical Connections to device	Hardware Version	Firmware Version

3. 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

3.1 Installation and connection instructions

Each POI device installation must comply with the following:

- i. The device must be physically mounted or tethered to prevent unauthorized removal, tampering or substitution. Acceptable methods include:
 - a. Mounting the device to an approved PIN security stand
 - b. Securing the device using a tether lock attached to the security slot on the POI device and permanently secured to the counter or other secure, physically affixed hardware at the opposite end of the tether. A wide variety of tether locks are available at most computer retailers or available online. Please contact your FreedomPay Representative if you need assistance finding a suitable tether lock.
- ii. The device must be located so that it can be readily observed/monitored by authorized personnel and in an environment that deters compromise attempts.
- iii. Upon device initiation, the merchant must perform the following steps:
 - a. Verify that the displayed serial number matches the serial number on the underside of the device.
 - i. For assistance locating the serial numbers on POI devices, please view the **Section 8, Additional Guidance** section.
 - b. Update the device record keeping system to reflect the change in device status and location.
- iv. The device must utilize one of the following communication/connection types:
 - a. USB
 - b. Serial
 - c. Ethernet
 - d. WiFi
 - e. Bluetooth
 - f. Cellular
 - g. Other: For POI communication types not listed above, the merchant must contact compliance@freedompay.com to receive official FreedomPay compliance approval for use of such device from FreedomPay's compliance officer. The merchant must receive, in writing, an official attestation from FreedomPay stating that the POI communication type, which is not listed in the above list, is an accepted

communication/connection method for the FreedomPay Commerce Platform P2PE solution.

Note: Only PCI-approved POI devices listed in the PIM are allowed for use in the P2PE solution for account data capture.

Physically secure POI devices in your possession, including devices:

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

3.2 Guidance for selecting appropriate locations for deployed devices

All deployed devices must be securely mounted and easily visible by staff to prevent unauthorized removal or tampering. The device must be located so that it can be readily observed/monitored by authorized personnel and in an environment that deters compromise attempts

Devices not in-service must be stored in accordance with the methodology outlined in Section 3.3.

3.3 Guidance for physically securing deployed devices to prevent unauthorized removal or substitution

Merchant must mount in-service devices to an approved PIN security stand or secure the device using a tether lock attached to the security slot on the POI device and permanently secured at the opposite end of the tether. A wide variety of tether locks are available at most computer retailers or available online. Please contact your FreedomPay Representative or QSA if you need assistance finding a suitable tether lock.

The merchant must establish a “secure storage” area for POI devices not in service. This storage will be used when POI devices are received from FreedomPay prior to installation, transferred in from other Approved Merchant Locations, or removed from active use. Secure storage is defined by PCI as a designated space or location that has controlled physical access, whereby personnel must be authorized to gain access and mechanisms/policies are in place for documenting all physical access to the “secure storage” area including:

- Identifying personnel authorized to access devices
- Restricting access to authorized personnel
- Maintaining a log of all access including personnel name, company, reason for access, time in and out

The merchant must implement a “secure storage” access policy before implementing FreedomPay’s PCI Validated P2PE solution. This policy must include a description of what and where the secure storage area is and the procedures established to comply with requirements set forth in this section. FreedomPay review and/or approval of a merchant’s secure storage access policy is for FreedomPay

internal purposes only and does not constitute a representation by FreedomPay of compliance with PCI DSS requirements or adequacy for PCI P2PE implementation.

4. POI Device Transit

4.1 Instructions for securing POI devices intended for, and during, transit

All devices shipped to the merchant by FreedomPay or a FreedomPay Trusted Courier. FreedomPay's Trusted Couriers are listed below:

- FedEx
- UPS
- R&L Carriers
- DHL
- Ceva Logistics

All devices shipped by and to the merchant (including merchant location to merchant location shipment) must be packaged with tamper resistant packaging.

Examples of tamper-proof packaging include envelopes or bags with sealed labels that irreversibly evidence any attempt to open the package. Tamper-proof packaging may be purchased from office supply providers and will be labelled specifically as "Tamper-Proof" or "Tamper-Resistant."

4.2 Instructions for ensuring POI devices originate from, and are only shipped to, trusted sites/locations

FreedomPay or its certified KIF will email a pre-shipment notification to the merchant identifying the POI device serial numbers, the Trusted Courier name, the tracking number, the Approved Supplier Facility from which the package was shipped, and the Approved Merchant Location to which the package was shipped.

Upon receipt of any POI device shipment, the Merchant must:

- i. Inspect the packaging as set forth above.
- ii. Verify that the courier identified on the delivery receipt is a Trusted Courier.
- iii. Verify that the package was sent from an Approved Supplier Facility listed below:
 - a. FreedomPay Headquarters
5 Radnor Corporate Center
100 Matsonford Road, Suite 100
Radnor, PA 19087
 - b. ScanSource
8650 Commerce Drive, Suite 100
Southaven, MS 38671
 - c. Ingenico Repair Facility
4020 Steve Reynolds Blvd
Norcross, GA 30093

- iv. Verify that the serial numbers on the shipping statement match the serial numbers in the pre-shipment email notification.
- v. Update the device record-keeping system to reflect the change in device status and location.
- vi. The merchant must immediately return to FreedomPay, as set forth below, any POI device package that appears to have been tampered with, was delivered by anyone other than a Trusted Courier, or was sent from any location other than an Approved Supplier Facility.

Prior to returning a POI device to an Approved Supplier Facility, the merchant must email a pre-shipment notification to FreedomPay identifying the POI device serial number, the Trusted Courier name, the tracking number, the Approved Merchant Location from which the device was shipped, and the Approved Supplier Facility to which the package was shipped. Such pre-shipment notifications must be emailed to FreedomPay at poiDeviceReturns@freedompay.com.

5. POI Device Tamper Monitoring and Skimming Prevention

5.1 Instructions for physically inspecting POI devices and preventing skimming, including instructions and contact details for reporting any suspicious activity

Additional guidance for skimming prevention on POI terminals can be found in the document entitled *Skimming Prevention: Best Practices for Merchants*, available at www.pcisecuritystandards.org.

All FreedomPay POI devices contain a "Freeway 10001" hologram seal on the device underside. Prior to installation, the merchant must verify the hologram seal for integrity and the device serial number. Once installed the merchant must regularly inspect each device for evidence of tampering. The integrity of the "Freeway 10001" hologram seal must be verified during each inspection. For examples of hologram placement, please view **Section 8, Additional Guidance**.

Merchants must also inspect the following quarterly:

- Has the USB/ethernet cable been damaged or altered in any way?
- Does the serial number on the device match the serial number provided by FreedomPay?
- Are active POI devices secured appropriately according to the PIM?
- Are inactive POI devices securely stored according to the PIM?
- Has the POI device been damaged in any way?

If a merchant deploys a FreedomPay POI device in an area not physically monitored by an approved merchant employee, there must be a remote monitoring or alarm system in place to alert appropriate personnel of device tampering. Please consult your independent Quality Security Assessor (QSA) for additional information on POI inspection and monitoring.

Annually, the merchant must submit the inspection attestation found in Section 8 to verify that regular inspections have taken place. The annual attestation should be completed in accordance with the merchant's annual PCI DSS assessment.

Any instance of device tampering must be reported to FreedomPay, and any device that has been or is suspected of being tampered with must be removed from the POS environment immediately and returned to FreedomPay per the instructions outlined in Section 5.2.

5.2 Instructions for responding to evidence of POI device tampering

The merchant must immediately return to FreedomPay, as set forth below, any POI device, or package containing a POI device, that appears to have been tampered with, was delivered by anyone other than a Trusted Courier, or was sent from any location other than an Approved Supplier Facility.

POI Device Shipment:

- i. POI devices may be transported only by a Trusted Courier to an Approved Supplier Facility listed in section 4.2.
- i. Each shipment must require signature upon receipt.
- ii. All POI device serial number(s) must be printed on the packaging statement or shipping label.
- iii. The merchant must update its device record-keeping system to reflect the change in device status and location.

5.3 Instructions for confirming device and packaging were not tampered with, and for establishing secure, confirmed communications with the solution provider

Upon receiving a FreedomPay POI device, merchants must:

- Verify that the courier identified on the delivery receipt is a Trusted Courier.
- Verify that the package was sent from an Approved Supplier Facility.
- Verify that the serial numbers on the shipping statement match the serial numbers in the pre-shipment email notification.
- Verify that the integrity of the tamper evident packaging is intact.

If the device or packaging fails any of the above inspections, contact your FreedomPay representative and return the device as outlined in Section 5.2.

5.4 Instructions for confirming business need for, and identities of, any third-party personnel claiming to be support or repair personnel, prior to granting those personnel access to POI devices.

In most instances, FreedomPay will be able to provide device support remotely without requiring on-site assistance. During complex installations or certain support cases, however, a technician may be dispatched to a merchant location. In the event a FreedomPay technician is needed on-site, ensure the following steps are taken before, during, and after on-site work takes place.

- i. A field technician will be assigned to a case and complete a dispatch request.

- ii. Once a technician has been assigned, FreedomPay will provide the merchant with details of the request.
- iii. When the technician arrives on-site, and before allowing access to the POI device, the merchant should verify the technician's identity as a FreedomPay employee or contractor. All other personnel must be denied access without proper validation of their identity.
- iv. Once the technician's identity has been verified, the merchant should assign an escort to monitor the technician's activity at all times.
- v. Once the technician has completed the work, the merchant must respond to the dispatch email with the following details:
 - i. Form of ID presented for verification
 - ii. Time spent at location
 - iii. (For support cases only) Serial number(s) of terminal(s) touched by the technician

FreedomPay will never send technicians on-site without coordinating with merchant contacts beforehand and providing information on the technician being dispatched for verification purposes. Anyone claiming to be a repair/support technician without the proper notification or identification should not be provided access to POI devices.

6. Device Encryption Issues

6.1 Instructions for responding to POI device encryption failures

On a quarterly basis, the merchant shall:

- i. Review all Point of Sale (POS) system logs and batching functions for credit authorization and any sign of clear text cardholder data.
- ii. Review all POS settlement reports to ensure that no unencrypted cardholder data is present.

In the event that clear text cardholder data is found or suspected, signaling a device encryption failure, the merchant must contact FreedomPay technical support immediately and follow the troubleshooting instructions found in Section 7 of this document. Until proper encryption functionality on the device has been restored and the device has been reauthorized by FreedomPay, the faulty device may not be used to process transactions unless the merchant formally requests a suspension of P2PE encryption as outlined in Section 6.2.

6.2 Instructions for formally requesting of the P2PE solution provider that P2PE encryption of account data be stopped

A merchant must opt out of the FreedomPay P2PE Solution upon the occurrence of any of the following:

- i. If the merchant determines that it no longer qualifies as reduced-scoped PCI-Validated P2PE merchant;
- ii. If the merchant processes transactions by any means other than through a FreedomPay supplied POI device, including:
 - 1. Manual payment card processing;

<ul style="list-style-type: none"> 2. Use of a POI device not approved by FreedomPay; and 3. Use of a FreedomPay-approved POI device supplied by anyone other than FreedomPay, ScanSource or Ingenico;
<ul style="list-style-type: none"> iii. Continuing use of a POI device following an encryption failure. <p>Upon determining that it is obligated to opt out of the FreedomPay P2PE Solution, the merchant must:</p> <ul style="list-style-type: none"> i. Complete and submit to FreedomPay the Merchant Opt-Out Request located in Section 8; and ii. Notify the Merchant's acquirer or payment brand of the suspension or stoppage of P2PE encryption. <p>A merchant is not covered by the FreedomPay P2PE Solution while Opt-Out is in effect and any transaction processed during such period in reliance upon the FreedomPay P2PE Solution is at the merchant's sole risk.</p> <p>A merchant may re-enroll in the FreedomPay P2PE Solution upon resolution of the events that required Opt-Out, subject to security protocol established by FreedomPay, including merchant attestation that all remnants of clear-text cardholder data have been deleted from the merchant's systems using secure data deletion processes, and payment of FreedomPay's then current Security Evaluation Fee.</p>

7. POI Device Troubleshooting

7.1 Instructions for troubleshooting a POI device
<p>If a POI device is damaged, destroyed, appears to be malfunctioning or otherwise requires servicing, the merchant must follow the following process:</p> <ul style="list-style-type: none"> i. Contact FreedomPay tech-support at 888-495-2446 or by email techsupport@freedompay.com. ii. If the FreedomPay support technician determines that a field technician should be dispatched, the technician will complete a dispatch request. iii. Once a technician has been assigned, FreedomPay will provide the merchant with details on the deployment request. iv. When the technician arrives on-site, and before allowing access to the POI device, the merchant should verify the technician's identity as a FreedomPay employee or contractor. All other personnel must be denied access unless without proper validation of their identity. v. Once the technician's identity has been verified, the merchant should assign an escort to monitor the technician's activity at all times. vi. Once the technician has completed the work, the merchant must respond to the dispatch email with the following details: <ul style="list-style-type: none"> i. Form of ID presented for verification ii. Time spent at location iii. Serial number(s) of terminal(s) touched by the technician <p>If a merchant no longer wishes to utilize the FreedomPay-provided POI devices as part of a PCI P2PE Scope Reduction Program due to Merchant Op-Out, contract termination, close of business or other</p>

reason, the merchant is required to securely destroy all FreedomPay-provided POI devices. Secure destruction of devices is required and must utilize industry-accepted standards. Proof of destruction must be provided through a destruction certificate, and must be submitted to FreedomPay following the secure destruction process. For more information on FreedomPay POI destruction services, please contact your FreedomPay representative for more information.

8. Additional Guidance

Notice and Acknowledgements

This P2PE Instruction Manual is provided pursuant to the requirements of the PCI DSS. Implementation of the controls set forth in this PIM is a requirement for the PCI DSS SAQ-P2PE-HW and Attestation of Compliance. The use of any POI device not approved by FreedomPay and/or any failure to comply with the requirements set forth in this manual is at the merchant's sole risk and may result in non-compliance with PCI DSS SAQ-P2PE-HW, loss of qualification for PCI DSS scope reduction and/or compromised data security.

By using the FreedomPay P2PE Scope Reduction Solution, Merchant agrees that it will not modify or attempt to modify any FreedomPay supplied POI device configurations, including, without limitation:

- Attempting to enable any device interfaces or data capture mechanisms that have been disabled on a Freedom Pay supplied device
- Attempting to alter security configurations or authentication controls
- Physically opening any device
- Attempting to install applications onto any device

In order to maintain the scope reduction offered by the FreedomPay solution, Merchant acknowledges that all credit card transactions are to be entered/swiped through an approved POI device to remain with the P2PE Scope Reduction Program. Transactions entered through any other means are not subject to FreedomPay's PCI SSC approved Validated P2PE Program. If a merchant accepts payment through any other method outside of the FreedomPay PCI P2PE solution, they must opt out of the PCI P2PE Scope Reduction Program using the Merchant Opt Out Form attached.

Please find below the FreedomPay Merchant Opt-Out Request and FreedomPay Annual Inspection Attestation attached.

POI Device Serial Number Identification

The below images depict examples of POI devices and the physical location of serial numbers for purposes of POI inspection and verification. For additional questions regarding POI device serial numbers, please contact compliance@freedompay.com.

Ingenico iPP300 Series (iPP320, iPP350)



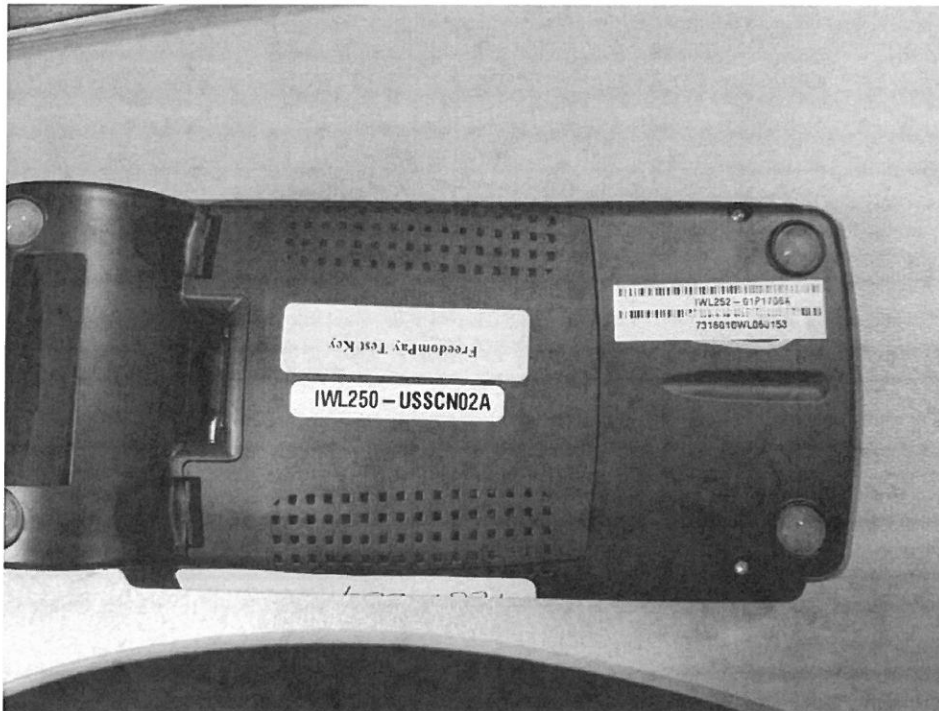
Ingenico iSC250 & iSC Touch 250



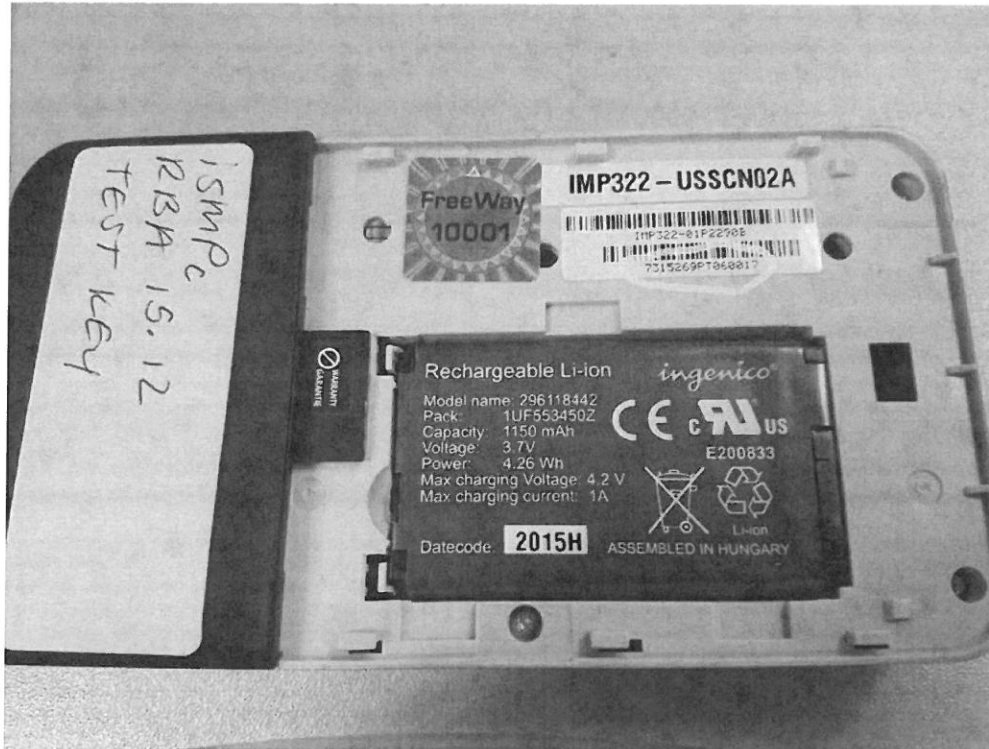
Ingenico iSC Touch 480



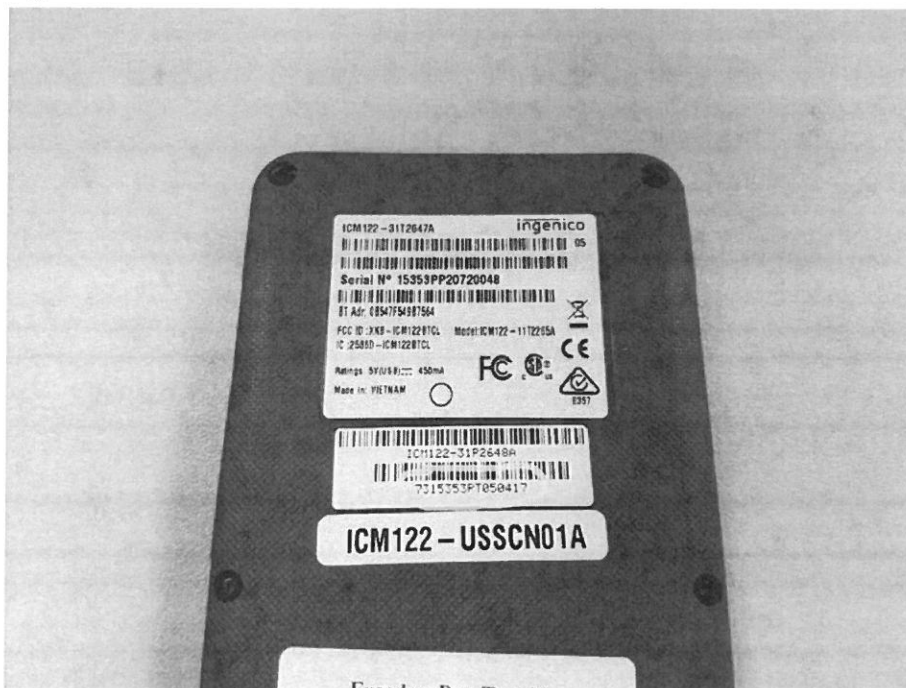
Ingenico iWL250 Series (iWL252, iWL255, iWL258)



Ingenico iSMPc



Ingenico iCMP



Ingenico iUN/iSelf Service (iUR250)



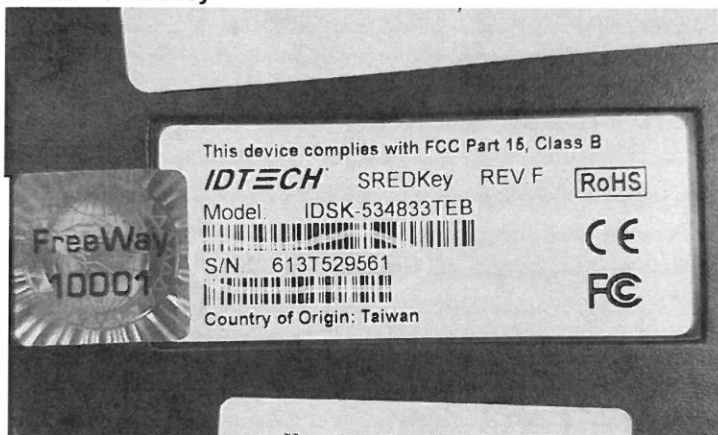
Ingenico iUC285



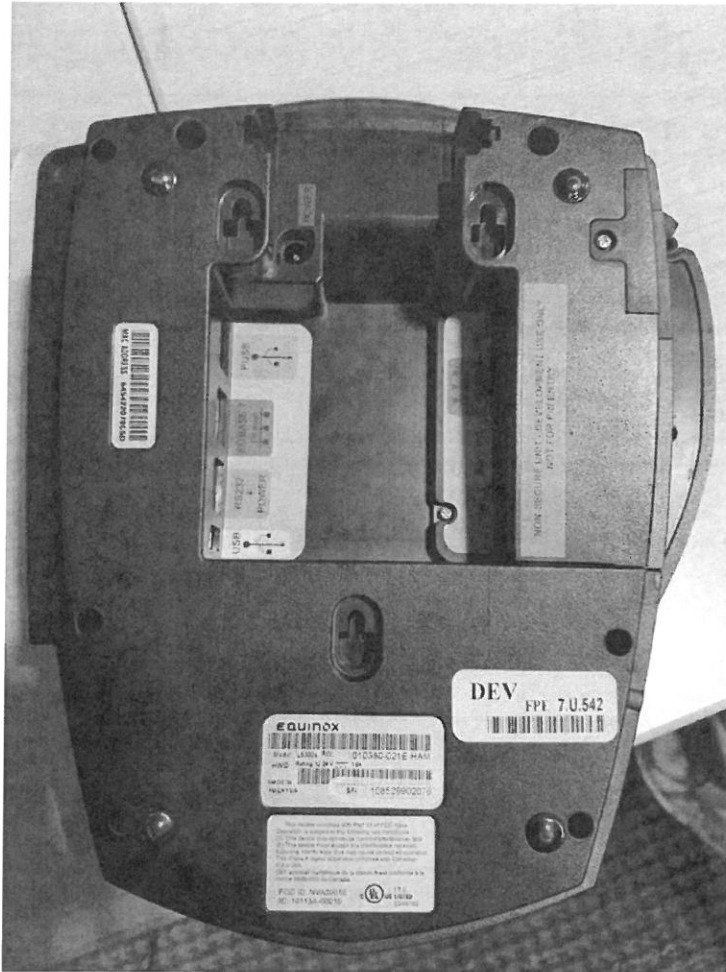
ID Tech SecuRED



ID Tech SREDKey

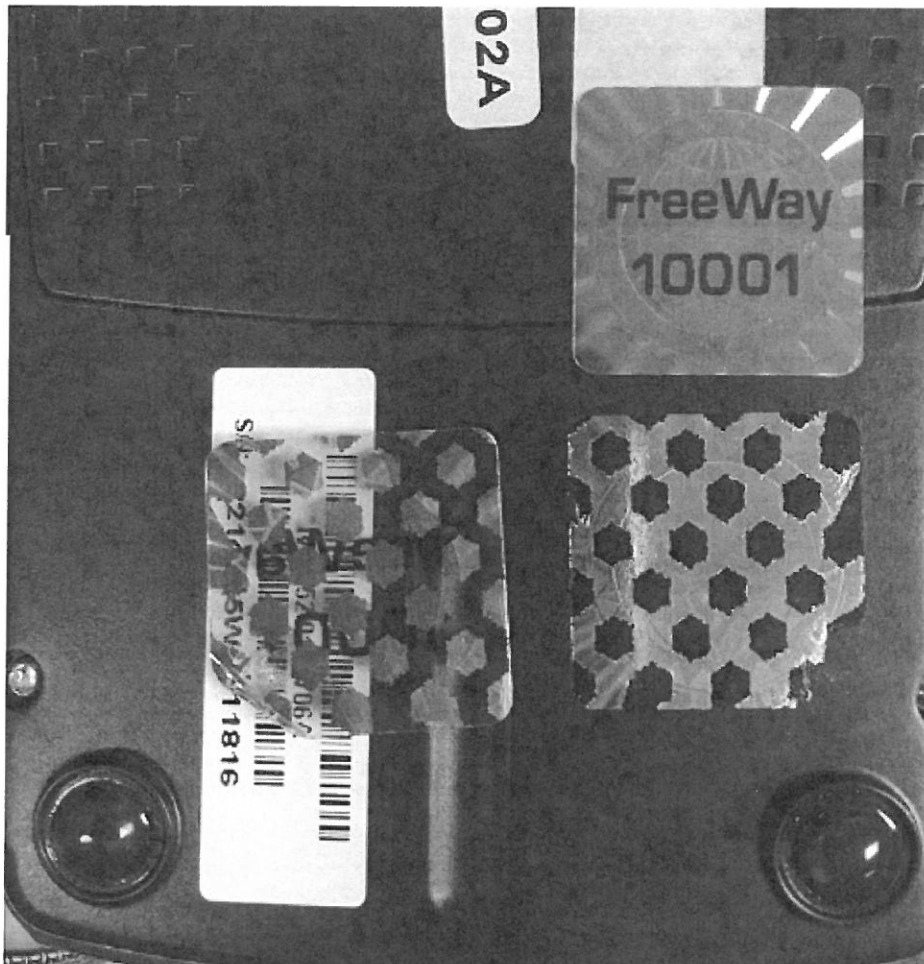


Equinox L5300

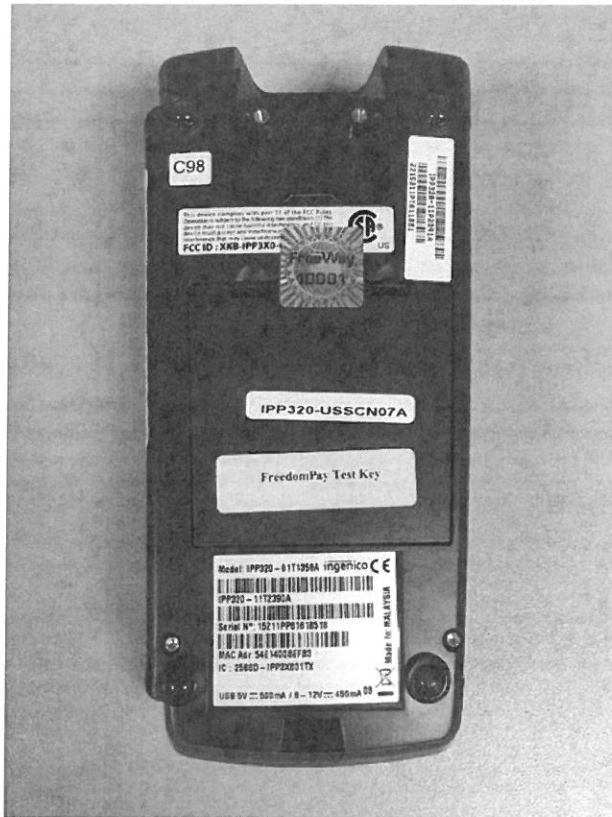


POI Device Hologram Identification

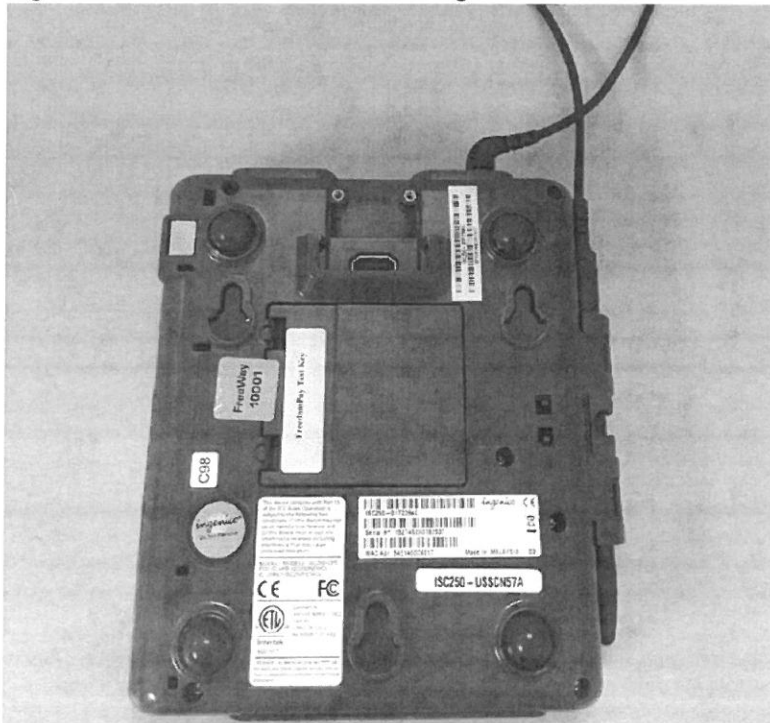
Example of Hologram Tampering



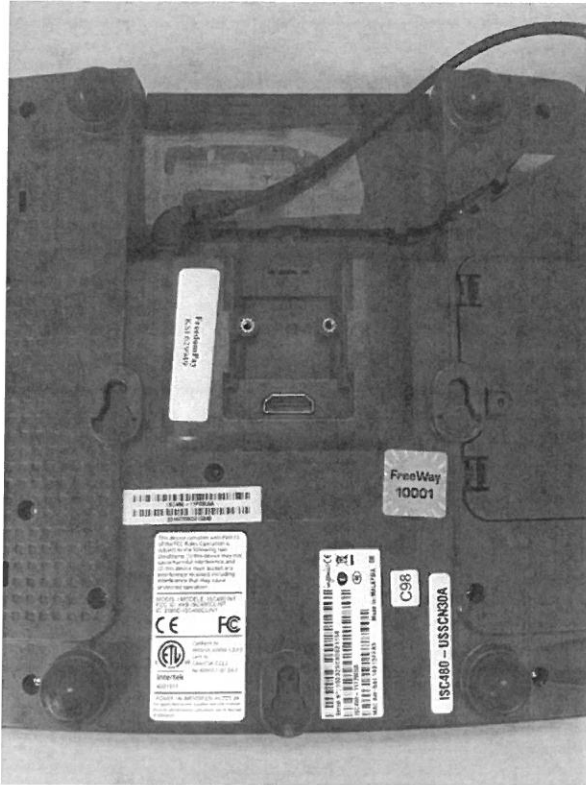
Ingenico iPP300 Series (iPP320, iPP350) Hologram Placement



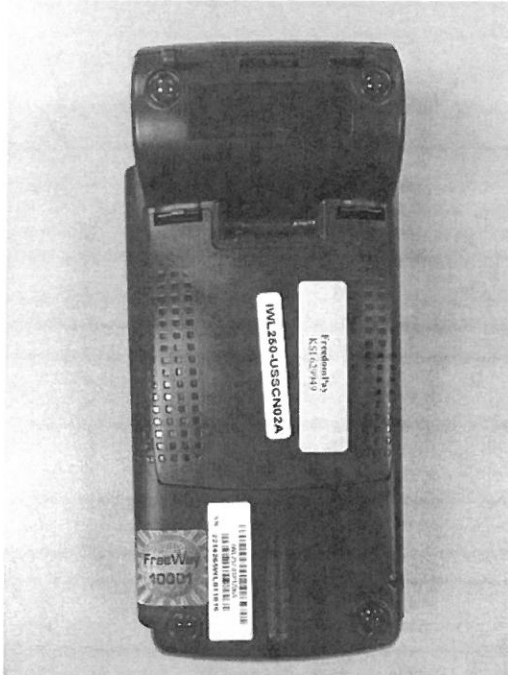
Ingenico iSC250 & iSC Touch 250 Hologram Placement



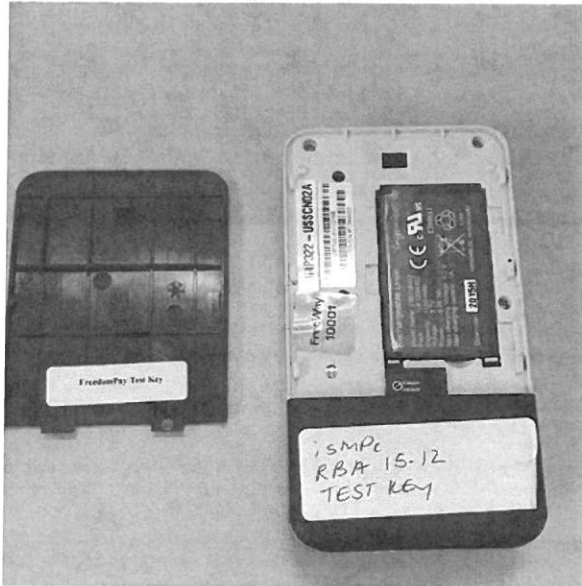
Ingenico iSC Touch 480 Hologram Placement



Ingenico iWL250 Series (iWL252, iWL255, iWL258) Hologram Placement



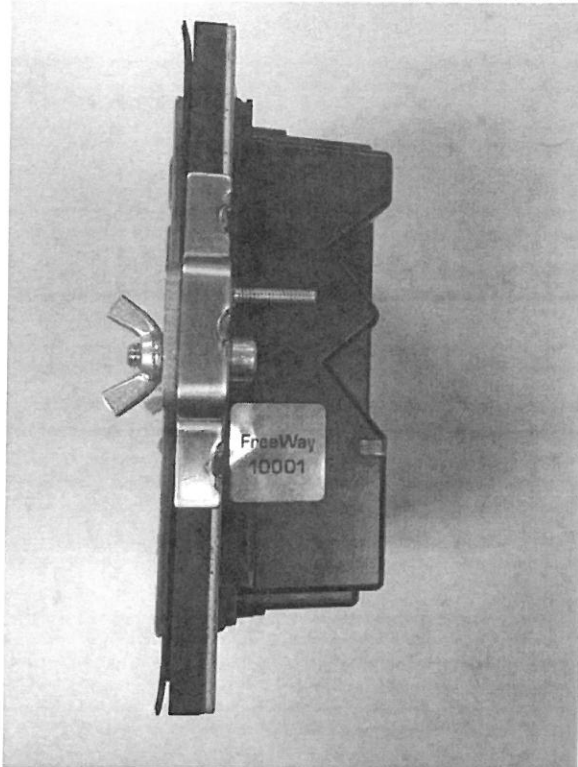
Ingenico iSMPc Hologram Placement



Ingenico iCMP Hologram Placement



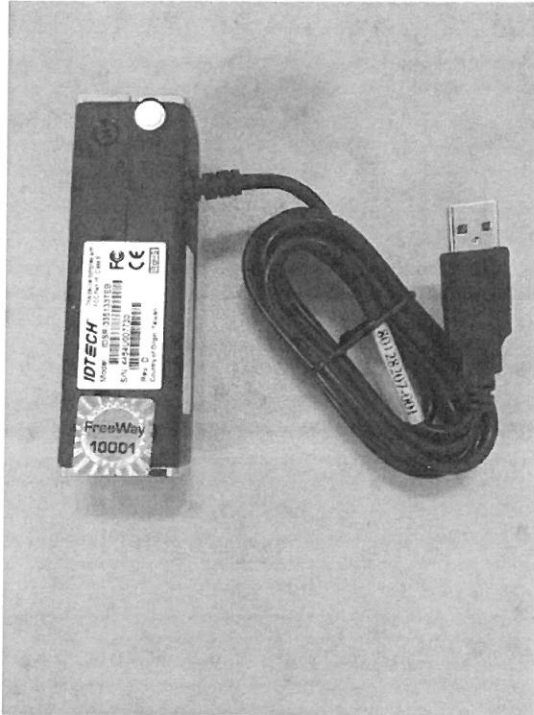
Ingenico iUN/iSelf Service (iUR250) Hologram Placement



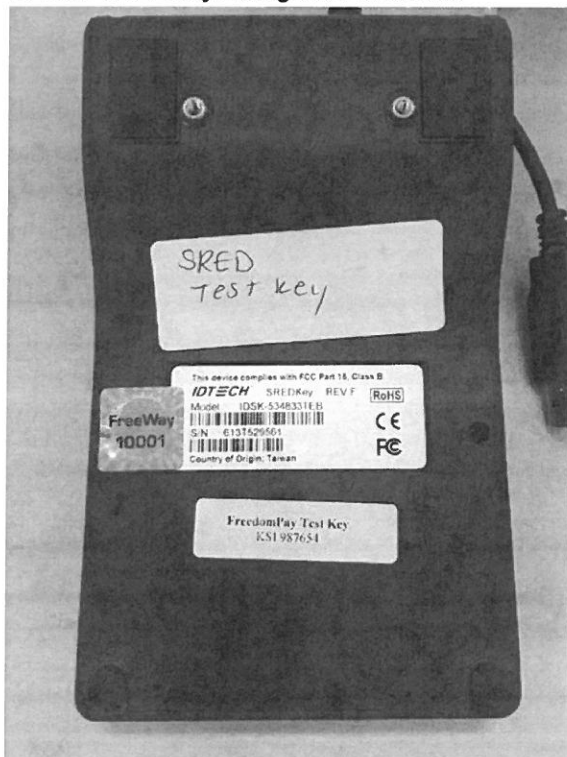
Ingenico iUC285 Hologram Placement



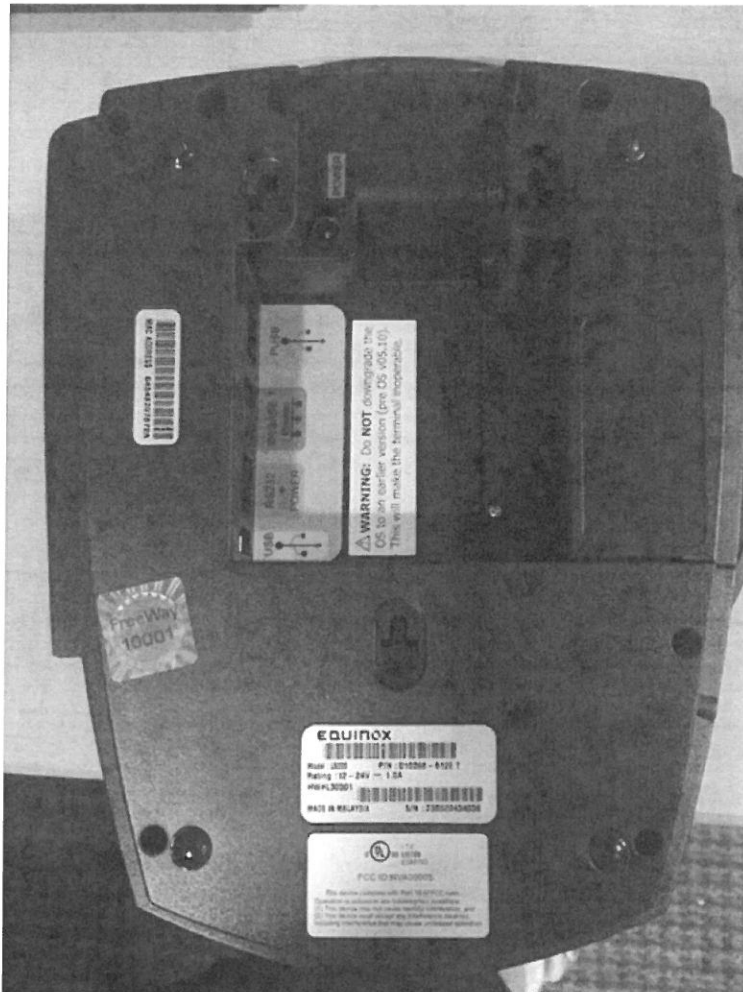
ID Tech SecuRED Hologram Placement

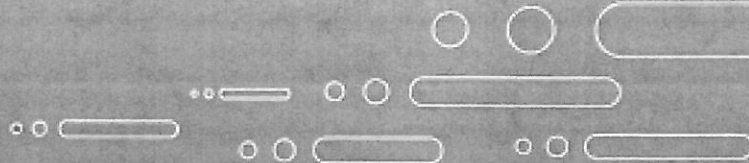


ID Tech SREDKey Hologram Placement



Equinox L5300





ACKNOWLEDGMENT

The undersigned merchant hereby acknowledges that it has received, read and understood the FreedomPay P2PE Instruction Manual (PIM), located at <http://corporate.freedompay.com/pim>, and further acknowledges that continuing compliance with the FreedomPay PIM is a PCI requirement for SAQ P2PE-HW merchant scope reduction qualification.

ACKNOWLEDGED

Merchant: _____

Name: _____

Title: _____

Date: _____

Signature: _____

Submit Form

