

Card Readers: Front Counter, Kiosk, Drive Thru

Card Reader Security Check

Frequency	Weekly
Models	Lane 3000
Estimated Time to Complete	25 Minutes

Health and Safety Hazards

No Electrical Hazard. <= 12 volts

Food Safety



- Wash and dry hands on completion of this task.
- Ensure nuts, bolts, screws are tight.
- Inspect equipment. Do not use if damaged.

Equipment and Cleaning chemicals

Cleaning can be done using the instructions on the Intranet. Do NOT insert anything into the card reader slot for chip cards or the side channel for magnetic stripe cards.

1



This Activity relates to all card readers:

- Front Counter
- Kiosk
- Drive Thru
- Spare mounted

You must always examine all card readers.

2



There is no reason to physically unlock the reader if it is secured.

3



For readers which are not secured or where you can easily see the securing screws for the cable, missing screws are a sign that the reader may have been tampered with.

4



Any wires that come out of the reader (apart from the normal connection cable) must be reported immediately. Do not use any reader like this.

5



Check the cables for any un-necessary substitutions

6




Any device inserted in the middle of the connecting cable must be reported. Do not use.

7



Any device attached to the card reader must be reported. Do not use.

8




Look for any device added around the mouth of the card insertion slot. This is called a skimmer and can be quite difficult to spot. Report this immediately. Do not use.

9



Thoroughly inspect the PIN PAD to ensure everything is normal.

10



Run your finger along the swipe and chip area. Ensure nothing has been placed over or in the card swipe area.

11



Feel the terminal for any added false panels or other skimming devices.

These Security Checks are compulsory for our new Cashless system. You should particularly note the following.

- At some point in the future your store will be randomly selected and assessed for compliance.
- The assessor will want to see that these PS233 checks have been performed, and the Planned Maintenance Calendar will be where they first look, to see the sign offs on a weekly basis.
- The assessor will also need to interview the person who normally does the PS233 checks, to ensure that they understand the importance.
- We now have a very effective central system that logs serial numbers and produces a store wise inventory. Auditors will review the Planned Maintenance Calendar with checks performed with respect to each device uniquely identified by their serial numbers.
- The assessor will have a copy of the inventory relating to your store. They will want to physically check the serial numbers of the devices in your store. There is no need for them to disconnect card readers: the serial number of a card reader can be displayed on its screen using special key sequences. This takes less than one minute per card reader.
- All lost or stolen PED devices must immediately be informed to store managers and they must further inform Cyber/ Security team further more informing the police.
- In any circumstances do not write customer card number down anywhere for any operational requirements.
- In cases where customer leaves the card behind in stores due to any reasons, secure the card with the store manager in sealed envelope. Within 24hrs if the customer does not return back to claim his card back then card must be securely cut into pieces and stored in envelope.