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| MVD Procedural Change | 12/19/2018 | Author: Adam Diamond Approval: Randy Trujillo , Deputy Dir. |
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Affected Business Unit: All Units with Ingenico Pin pads for credit cards

Purpose: Support PCI Compliance

Effective: Immediately

Changes Required:

1. All field office managers must follow this inspection schedule to insure that the Ingenico devices are secure and have not been tampered with.
Contents:
 - A. Best Practices for Secure Credit Card Processing
 - B. Mandatory Inspection Schedule
 - C. Ingenico Initial Inspection Form
 - D. Ingenico Daily Inspection Checklist
 - E. Ingenico Monthly Inspection Checklist
 - F. Location of Serial Number

A. Best Practices for Secure Credit Card Processing

TRD Divisions using a payment card processing procedure that employs Point of Sale (POS) card readers, should ensure that the following five best practice activities be in place to protect our clients, TRD and the state from credit card related fraud and tampering risks.

1. Inventory
 - Maintain a current list of the POS terminals, card readers and signature pads by location. This would include the following essential data:
the type, make, model and serial number for active and inactive devices.

2. Inspect

- Responsible parties should familiarize with the appearance and location of each POS device and the related connecting cables.
- Each POS device should be checked frequently and verified back to the list.
- Periodically check that serial numbers on the terminals match the serial numbers displayed on the terminal screen and equipment list.
- Check for signs of terminal and component tampering; and making sure that staff using these machines are trained to identify evidence of physical tampering.
- Checking that stickers and other visual identifiers are unchanged.
- Prohibit unauthorized personnel from accessing terminals.
- A best practice is to periodically photograph each POS device in inventory and compare the latest images to the "known good" reference images to detect differences that may be potential indicators of compromise.

3. Secure

- At the end of each business day responsible party (POS custodian) should secure each POS device. Mobile devices should be secured out of sight and in a locked check-out desk or locker.
- Unless the device is a mobile unit, POS should be secured to registers, desks, etc. so that they can't easily be physically removed from the premise.

4. Reporting

- If a POS is stolen, report it immediately.
- Notify your supervisor or manager immediately if you observe any tampering.

5. Document

- Maintain documentation showing the status of each device in inventory along with its inspection history for each location. These reports provide proof for internal or external auditors that inspection is occurring according to policy.

B. Mandatory Inspection Schedule

| When | What Must Occur | Comments |
|-------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| First Inspection by January 1, 2019 | Fill out Ingenico Initial Inspection Form for each device and save | Managers should create an Ingenico folder and save each document. Does not need to be sent to anyone but should be saved for audits. |
| Every morning | Check all devices for any evidence of tampering | Use Ingenico Daily Inspection Checklist . Scan into your Ingenico folder. Does not need to be sent to anyone but should be saved for audits. |
| Once a month at the end of the month | Check each device thoroughly and match the serial number | Use Ingenico Monthly Inspection Checklist . Scan into your Ingenico folder. Does not need to be sent to anyone but should be saved for audits. |
| Every 6 months June 1, 2019 Dec. 31, 2019 | Provide all serial numbers of all devices to your BC. Fill out Ingenico checklist | Use Ingenico Monthly Inspection Checklist . Send that and a list of the serial numbers for all your Ingenicos to your BC's. Once complete, BC will compile and forward to Adam.Diamond@state.nm.us |

c. Ingenico Initial Inspection Form (to be completed the first time device received)

| Ingenico Description | | | |
|----------------------------------------|----------|---------------------------------------|-----------------|
| Location(clerk station-computer name): | | Location when not in use (if stored): | |
| Make: | Ingenico | Model Number: | INGENICO IPP320 |

| Ingenico Details | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Serial number (on printed label, please complete): | 221_ _ _ _ PT01_ _ _ _ |
| General condition and appearance: (color, existing marks, scratches, etc.) | New started use 11/5 |
| Location of manufacturer's security seals or labels: | Underside-serial number on top right near footpad |
| How is this Ingenico connected to the computer? | One USB cable |
| How many connections in total (all leads, plugs, aerals, etc.)? | One |
| Describe the "normal" condition of the ceiling above the terminal (include scuffmarks, fingerprints, dislodged tiles, etc.). | |

D. Ingenico Daily Inspection Checklist

Complete a copy of this checklist each day you evaluate your credit card devices and the surrounding area.

| Please check each Ingenico at each clerk station (S1, S2, S3...) | | S1 | | S2 | | S3 | | S4 | | S5 | | S6 | | S7 | | S8 | | S9 | |
|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No |
| 1. | Is the Ingenico in its usual location? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Are the color and general condition of the terminal as described, with no additional marks or scratches (especially around the seams)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | Are the manufacturer's security seals and labels present, with no signs of peeling or tampering? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | Are all connections to the terminal as described, using the same type and color of cables, and with no loose wires or broken connectors? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

E. Ingenico Monthly Inspection Checklist

Complete a copy of this checklist each month (and every 6 months) you evaluate your credit card devices and the surrounding area.

| Please check each Ingenico at each clerk station (S1, S2, S3...) | S1 | | S2 | | S3 | | S4 | | S5 | | S6 | | S7 | | S8 | | S9 | |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No |
| 1. Is the Ingenico in its usual location? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is the manufacturer's name correct? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is the model number correct? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is the serial number printed on the label correct? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Are the color and general condition of the terminal as described, with no additional marks or scratches (especially around the seams)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Are the manufacturer's security seals and labels present, with no signs of peeling or tampering? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Are all connections to the terminal as described, using the same type and color of cables, and with no loose wires or broken connectors? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is the total number of terminals in use the same as the number of terminals officially installed? | Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | | | | | | | | | | | | | | |

If any of your responses is no, please unplug the device immediately and notify TRD-MVDCCreports@state.nm.us .
Do not run credit cards on that system until IT conducts further analysis.

F. Location of Serial Number

