

Daily Checklist – PDQ, PED & PIN PAD

Information about your device	
Outlet Name	
Location	
Team Manager	
Type of Device	PDQ, PED & PIN PAD
Serial Number	
Hardware Reference Number	iCT250/iPP350
Merchant Number :	
Terminal ID:	



If any of the above details have changed please contact the Treasury immediately by phone (see authorised visitors list) or email treasury@imperial.ac.uk

What to check each day

Threat – how thieves steal card data	Check – how do we stop this
Extra cables or a key logger (small extra device) connected	The device should only have 2 connections phone and power point.
Card only skimming device	Card reader slot looks as in the above photo
Separate PIN PAD	Different serial number to the PED
Full skimming device card and PIN PAD	Visual check does the device look different in any way, bigger, different Ingenico logo etc
Break into the device or Replace the device	Device serial number same as checklist serial number Serial number plate in place and not damaged Device seams not obviously tampered

Contactless Payment is Faster

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Using the Device

- Don't Handle Customer's Cards
- Don't Ask For PIN Numbers
- Remind Customers that Contactless it is faster
- Don't write or store card data
- Check the device daily
- Don't leave the device unattended if you are away from the till move the device so it cannot be seen by customers

Maintaining the Device

- Contact the Income Office for
 - New and Replacement Devices
 - Reporting Faults
 - If you have an **unexpected visitor** (not on the Authorised Visitors list below) who wants access to the PED **do not** give them access until the Income Office confirm this is OK Income office will contact you about
 - Updates on fault fixes
 - Engineer visits for installation or repair
 - Internal device checks
- All visitors accessing the device
 - Ask for ID - **No ID No Access** even if they are expected.
 - **External Visitors** must provide current ID issued by their company or other ID that the Income Office has confirmed is acceptable
 - **Internal Visitors** must provide current University ID
 - Update the visit log
 - who
 - when
 - what for
 - what was done
 - Store the visit log safely – the Income office will collect from you
 - For New Devices and Replacement devices immediately send the following to the Income Office
 - Model Number
 - Serial Number
 - Is the device colour or black and white
 - Hardware Reference Number
 - Location

Authorised Visitors

- The following staff are authorised to access your PED at any time
 - Treasury Staff
 - Cephas Masaba
 - Umar Raja
 - PCI Committee Members
- They must provide current University ID (**No ID No Access**)

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Visit Log

Outlet Name –

Date and Time	Outlet Staff Name	Who Visited	What For	What was done

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	<u>Month</u>				<u>Year</u>			
	1	2	3	4	5	6	7	
Result								
Name								
	8	9	10	11	12	13	14	
Result								
Name								
	15	16	17	18	19	20	21	
Result								
Name								
	22	23	24	25	26	27	28	
Result								
Name								
	29	30	31					
Result								
Name								

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