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PCI Compliance

A screenshot of the PaymentCollect login page. On the left is a white "Login" form with a blue border. It contains a "Username" field with a red asterisk, a "Forgot Username?" link, a "Password" field with a red asterisk and an eye icon, a "Forgot Password?" link, and a blue "Login" button. On the right is a light blue box titled "First Time Logging In?" containing a blue flag icon, a "Start Here" link, and the text "Customer Support (877) 972-0700".

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What is PCI Compliance?

Payment Card Industry (PCI) Compliance is a set of security standards required by credit card companies to protect cardholder data during transactions. By following these technical and operational standards established by the PCI Security Standards Council, businesses can prevent data breaches and avoid PCI non-compliance fees.

How can you become PCI Compliant?

1. You need to complete Titanium Payment's PCI Compliance Questionnaire. This does have a lot of technical questions about your network configuration. We recommend having your IT person available to help with any questions you cannot answer.
2. Go to www.titaniumpayments.com
3. Select "Sign In > PCI"
4. Click "First Time Login"
5. Your username is your merchant ID number, zip code, uppercase state abbreviation associated with the business location, and last 4 digits of your Tax ID#. If you are a Sole Proprietor this will be your SS#.
6. Create your profile and new password then login. Make sure to store this login information somewhere safe.
7. Click "Get Started" and you will be redirected to the PCI compliance questionnaire. Helpful information bubbles are available for any unclear questions.



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FAQ

Can PaymentCollect do my PCI compliance?

No, since the questionnaire contains sensitive information and is specific to your network configuration, PaymentCollect cannot complete it for you. However, you can reach out for help if you need clarity on any questions.

What is my processing environment?

PaymentCollect provides PAX terminals suited to your needs, which are stand-alone terminals connected to a router and protected by a firewall. Your PAX model should be listed on the box. It could be a S300, A80, A35, A920, or A920 Pro.

Does my company share cardholder data with any third-party service providers?

Yes, your company sends credit card data through a processor to accept payments.

Who is my service provider?

Direct PaymentCollect customers have TSYS as their service provider. The description of this service provider is TSYS Multipass.

Does my company use a Qualified Integrator & Reseller (QIR)?

No, TSYS does not utilize QIR.



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What is my Processing Solution?

Terminal is your processing solution.

Do I store cardholder data electronically?

This question is asking if you store cardholder data in an excel spreadsheet or similar program. You should never store any cardholder data as this will mark you as PCI non-compliant.

How and in what capacity does your business store, process and/or transmit cardholder data?

For processing solution all PAX devices are stand-alone terminals utilizing a router connection. For description you send transactions from the terminal on an IP connection. Also state whether you store cardholder data. We recommend never storing any cardholder data.

What connection does my terminal use?

All PAX terminals utilize an IP connection.

What is my terminal solution information?

Your terminal vendor is PAX Computer Technology (Shenzhen) Co Ltd. The model/application will be what model we sent to you, either S300, A80, A35, A920, or A920 Pro.



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How do I setup the Network Scan section?

Enter your external IP address in the Input box. To find your IP you can go to Google and search "what is my IP" or go to whatismyip.com and use the IP listed next to "My public IPv4 is:"

How can I schedule future scans?

On the Network Scan Summary page you can go to the box that says "Scan Target Status Summary." Click on "Create Schedule" and select your network. Click next and you can now set the frequency to Quarterly and see what dates the scan will be performed on. You can only schedule 5 scans with this tool. Mark on your calendar the last scan date so you can login and schedule the next scans immediately. To remain PCI compliant, you must pass the network scan every 90 days. This is a great way to automate the scan so you never forget to do the scan and will avoid paying any PCI non-compliant fees.

How often do I need to do PCI compliance?

Merchants must fill out a PCI compliance questionnaire every year to remain compliant. To stay compliant throughout the year a network scan must be done every 90 days. You should receive an e-mail 30 days before your PCI compliance expires reminding you to renew.

How do I renew my PCI compliance?

You will login to the same portal at www.titaniumpayments.com and click "Re-Assess" and answer the questions. In part 4 if nothing has changed about how you accept credit cards you can select "No."



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