

Delivery inspection

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Version history

Version	Date	Notes
1.0	2023-05-01	Document created

Reference

<https://support.westint.se/hc/en-us/articles/4412432246802-Payment-terminal-security-inspection>

1 Payment terminal security inspection

Westpay provide secure, certified payment terminals. The integrity of the delivery chain is crucial to make a secure installation.

IMPORTANT NOTE!

When in doubt, stop using the payment terminal and contact Westpay immediately.

1.1 Delivery inspection

1. Verify that the box containing the terminal hasn't been opened and that the security seal is intact. The security seal is Silver and stuck across a white XAC security seal on the opening lid of the box.
2. Break the security seal, take the terminal out of the box, and verify the serial number (S/N) on the terminal itself. The serial should match.
3. Verify the following:
 - a. For a new order: verify that the serial written on the order confirmation is the same as the serial number on the device and the box.
 - b. For swap deliveries: verify that the serial on the box and terminal matches the serial written in the Westpay support system
4. Inspect the terminal for tampering. Check for missing seals or screws, additional wires or labels, holes in the device, and anything inserted in or attached to any part of the terminal such as the card reader or ports.

The following illustration shows an intact security seal.

