

Westpay payment terminals

Security inspection

1	<i>Payment terminal security inspection</i>	3
1.1	Regular inspection.....	3
1.2	Visual inspection.....	3
1.3	Device integrity inspection.....	3
1.4	Awareness of suspicious activity	3
1.5	When a terminal is lost or stolen.....	4

Version history

Version	Date	Notes
1.0	2023-05-01	Document created

Source

<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 payment terminals is crucial to protect card holder data.

IMPORTANT NOTE!

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

1.1 Regular inspection

To make sure your terminal installation is secure we recommend that you perform below checks daily.

1.2 Visual inspection

Note! When the display of the payment terminal shows the word "TAMPER" or "TAMPERED", stop using the device and contact Westpay immediately.

- Verify that no external alien objects are installed on or around the terminal.
- Verify that the terminal can start up successfully
- Verify that no alien objects are inserted into the card reader on the terminal or attached to the cable between terminal and computer
- Verify that nothing has been altered on the ECR in relation to the payment terminal.

1.3 Device integrity inspection

- Always verify the payment terminal is not physically damaged. Check for missing seals or screws, holes in the device, and added wires or labels.
- Check your security camera footage for suspicious activities around the payment terminal.
- Verify that store staff and camera footage cannot see the customers' PINs when they enter this on a payment terminal.

1.4 Awareness of suspicious activity

- Always verify the identity of any third-party persons claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot payment terminals.
- Always be aware of suspicious behavior around payment terminals. For example, attempts by unknown persons to disconnect or open devices.
- Always report suspicious behavior to Westpay via your manager or security officer. When in doubt, contact Westpay directly.

1.5 When a terminal is lost or stolen

When an Westpay payment terminal is missing or has been stolen, report this to Westpay with answers to the following questions:

- What is the model and serial number of the missing terminal?
- If necessary, you can determine the serial number through an exclusion process: You check the serial numbers of the terminals in your store against the terminals in Westpay Access Portal.
- Where was the terminal lost or stolen?
- How did this happen?
- How did you discover the terminal was missing?
- Was the terminal in active use, or was it still in its packaging with intact security seals?
- If you suspect theft, did you file a police report?
If yes, attach the police report to the email.
If no, file a police report and send it to us as soon as possible.
- What actions have you taken to prevent this from happening again?