

Payment Card Industry (PCI)   
Point-to-Point Encryption

**P2PE Instruction Manual (PIM)  
Template**

**Version 2.0**

September 2017

# Introduction

The P2PE solution provider shall provide a P2PE Instruction Manual (PIM) in accordance with requirements in Domain 3 of the P2PE Standard. The current version of this document must be used as the template for creating the PIM.

Section 1 of this document contains instructions to facilitate populating the PIM template in Section 2. The intent is for the solution provider to only provide the completed PIM template, sans the instructions, to the merchant(s).

# Section 1 – Required PIM Content

All sections provided in the PIM template in Section 2 must be filled out according to the instructions below.

Some sections include standardized guidance that must be included as is, with no alteration. Other sections require the Solution provider to incorporate information specific to the P2PE Solution. Sections requiring input from the Solution provider are identified with the notation *“<Insert details here>.”*

The solution provider may provide additional information in the PIM they feel is useful to entities implementing and/or using the P2PE solution. The solution provider may also add their own personalization, such as company logos, formatting, etc., to the PIM template. However, the solution provider must not remove any sections, numbering, or information provided within this document.

All PIM requirements must be completed by the solution provider to the extent that they are applicable to the P2PE solution.

## PIM Template Instructions

| **PIM Template Reference #** | **Instructions** |
| --- | --- |
| P2PE Solution Information and Solution Provider Contact Details | |
| 1.1 | Complete the table with the PCI-approved P2PE solution details denoted. |
| 1.2 | Complete the table with the P2PE solution provider company details. |
| Approved POI Devices, Applications/Software, and the Merchant Inventory | |
| 2.1 | Complete the table with all the requested POI device details. Add additional tables for each POI model number approved for use in the solution. |
| 2.2 | Complete the table with all requested POI software details, for both P2PE applications and P2PE non-payment software. Add additional rows for each type of software used on POI devices in the solution. |
| 2.3 | Provide explicit instructions and guidance the merchant can easily follow to document and monitor its POI inventory. Highlight how the merchant can obtain the POI device specifics required for the inventory. A sample table is provided to indicate the minimum required information. |
| POI Device Installation Instructions | |
| 3.1 | Provide explicit instructions detailing the approved installation and connections for all POI devices utilized in the P2PE solution, including specific instructions for any required connections to peripheral systems such as an electronic cash register, printer, etc. |
| 3.2 | Document how the merchant should select appropriate locations for deployed devices, for example:   * How to control public access to devices such that public access is limited to only parts of the device a person is expected to use to complete a transaction (for example, PIN pad and card reader). * How to place and install devices so they can be observed and/or monitored by authorized personnel (for example, during daily device checks performed by store/security staff). * How to place and install devices in an environment that deters compromise attempts (for example, through use of appropriate lighting, access paths, visible security measures, etc.) to physically secure deployed devices to prevent unauthorized removal or substitution, including examples of how devices can be physically secured to prevent unauthorized removal or substitution of devices (such as wireless or handheld devices). |
| 3.3 | Include guidance on how the merchant should physically secure deployed devices to prevent unauthorized removal or substitution, including examples of how devices can be physically secured. This includes guidance to secure physical access to devices undergoing repair or maintenance while in the merchant’s possession. This guidance also covers both attended and unattended devices, as applicable to the P2PE solution (for example, kiosks, “pay-at-the-pump,” etc.)  If the solution includes devices that cannot be physically secured (such as wireless or handheld devices), include additional guidance for those specific device types, which may include, for example:   * Secure devices in a locked room when not in use. * Assign responsibility to specific individuals when device is in use. * Observe devices at all times. * Sign devices in/out, etc. |
| POI Device Transit | |
| 4.1 | Document how the merchant should secure POI devices in transit (anytime the merchant ships POI devices), to include at least the following:   * Shipping via a trackable method (for example, private courier services or public shipping companies that provide status during shipping) * Notification to the company to which the package is shipped, including package tracking details |
| 4.2 | Document how the merchant transports or receives POI devices only to and from trusted sites/locations, including the following:   * Contact details or information about authorized sites/locations to which merchants can send devices * What to do if device is received from an untrusted or unknown source location, including: * Procedures for confirming the device is authorized * Contact details for authorized third parties * Procedures to ensure devices are not used unless and until the source location is verified as trusted |
| POI Device Tamper Monitoring and Skimming Prevention | |
| 5.1 | Provide guidance for the merchant when performing periodic physical inspections of devices to detect tampering or modification, to include:   * How to perform physical inspections of provided devices, including photographs or drawings of the device illustrating what the merchant is to inspect. For example: * Missing or altered seals or screws, extraneous wiring, holes in the device, or the addition of labels or other covering material that could be used to mask damage from device tampering. * Instructions for weighing POI devices on receipt and then periodically for comparison with vendor specifications to identify potential insertion of tapping mechanisms within devices. * How to monitor devices in remote or unattended locations, for example via the use of video surveillance or other physical mechanisms to alert personnel. * How to detect and report tampered or missing POI devices, and other suspicious activity, including:   + Contact details and instructions for reporting suspicious activity;   + Contact details and instructions for returning devices;   + Guidance that, if anything suspicious is detected, the device should not be used and should be reported immediately to the contacts provided.   Additionally, the solution provider should provide merchants with PCI SSC’s Information Supplement “Skimming Prevention: Best Practices for Merchants” available at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org) |
| 5.2 | Provide guidance for instances when the merchant has any suspicion that the device or packaging has been tampered with during shipping, or that a device has been compromised while deployed, including the following:   * Guidance that the device must not be deployed or used * Contact details and instructions for reporting suspicious activity * Contact details and instructions for returning devices |
| 5.3 | If solution provider uses distribution channels to distribute or sell POIs to merchants, provide guidance to the merchant for the following:   * How the merchant should confirm that the device and packaging has not been tampered with, including pictures of what the device packaging should look like if not tampered with, as applicable. |
| 5.4 | Provide guidance for the merchant to confirm the business need for, and identities of, any third-party personnel claiming to be support or repair personnel, prior to granting those personnel access to POI devices. |
| Device Encryption Issues | |
| 6.1 | Provide instructions for the merchant to follow in the event of a device encryption failure, including that devices must not be re-enabled for use until merchant has confirmed that either:   * The issue is resolved and P2PE-encryption functions are restored and re-enabled;   **OR**   * The merchant has provided written notification (signed by a merchant executive officer) formally requesting stopping of P2PE encryption. |
| 6.2 | If solution provides an option to allow merchants to stop P2PE encryption of account data, provide instructions for the merchant to follow if the merchant chooses to process transactions without P2PE protection. The instructions must include the following:   * Provide merchant instructions that if upon device encryption failure, the merchant chooses to process transactions without P2PE protection, the merchant must provide written notification (signed by a merchant executive officer) formally requesting stopping of P2PE encryption. * Provide instructions that the written notification from the merchant must formally acknowledge that the merchant accepts responsibility for the following: * The security impact to the merchant’s account data and potential risks associated with processing transactions without P2PE protection. * Responsibility for implementing alternative controls to protect account data in lieu of the P2PE solution. * That the merchant is no longer eligible for completing SAQ P2PE, associated with use of PCI P2PE solutions. * Advising their acquirer that they are no longer using the P2PE solution. * That processing transactions without P2PE protection may impact the merchant’s PCI DSS compliance validation and the merchant should confirm with their acquirer or payment brand, as applicable, for all PCI payment brands affected. |
| POI Device Troubleshooting | |
| 7.1 | Provide guidance for the merchant to follow if they need to troubleshoot a POI device problem, including:   * To contact the solution provider or authorized third party for assistance with any troubleshooting * Contact details |
| Additional Guidance | |
| Use this section to provide additional pertinent guidance for merchants regarding the P2PE solution. | |

**Section 2 – PIM Template**

Complete the following PIM template per the instructions above and provide the completed PIM to your merchants. The following page, the “title” page, can be populated per the solution provider’s corporate document guidelines (for example, company name, logo, date, version, etc.). Likewise, the headers and footers can follow the solution provider’s corporate document guidelines. *Note that solution providers must either delete or modify the headers and footers in their published P2PE Instructions Manual—the PCI SSC headers and footers in this PIM template must not be used by the solution provider.*

*<PIM title page for solution provider customization>*

## P2PE Solution Information and Solution Provider Contact Details

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| --- | --- |
| P2PE Solution Information | |
| Solution name: | *<Insert details here>* |
| Solution reference number per PCI SSC website: | *<Insert details here>* |

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| --- | --- | --- |
| Solution Provider Contact Information | | |
| Company name: | | *<Insert details here>* |
| Company address: | | *<Insert details here>* |
| Company URL: | | *<Insert details here>* |
| Contact name: | | *<Insert details here>* |
| Contact phone number: | | *<Insert details here>* |
| Contact e-mail address: | | *<Insert details here>* |

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| P2PE and PCI DSS Merchants using this P2PE Solution may be required to validate PCI DSS compliance and should be aware of their applicable PCI DSS requirements. Merchants should contact their acquirer or payment brands to determine their PCI DSS validation requirements. |

## Approved POI Devices, Applications/Software, and the Merchant Inventory

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| 2.1 POI Device Details | |
| The following information lists the details of the PCI-approved POI devices approved for use in this P2PE solution.  Note all POI device information can be verified by visiting: *https://www.pcisecuritystandards.org/approved\_companies\_providers/approved\_pin\_transaction\_security.php* | |
| POI device vendor: | *<Insert details here>* |
| POI device model name and number: | *<Insert details here>* |
| Hardware version #(s): | *<Insert details here>* |
| Firmware version #(s): | *<Insert details here>* |
| PCI PTS Approval #(s): | *<Insert details here>* |

*<Add additional tables for each POI device type used in this solution, if applicable>*

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| --- | --- | --- | --- | --- | --- |
| 2.2 POI Software/application Details | | | | | |
| The following information lists the details of all software/applications (both P2PE applications and P2PE non-payment software) on POI devices used in this P2PE solution. | | | | | |
| *Note that all applications with access to clear-text account data must be reviewed according to Domain 2 and are included in the P2PE solution listing. These applications may also be optionally included in the PCI P2PE list of Validated P2PE Applications list at vendor or solution provider discretion.* | | | | | |
| **Application vendor, name and version #** | **POI device vendor** | **POI device model name(s) and number:** | **POI Device Hardware & Firmware Version #** | **Is application PCI listed? (Y/N)** | **Does application have access to clear-text account data (Y/N)** |
|  |  |  |  |  |  |

*<Add additional rows for each application on a POI device used in this solution, if applicable>*

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| 2.3 POI Inventory & Monitoring |
| * All POI devices must be documented via inventory control and monitoring procedures, including device status (deployed, awaiting deployment, undergoing repair or otherwise not in use, or in transit). * This inventory must be performed annually, at a minimum. * Any variances in inventory, including missing or substituted POI devices, must be reported to *<solution provider>* via the contact information in Section 1.2 above. * Sample inventory table below is for illustrative purposes only. The actual inventory should be captured and maintained by the merchant in an external document. |
| *<Solution Provider to include narrative detailing how inventory should be documented & monitored.>* |

**Sample Inventory Table**

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| --- | --- | --- | --- | --- |
| **Device vendor** | **Device model name(s) and number:** | **Device Location** | **Device Status** | **Serial Number or other Unique Identifier** |
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## POI Device Installation Instructions

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| Do not connect non-approved cardholder data capture devices.The P2PE solution is approved to include specific PCI-approved POI devices. Only these devices denoted above in table 2.1 are allowed for cardholder data capture.If a merchant’s PCI-approved POI device is connected to a data capture mechanism that is not PCI approved, (for example, if a PCI-approved SCR was connected to a keypad that was not PCI-approved):  * The use of such mechanisms to collect PCI payment-card data could mean that more PCI DSS requirements are now applicable for the merchant. * Only P2PE approved capture mechanisms as designated on PCI’s list of Validated P2PE Solutions and in the PIM can be used. |

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| Do not change or attempt to change device configurations or settings. **Changing or attempting to change device configurations or settings will invalidate the PCI-approved P2PE solution in its entirety.** Examples include, but are not limited to:   * Attempting to enable any device interfaces or data-capture mechanisms that were disabled on the P2PE solution POI device * Attempting to alter security configurations or authentication controls * Physically opening the device * Attempting to install applications onto the device |

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| 3.1 Installation and connection instructions |
| *<Insert details here>* |
| ***Note:*** *Only PCI-approved POI devices listed in the PIM are allowed for use in the P2PE solution for account data capture.* |

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| Physically secure POI devices in your possession, including devices:  * Awaiting deployment * Undergoing repair or otherwise not in use * Waiting transport between sites/locations. |

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| 3.2 Guidance for selecting appropriate locations for deployed devices |
| *<Insert details here>* |

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| 3.3 Guidance for physically securing deployed devices to prevent unauthorized removal or substitution |
| *<Insert details here>* |

## POI Device Transit

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| 4.1 Instructions for securing POI devices intended for, and during, transit |
| *<Insert details here>* |

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| 4.2 Instructions for ensuring POI devices originate from, and are only shipped to, trusted sites/locations |
| *<Insert details here>* |

## POI Device Tamper Monitoring and Skimming Prevention

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| 5.1 Instructions for physically inspecting POI devices and preventing skimming, including instructions and contact details for reporting any suspicious activity |
| Additional guidance for skimming prevention on POI terminals can be found in the document entitled *Skimming Prevention: Best Practices for Merchants,* available at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org). |
| *<Insert details here>* |

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| 5.2 Instructions for responding to evidence of POI device tampering |
| *<Insert details here>* |

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| 5.3 Instructions for confirming device and packaging were not tampered with, and for establishing secure, confirmed communications with the solution provider |
| *<Insert details here>* |

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| 5.4 Instructions to confirm the business need for, and identities of, any third-party personnel claiming to be support or repair personnel, prior to granting those personnel access to POI devices |
| *<Insert details here>* |

## Device Encryption Issues

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| 6.1 Instructions for responding to POI device encryption failures |
| *<Insert details here>* |

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| 6.2 Instructions for formally requesting of the P2PE solution provider that P2PE encryption of account data be stopped |
| *<Insert details here>* |

## POI Device Troubleshooting

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| 7.1 Instructions for troubleshooting a POI device |
| *<Insert details here>* |

## Additional Solution Provider Information

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| *<Instructions, guidance, or any other additional information from the solution provider>* |