## Payment Card Industry (PCI)

# Qualified Integrators and Resellers™

## Program Guide

**Version 3.0**

September 2015

# Document Changes

| Date | Version | Description |
|---|---|---|
| August 2012 | 1.0 | Initial release of the *PCI Qualified Integrators and Resellers (QIR) Program Guide* |
| October 2014 | 1.1 | Minor edits to align with PCI DSS and PA-DSS v3.0 |
| N/A | 2.0 | Version number not used |
| September 2015 | 3.0 | Minor edits to simplify program, e.g., Allowing sole proprietors to join the program by removing the requirement to have two trained employees on staff at all times |

# Table of Contents

# 1 Introduction

This document provides an overview of the PCI SSC Qualified Integrators and Resellers Program ("QIR Program") operated and managed by PCI Security Standards Council, LLC ("PCI SSC"), and should be read in conjunction with the *Qualification Requirements For Qualified Integrators and Resellers (QIRs)* "QIR Qualification Requirements"), and the other documents referenced in Section 1.2 below. This document describes the following:

- QIR Program Background
- QIR Program Roles and Responsibilities
- QIR Program Overview
- Pre-Implementation Activities
- Qualified Installation Process Overview
- Post-Implementation Activities
- QIR Quality Management

## 1.1 QIR Program Background

PCI SSC operates the Payment Application Data Security Standards (PA-DSS) program. The program promotes the development and implementation of secure commercial payment applications that do not store prohibited data, and helps to ensure that payment applications support compliance with the PCI DSS.

Organizations qualified by PCI SSC to implement, configure and/or support PA-DSS validated Payment Applications on behalf of merchants and service providers are referred to as "Qualified Integrator and Reseller Companies" or "QIR Companies." The quality, reliability and consistency of a QIR Company's work provide confidence that the application has been implemented in a manner that supports the customer's PCI DSS compliance.

## 1.2 Related Publications

The *Payment Card Industry (PCI) Qualified Integrators and Resellers (QIR) Program Guide* (or *"*QIR Program Guide*"*) should be used in conjunction with the latest versions of the following other PCI SSC publications, each as available through the Website:

- QIR Qualification Requirements*,* which defines requirements that must be satisfied by QIR Companies in order to perform Qualified Installations
- *PCI DSS*, which sets the foundation for other PCI Standards and related requirements
- *PA-DSS,* which defines the specific technical requirements and provides related assessment procedures and templates used to validate payment applications and document the validation process
- *QIR Implementation Statement*, which is a template used to document the results of a Qualified Installation
- *QIR Implementation Instructions*, which is a guidance document used to explain how to complete the *QIR Implementation Statement*

## 1.3 Terminology

Except as otherwise specified herein, capitalized terms used but not defined in this document shall have the meanings ascribed to them in *Schedule 1* to the QIR Qualification Requirements.

## 1.4 QIR Program Roles and Responsibilities

The QIR Program simplifies the process for identifying and engaging integrators and resellers qualified to assist merchants and industry participants in their effort to install PA-DSS validated payment applications in a manner that facilitates PCI DSS compliance.

A QIR Company may be any form of legal entity and must comply with all QIR Company Requirements.

Only companies that are qualified by PCI SSC and are in "Good Standing" (or in Remediation) as QIR Companies are permitted to perform Qualified Installations. All QIR Companies are listed on the QIR List.

QIR Company responsibilities generally include (without limitation) the following:

- Ensuring installations and configurations of PA-DSS validated Payment Applications are in accordance with the applicable *PA-DSS Implementation Guide* in a manner which supports PCI DSS compliance.
- Providing the customer with a completed *QIR Implementation Statement* after installation and configuration of a PA-DSS validated application.
- Documenting any potential risks to PCI DSS compliance identified by the QIR Employee in the *QIR Implementation Statement*.
- Maintaining a quality assurance program that includes vetting of employees involved in Qualified Installations, personnel training and education on PCI DSS and applicable *PA-DSS Implementation Guides.*
- Protecting confidential and sensitive information.
- Supporting any PFI forensic investigations in which the application the QIR installed at a customer environment may be involved.
- Servicing the payment applications (for example, troubleshooting, delivering remote updates and providing remote support) if engaged to do so, according to the *PA-DSS Implementation Guide* and PCI DSS.

# 2 Program Overview

The goal of the QIR Program is to educate, qualify and train organizations involved in the implementation, configuration and/or support of a PA-DSS validated payment application on behalf of a merchant or service provider. The program focuses on two core objectives:

- Ensuring that QIR Companies install and configure PA-DSS validated payment applications into customer environments in a manner that supports PCI DSS compliance, and
- Ensuring that QIR Companies are accountable for ensuring that such installations facilitate their customers' PCI DSS compliance efforts.

## 2.1 Fees

Fees to participate as a QIR Company in the QIR Program are specified in the *QIR Program Fee Schedule* on the Website.

Pricing and fees charged by QIR Companies for the services they provide to customers in connection with Qualified Installations are negotiated directly between the QIR Company and the applicable customer. Fees and pricing for Qualified Installations and related services of QIR Companies are not set by PCI SSC, and PCI SSC is not involved in any way with such fees or pricing.

## 2.2 QIR Qualification Process

In an effort to help ensure that each QIR Company and QIR Employee possesses the requisite knowledge, skills, experience and capacity to perform installations of PA-DSS validated applications in a proficient manner and in accordance with industry expectations, companies and individuals desiring to perform Qualified Installations must first be qualified as QIR Companies or QIR Employees (as applicable), and then must maintain that qualification in Good Standing.

Please refer to the *QIR Qualification Requirements* to review specific information regarding qualification as a QIR Company or QIR Employee.

## 2.3 QIR Required Requalification Processes

In addition to all other applicable requirements, each QIR Company must perform the processes listed below in order to remain in Good Standing:

- Requalify every three years.
- Require all continuing QIR Employees to successfully complete all required QIR Program training and training examinations every three years. QIR Employees failing to satisfy this requirement must do so before leading or managing any Qualified Installation.
- Annually review and update, as applicable, the QIR Company's Quality Manual (See Section 6.1 below).
- Require all QIR Employees to annually review PA-DSS Payment Application training materials to maintain current knowledge of all major and minor software changes.
- Train employees and contractors with access to customer sites on how to access, install, maintain and support payment applications (and any connected systems) in accordance with the information provided by the application vendor in the *PA-DSS Implementation Guide* and other supporting materials.

# 3 Pre-Implementation Activities

## 3.1 Preparation

To help ensure that each QIR Company and QIR Employee possesses the requisite knowledge, skills, experience and capacity to perform Qualified Installations in a proficient manner, and in accordance with industry expectations, each QIR Company and each QIR Employee is required at all times to satisfy all applicable QIR Qualification Requirements. The current version of these requirements is available on the Website.

Applications validated as compliant with the PA-DSS and accepted by PCI SSC are identified on the list of validated Payment Applications on the Website (the "Application List"). Only the specific versions of the Payment Applications that appear in the Application List (“Validated Application Versions”) have been evaluated and determined to comply with the PA-DSS and therefore are eligible for Qualified Installations.

Preparation activities that the QIR Company must consider prior to undertaking a Qualified Installation include but are not limited to:

*There are two types of validated Payment Applications: Acceptable for New Deployments and Acceptable only for Pre-Existing Deployments. These are identified as two different tabs on the Website and also in the Deployment Notes for each validated application.*

- Sell and install only those Validated Application Versions that are identified on the Website as “Acceptable for New Deployments.”
    - Confirm before the start of a new Engagement that the application is Acceptable for New Deployments.
- Be prepared to answer any questions the customer may have, or know where to refer the customer, regarding the payment application listing information on the Website, such as:
    - The Revalidation Date is based on the acceptance of a specific application by PCI SSC. Each validated payment application must undergo an annual attestation until the Expiry Date is reached. Payment applications that have not yet expired appear on the Acceptable for New Deployments list.
    - The Expiry Date is based on the lifecycle of PA-DSS. All payment applications validated to a particular version of PA-DSS expire on the same date. When the Expiry Date is reached, if a specific payment application has not been validated against the current version of PA-DSS, it will be placed on the Acceptable only for Pre-Existing Deployments list.
    - The operating system(s) on which the PA-DSS application has been tested and any dependent hardware or software requirements are listed for each payment application on the Website. It is the responsibility of the QIR Company and applicable QIR Employee to ensure that the customer’s environment meets these minimum requirements for each payment application’s implementation.
    - Notify the customer that PCI DSS compliance is at risk if any application they choose to install or maintain has been identified as vulnerable or does not appear on the Application List as Acceptable for New Deployments.

***PCI DSS 12.7*** *Screen potential personnel prior to hire to minimize the risk of attacks from internal sources. (Examples of background checks include previous employment history, criminal record, credit history, and reference checks.)*

- Ensure that all new and existing QIR Employees and contractors who have access to customer sites, cardholder data or a customer’s CDE (cardholder data environment) meet the requirements of PCI DSS 12.7.
- The QIR Employee should, prior to undertaking a Qualified Installation, review the latest payment application vendor instructional documentation, *PA-DSS Implementation Guide* and training programs for the specific version of the PA-DSS validated application.
- Provide the customer with the name of the Lead QIR who will be responsible for the Engagement, an estimate of work to be performed, expected duration of the work and notice of any potential down time.

- Direct the customer to the QIR Feedback Form on the Website where the form can be completed and submitted to PCI SSC.
- Determine the level of access that will be required to support the customer, and strictly follow secure access, installation, maintenance and support processes outlined in the application vendor's latest *PA-DSS Implementation Guide*.
- Ensure that QIR Employee access credentials are unique per QIR Employee and per customer.
- Develop an installation, configuration and maintenance plan from the information provided by the application vendor in the *PA-DSS Implementation Guide* and any other supporting materials.

# 4 Qualified Installation Process Overview

## 4.1 Implementation Execution

The *PA-DSS Implementation Guide* is provided by the vendor of the validated payment application and is used by the QIR Company to install, configure and maintain the payment application. Any questions about the *PA-DSS Implementation Guide* should be directed to the application vendor.

The *QIR Implementation Statement* provides a checklist of tasks to be completed as part of a Qualified Installation. Some or all of these tasks will apply to any given implementation. It is the responsibility of the Lead QIR to understand how each item within the *QIR Implementation Statement* applies to the particular implementation.

All tasks in the *QIR Implementation Statement* are the responsibility of the Lead QIR. Some of the tasks may be automatically performed by the payment application; other tasks will be performed by the QIR Employee. The *PA-DSS Implementation Guide* for the validated payment application will provide instructions on how to configure the payment application or other software. The customer may choose to perform some of these tasks rather than the QIR Company. It is important that the Lead QIR document all tasks that both the QIR Company and the customer are to perform, and that both the QIR Company and the customer understand and agree to the tasks before commencement.

The *QIR Implementation Statement* and the *PA-DSS Implementation Guide* must both be used during the installation. The QIR Company must retain evidence of all configurable elements of a Qualified Installation (whether performed by the QIR Employee or customer) and must retain these work papers as part of the installation documentation. Examples of types of evidence are provided in Appendix A.

# 5 Post-Implementation Activities

## 5.1 Implementation Reporting

The *QIR Implementation Statement* must be produced as part of each Engagement and must be completed and delivered to the customer no later than ten (10) business days after completion of the Qualified Installation.

The QIR Company must store the *QIR Implementation Statement* and any associated work papers in accordance with the QIR Company's current evidence retention policy and procedures and for a minimum of three (3) years from the completion of the Qualified Installation. PCI SSC reserves the right to examine these documents upon reasonable notice as part of the quality assurance process.

A template for the *QIR Implementation Statement* is available on the Website. Supporting guidance, the *QIR Implementation Instructions*, is also on the Website and explains how to complete the *QIR Implementation Statement*. The *Implementation Statement* is divided into three (3) parts; Part 1: Implementation Statement Summary, Part 2: Implementation Statement Details and Part 3: QIR Employee Additional Observations. QIR Companies must follow the defined format for all Qualified Installations.

### *5.1.1 Part 1: Implementation Statement Summary*

The Implementation Statement Summary is used to provide confirmation and acceptance of the Qualified Installation, along with Customer, QIR Company and Payment Application details. The following information must be included in the *QIR Implementation Statement*:

- Customer's company name and contact details
- Name of QIR Company
- Name and contact details of the Lead QIR, and
- PA-DSS validated Payment Application name, version number and reference number as shown on the Website

| **Requested Content** | **Explanation** |
|---|---|
| Quality Review | The QIR Company must perform a quality review of the *QIR Implementation Statement* to confirm accuracy and completeness. |
| Signatures | • The signature of the Lead QIR indicates acceptance of responsibility and accountability for the completed installation.<br>• The signature of the customer is required to confirm a copy of the *QIR Implementation Statement* has been provided to them.<br>**NOTE**: The Lead QIR is expected to review the results of the installation with the customer to demonstrate the Payment Application has been installed and configured in a manner that supports compliance with PCI DSS, and if applicable, that potential areas of vulnerability have been identified. |

### *5.1.2 Part 2: Implementation Statement Details*

The second section of the QIR Implementation Statement contains a checklist of tasks that must be completed during the Qualified Installation. The checklist provides the QIR Employee with a systematic way to comprehensively document each step of the Qualified Installation. The activities conducted during the installation and configuration of the Payment Application must be recorded so that the customer understands, and has a record of, changes made to their environment. The *QIR Implementation Instructions* provides details for each task.

#### *5.1.3 Part 3: QIR Employee Additional Observations*

The QIR Employee Additional Observations section provides the QIR Employee a place to document any concerns or issues identified during the Qualified Installation. Any observations or details applicable to the overall installation that the Customer needs to be aware of should be recorded in this section. Also, any anomalies or issues observed that may affect the Customers' PCI DSS compliance should be recorded here. This is also where the QIR Employee will record explanations for any tasks that could not be or were not performed as part of the Qualified Installation, such as a required task that the Customer executed rather than the QIR Employee.

## 5.2 Ongoing Support

The QIR Company may be asked to manage the payment application after installation. This may include applying updates or patches, changing configurations, etc. Work must be conducted in accordance with the *PA-DSS Implementation Guide* and the *QIR Implementation Statement*.

When debugging or troubleshooting for customers, the QIR Company must verify that any cardholder data, if necessary to resolve a problem, is collected in limited amounts, encrypted while stored and securely deleted immediately after use.

The QIR Company must immediately report all vulnerabilities or potential breaches to the customer.

The QIR Company must review, at least annually, updates to the applicable *PA-DSS Implementation Guide* and supporting documentation to remain current with all major and minor software changes, and QIR Company training materials must be updated to reflect all major and minor software changes.

#### *5.2.1 Remote Access*

If support is being provided remotely, the QIR Company must:

- Advise customers to turn on remote management only when necessary, monitor when in use and to turn off access immediately thereafter.
- Use remote management software only when absolutely necessary, and in a secure manner, to access customer sites for the purposes of installation, support, and maintenance.
- Use two-factor authentication with strong cryptography.

QIR Companies using remote access software must follow the PA-D*SS Implementation Guide*, which contains instructions on using remote access security features. The QIR Company is required to manage all remote access to customers as follows:

- Site access must be restricted and authentication credentials assigned to only those personnel who need access.
- Remote QIR Company access to customer sites must only come from specific and known IP addresses.
- Unique, complex and secure authentication credentials must be used for each customer.
- Data transmissions must always be encrypted.

#### *5.2.2 PFI Support*

If the QIR Company is asked to participate in the investigation of a breach at the customer environment where the QIR Company installed a PA-DSS validated payment application, the QIR Company may be requested to provide copies of the *QIR Implementation Statement* and associated documentation from the Engagement to the customer and/or to the applicable PCI SSC-qualified PCI Forensic Investigator (PFI), and must cooperate fully with the PFI in such investigation and all such requests.

## 5.3 Engagement Termination

When an Engagement ends, the QIR Company must perform clean-up tasks that include but are not limited to:

- Ensuring credentials are securely removed from all customer sites after any installation or maintenance tasks have been completed.
- Providing instructions for the customer to remove QIR Company user accounts and credentials, if the QIR Company no longer supports the customer.
- Providing instructions for the customer to eliminate all connectivity—for example, open firewall ports—between the QIR Company and the customer.

# 6 QIR Quality Management

QIR Companies are required to establish a Quality Assurance Program that, as stated in the QIR Qualification Requirements and further detailed within this Program Guide, requires QIR Companies and Employees to adhere to all quality assurance requirements set by PCI SSC. The quality approach for the QIR Program is achieved by QIR candidates fulfilling the qualification requirements detailed in the QIR Qualification Requirements, the QIR Company's and Employee's continued adherence to those requirements and responsibilities, and PCI SSC's on-going monitoring of the QIR Company and Employees.

## 6.1 QIR Company Responsibilities

The QIR Company is expected to manage an internal quality assurance program that meets all QIR quality assurance requirements and expectations of PCI SSC, and is documented and described in the QIR Company's "Quality Manual." PCI SSC reserves the right to request and review the Quality Manual at any time. The Quality Manual must be reviewed and updated annually, and must minimally include:

- Procedures requiring all QIR Employees and contractors with access to customer sites to strictly follow secure access, installation, maintenance and support processes outlined in the application vendor's latest *PA-DSS Implementation Guide*
- Appropriate requirements, processes and procedures regarding reviews of performed installation procedures, supporting documentation and information documented in *QIR Implementation Statements* relating to installation recommendations; and thorough documentation of all installation results
- A requirement for a quality review of all *QIR Implementation Statements*
- A requirement that all QIR Employees must adhere to the QIR Program Guide and all QIR Employee Requirements

- A requirement for documentation of disciplinary action if an employee or contractor fails to securely access, install, maintain or support payment applications (and any connected systems) in accordance with industry data security best practices and standards
- Processes for maintaining copies of training records to confirm that all QIR Employees have received training before being assigned to a Qualified Installation

The QIR Company must notify PCI SSC anytime a QIR Employee leaves employment or moves to a non-QIR role. Furthermore, if the company does not maintain at least one QIR Employee, the QIR Company will be removed from the QIR List and become ineligible to perform new Qualified Installations until the minimum requirements are satisfied.

### *6.1.1 Feedback Process*

At the start of each Qualified Installation, the QIR Company must direct the customer to the QIR Feedback Form on the Website, and request that the Company submit the completed form to PCI SSC following the installation.

Any payment card brand, acquiring bank or other person or entity may submit QIR Feedback Forms to PCI SSC to provide feedback on a Qualified Installation. Additionally, a Qualified Security Assessor (QSA) Company or Employee that assesses a merchant or service provider that has had a Qualified Installation performed may submit a QIR Feedback Form regarding the QIR Company that performed that installation.

The QIR Feedback Form addresses the following:

- Adequacy of QIR Implementation Statement content;
- Competence of staff assigned to Qualified Installation Engagements;
- Ability to effectively communicate the results of the Qualified Installation and any potential risks or exposures identified during the Qualified Installation.

## 6.2 PCI SSC's Role in Quality Management

PCI SSC quality assurance process begins with QIR Company and QIR Employee qualification and related training process.

PCI SSC then performs monitoring activities to gain assurance that established requirements are in place and maintained as expected. This is achieved most often through review and monitoring of QIR Customer Feedback Forms, and may include audits of *QIR Implementation Statements* and other materials, information or work product generated or obtained during the course of Qualified Installations. PCI SSC reserves the right to conduct such activities at any time, and each QIR Company is required to cooperate in such quality assurance activities. Note: the QIR Company may redact sensitive or confidential information that does not materially impact PCI SSC's quality assurance review.

Together, these quality checks allow PCI SSC to reasonably monitor the quality of QIR Companies and Employees. So long as PCI SSC determines in its reasonable discretion that a QIR Company continues to satisfy applicable QIR Requirements and meets prescribed quality levels for Qualified Installations, that QIR Company will remain in Good Standing as a QIR Company. Failure to satisfy applicable requirements or meet applicable quality levels may result in any or all of the actions described in Section 6.4 below.

## 6.3 QIR Company Status

The QIR Program recognizes several status designations for QIR Companies and QIR Employees. The status of a QIR Company or QIR Employee is initially Good Standing but may change based on quality concerns, feedback, administrative issues, or other factors. These status designations are described further below.

***Note:*** *These status designations are not necessarily progressive: Any QIR Company's or QIR Employee's status may be revoked or a QIR Company's QIR Agreement terminated for quality concerns. Accordingly, a QIR Company or QIR Employee may move directly from Good Standing to Revocation (defined below).*

*Nonetheless, non-severe quality concerns are generally first addressed through the Remediation process (described below) in order to promote improved performance.*

### *6.3.1 Good Standing*

QIR Companies and QIR Employees are expected to maintain a status of Good Standing while participating in the QIR Program. Where PCI SSC detects any deterioration of quality levels over time, PCI SSC may issue warnings to QIR Companies. While a Warning should be taken seriously so that actions do not escalate to Remediation and/or Revocation, a Warning alone does not impair a QIR Company's Good Standing status.

### *6.3.2 Remediation*

A QIR Company and/or Employee may be placed into Remediation for various reasons, including quality concerns or administrative issues—such as failure to meet any requalification requirements, failure to submit required information, etc. QIR Companies in Remediation are listed on the Website in **Red**, indicating Remediation status without further explanation as to why the designation is warranted.

If administrative or non-severe quality problems are detected, PCI SSC will typically recommend participation in the Remediation program. Remediation provides an opportunity for QIR Companies and/or Employees to improve performance by working closely with PCI SSC staff; and in the absence of participation, quality issues may increase.

During Remediation, QIR Companies and QIR Employees may continue to perform installations, configurations and operational support. During Remediation and generally in connection with PCI SSC's QIR Program quality assurance initiatives, PCI SSC may monitor and require QIR Companies to provide *QIR Implementation Statements* and any other materials, information or work product generated or obtained during the course of Qualified Installations (redacted in accordance with QIR Program policy). Such materials must be provided within three (3) weeks of PCI SSC's request. QIR Companies may also be charged fees to cover PCI SSC's costs of monitoring and Remediation.

Remediation is a joint effort between the QIR Company and PCI SSC to improve the quality of the QIR Company work product. The QIR Company must submit a Remediation plan acceptable to PCI SSC, detailing how the QIR Company plans to improve the quality of its Qualified Installations and related work product. PCI SSC may audit the QIR Company's compliance with its quality assurance program and other QIR program-related requirements, at the sole cost and expense of the QIR Company.

### *6.3.3 Revocation*

In the event PCI SSC determines in its sole but reasonable discretion that a QIR Company or QIR Employee meets any condition for revocation of QIR Company or QIR Employee qualification established by PCI SSC from time to time (satisfaction of any such condition, a “Violation”), including without limitation, any of the conditions described as Violations below, PCI SSC may, effective immediately upon notice to the QIR Company, revoke the QIR Company and/or QIR Employee qualification (“Revocation”) and/or terminate the QIR Company’s QIR Agreement. Violations include (without limitation) the following:

- Violation of any obligation regarding non-disclosure of confidential materials.
- Failure to maintain physical, electronic and procedural safeguards to protect confidential or sensitive information; and/or failure to report to PCI SSC unauthorized access to any system that stores confidential or sensitive information.
- Engagement in unprofessional or unethical business conduct, including misrepresentation of the PCI DSS or any other PCI SSC requirements or documents to sell products or services.
- Failure to provide quality services, based on customer feedback or evaluation by PCI SSC, any of its affiliates or any third party.
- Cheating on any exam in connection with QIR Program training, including without limitation submitting work that is not the work of the QIR Employee taking the exam; theft of or unauthorized access to an exam; use of an alternate, stand-in or proxy during an exam; use of any prohibited or unauthorized materials, notes or computer programs during an exam; and providing or communicating in any way any unauthorized information to another person during an exam.
- Provision of false or intentionally incomplete or misleading information to PCI SSC in any application or other materials.
- Permitting any unqualified professional to perform (or participate in the performance of) any Qualified Installation for or on behalf of the QIR Company.
- Failure to be in Good Standing.
- Failure to perform any Qualified Installation in accordance with the QIR Program Guide.
- Revelation by forensic evidence that a security or data breach of the QIR Company led to a security or data breach of any of their QIR customers.
- Failure to provide proof of Continuing Professional Education (CPE) hours for its QIR Employees.
- Failure to promptly notify PCI SSC of any Violations described above that occurred less than two (2) years before such QIR Company’s or QIR Employee’s qualification by PCI SSC.

Upon QIR Company Revocation and/or termination of its QIR Agreement, the QIR Company is removed from the QIR List and/or its listing may be annotated as PCI SSC deems appropriate, and must (a) immediately cease all advertising and promotion of its QIR Company qualification and/or status; (b) immediately cease soliciting for and performing all pending Engagements, Qualified Installations or other Services unless and to the extent otherwise instructed by PCI SSC; (c) if requested by PCI SSC, obtain (at the QIR Company’s sole cost and expense) the services of a replacement QIR Company acceptable to PCI SSC for purposes of completing any unperformed Services for which it is engaged immediately prior to such Revocation or termination, and (d) within fifteen (15) days thereof, in a manner acceptable to PCI SSC, notify those of its

Customers with which the QIR Company is then engaged to perform Services of such Revocation or termination and, if applicable, of any conditions, restrictions or requirements of such Revocation that may impact its ability to perform such Services for Customers going forward.  PCI SSC may notify any third party of such Revocation or termination and the reason(s) therefor.

Revocation is subject to appeal and possible reinstatement of qualification in accordance with QIR Program policies and procedures. All appeals must be submitted to PCI SSC in writing within thirty (30) days of Revocation, addressed to the PCI SSC General Manager, and must follow all applicable procedures as specified by PCI SSC.  All determinations of PCI SSC regarding Revocation and any related appeals are in PCI SSC's sole discretion, final and binding upon the QIR Company. In the event the QIR Company fails to submit a request for appeal within the allotted 30-day period, or if PCI SSC determines on appeal that termination is warranted, then effective immediately and automatically thereafter, the QIR Agreement and QIR's QIR Company qualification shall terminate.

Upon Revocation, the period of ineligibility will be a minimum of one (1) year as determined by PCI SSC in a reasonable and non-discriminatory manner (in light of the circumstances) after the date of Revocation or unsuccessful resolution of appeal, whichever is later.

# Appendix A: Acceptable Forms of Documented Evidence

For a minimum of three (3) years, QIR Companies must secure and maintain documented evidence (whether in digital or hard copy format) substantiating all services, including but not limited to copies of any and all case logs, configuration and other installation results, work papers, notes and technical information created and/or obtained during each Qualified Installation.

The following forms of documented evidence are acceptable for purposes of compliance with the QIR Program Guide.

- Copies of any logs or configuration files used or generated
- Copies of any application-vendor written/published documentation used
- Copies of any troubleshooting requests raised with the application vendor during or as a result of the implementation
- Any written/published application-vendor procedures used during the implementation
- Any written process documents
- Interview notes
- Change-control documentation
- Installation logs
- System-configuration files
- Written/published methodologies
- Any written/published vendor procedures
- Copies/screenshots of any of the following: displays of payment card data including but not limited to POS devices, screens, logs and receipts
- Screenshots of any configuration settings including but not limited to those settings relevant to secure authentication, logging and remote access