

Dave Swan, Regional Sales Manager | Touchnet

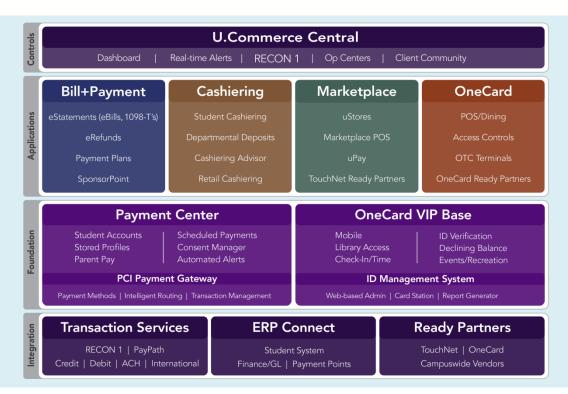


A Global Payments Company

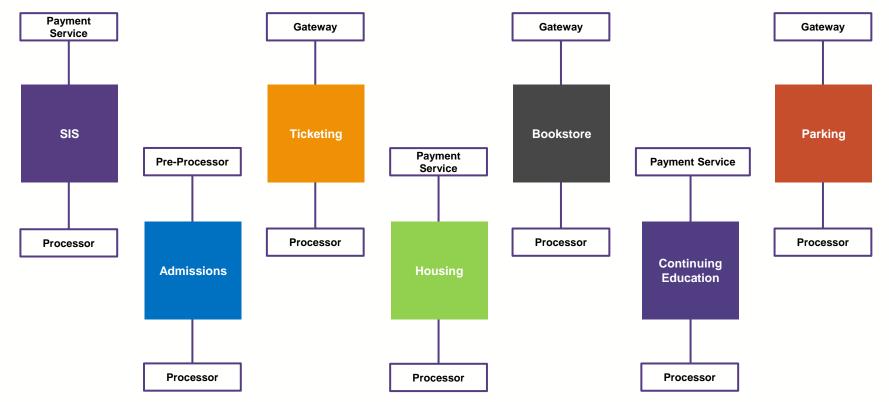
## About TouchNet

- Established Kansas City Metro, 1989
- Commerce Platform Provider
- Heartland Payment Systems, 2014
- Global Payments, 2016
- Higher Education Focused
- Software and Service Provider for 1000+ HE Institutions
- Strategic Partnerships: Ellucian & PeopleSoft
- <u>200</u>+ TouchNet Ready Partners

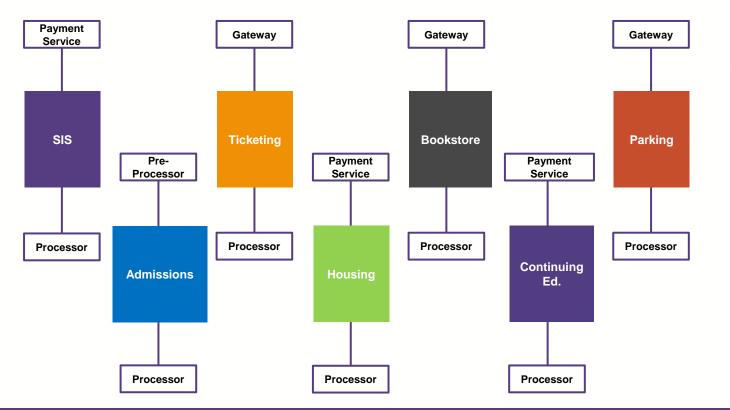
### Touchnet's U.Commerce Platform



### The Evolution of Payments (on Campus)



## Some of the Challenges...



7 x Reconciliations ERP|Processor|Bank Vendor Management Billing Back Merchants: - Processing Fees? Posting: - Interchange

- Revenue
- G/L

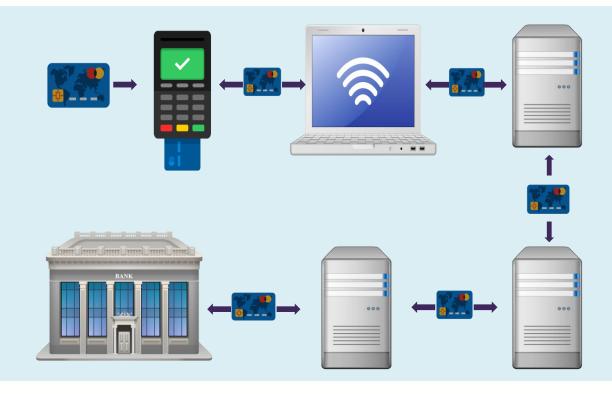
PCI Impact - SAQ's 7 or 1?

7 merchant accts or 1

### Adding to the Pain, Devices Across Campus



### It's more than just the POS device in scope



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POS Devices

• Network

- LAN/Wi-Fi
- Terminals/PC'
  - S
- Routers
- Servers

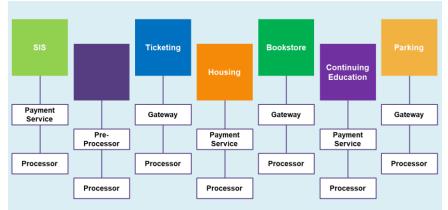
## Self Assessment Questionnaires (SAQs)

SAQ	Description	#of Questions	Vulnerability Scan	Penetration Test	SSL/TLS Impact
А	Card-not-present merchants (fully outsourced)	22 (+8)	Ν	Ν	Ν
A-EP	Partially outsourced e- commerce website (direct post)	191 (+52)	Y	Y	Y
В	Card swipe (dial-up), Imprint	41 (0)	Ν	Ν	Ν
B-IP	Card swipe (Internet connected)	82 (-1)	Y	Ν	Y
C-VT	Web-based virtual terminal	79 (+6)	Ν	Ν	Y
С	Payment application connected to Internet	160 (+21)	Y	Ν	Y
D	All other SAQ-Eligible Merchants	329 (+3)	Y	Y	Y
P2PE	PCI-Listed P2PE Solution	33 (-2)	Ν	Ν	Ν

### **Questions About Your Payment Environment**

- · How are you taking payments today
  - Online, In-Person, Over the Phone, Mail, other...
- How many points of interaction (POI)
  - How many devices?
- Is there a PCI Team (lead by IT or Business Office)
- Are you PCI compliant today?
- Working with a QSA?
- How many SAQs?

- To whom do you "Attest" your compliance?
- Are you centralized or decentralized?
- Have you established access controls?



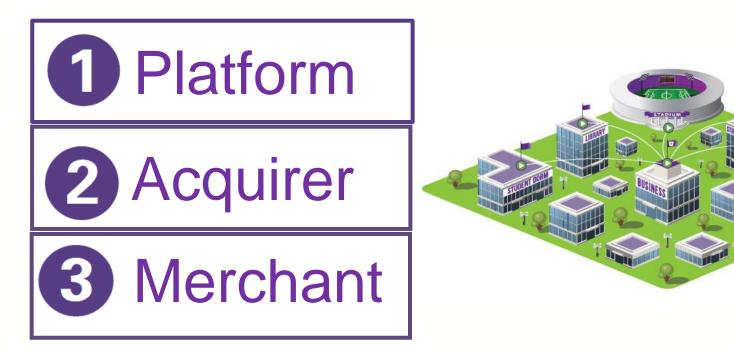








## Three Keys to the PCI-EZ Strategy





PCI-EZ: Key #1

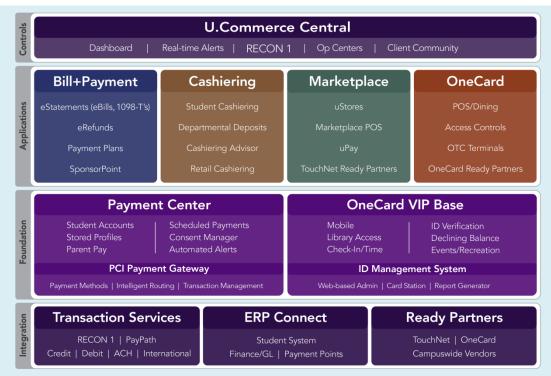


- Scales to Campuswide Payment Initiatives
- Support Payment Methods & Locations
- Security, Compliance & Reporting Controls



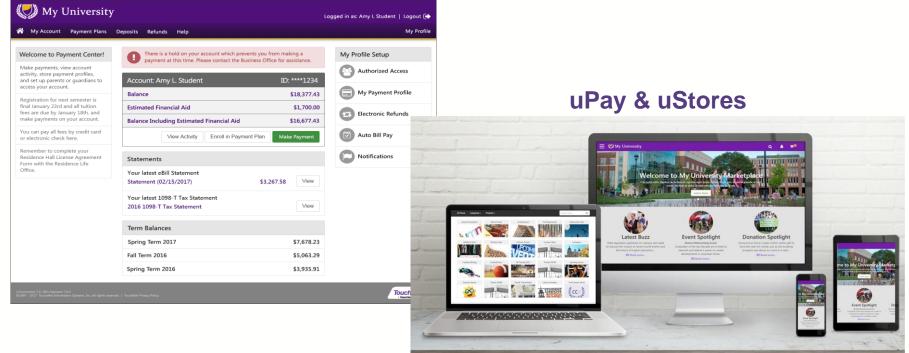


### Pick a Platform



## **Online: Bill+Payment & Marketplace**

### **Student Account Center**



## In-person: Marketplace POS

"Countertop" Attended payments At Your Desk



"Handheld" Attended

## Other "Cashiering" Solutions

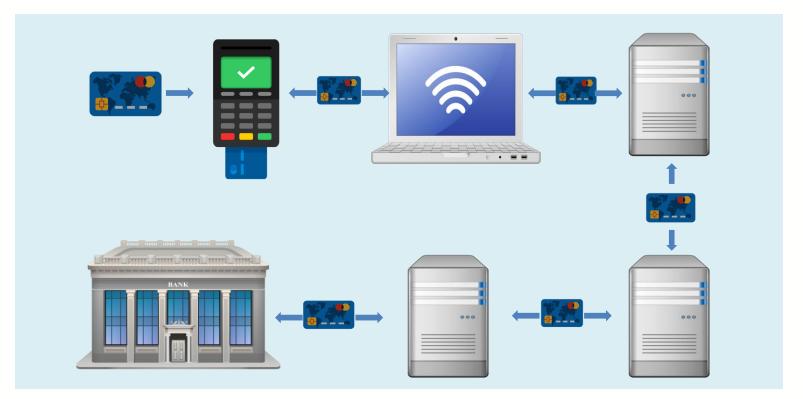
Student Cashiering



OneCard Dining |POS

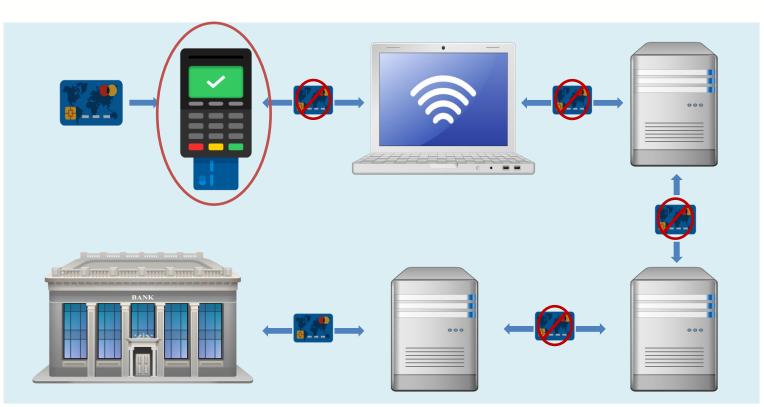


### **Traditional POS PCI Scope**





### Validated P2PE Limits "In Scope" to Device Only





## **The Payment Devices**

- EMV Chip Reader
- Secure PIN Pad
- 3-Track MSR
- NFC (Tap & Go)
- Validated P2PE



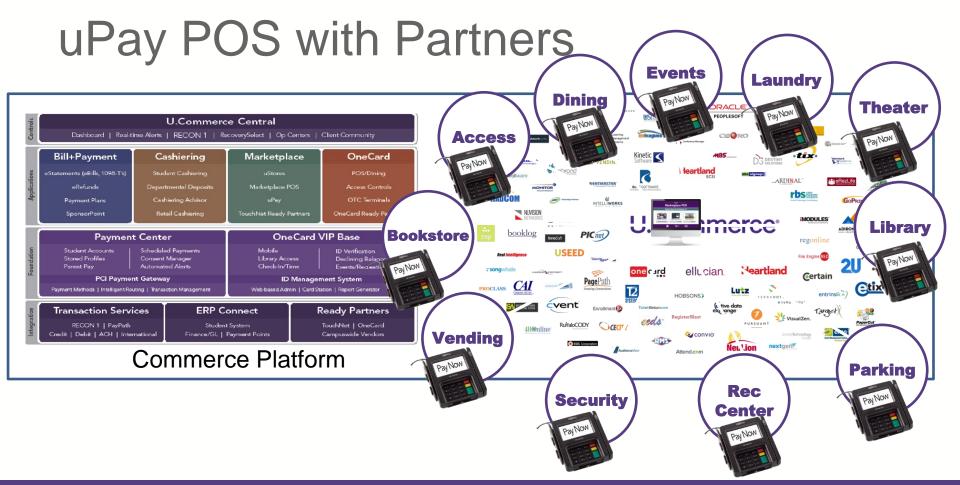


## The U.Commerce Platform



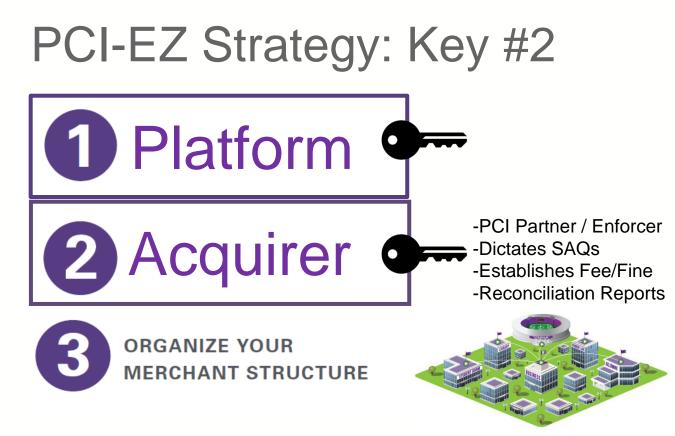
Reduce Risk and Consolidated PCI Efforts Streamline Back-office Operations and Reconciliation





## Self Assessment Questionnaires (SAQs)

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### SAQ SUBMISSION PROCESS











CARD BRANDS Validates merchant compliance



# The Heartland Path

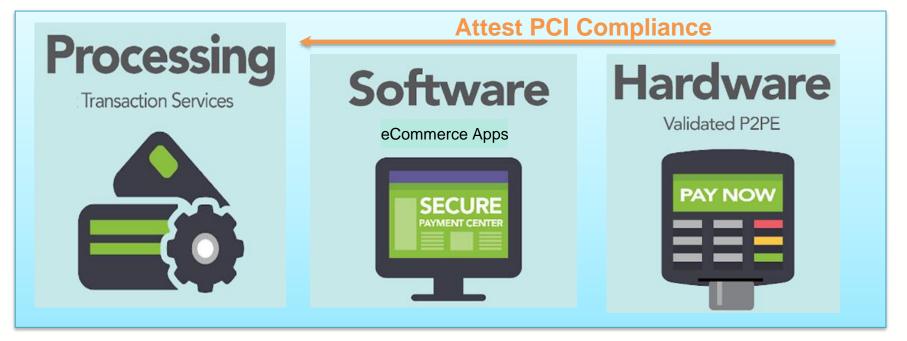
PCI-EZ.

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# The Other Path

Not as EZ

## "Affiliated Acquirer"



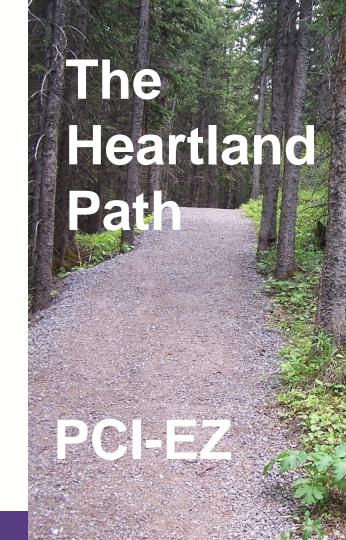
Heartland

### **U.Commerce Platform**



### PCI-EZ Program

- Integrated QSA Services (ControlScan)
- PCI Expert Assistant (toll-free number)
- Smart SAQs
- Device Exemption Program
- Sample Agreements & FAQ's
- Merchant Training
- Quarterly Vulnerability Scans
- Breach Insurance



## What TouchNet Products Do I Have?



#### TouchNet Bill+Payment or Bill+Payment Client

Please select this method if you leverage TouchNet's Bill+Payment or Bill+Payment Client solution to take integrated student account payments.

#### TouchNet PayPath

Please select this method if you use TouchNet's PayPath module alongside Bill+Payment to take tuition payments with a service fee.



#### TouchNet Cashiering

Select this method if you use TouchNet's Cashiering Business Office or Campus Merchant edition to take inperson student account payments campus wide.



#### TouchNet Marketplace

Select this method if you use Marketplace uStores and/or uPay sites to create, manage, and operate online storefronts and secure payment pages.



#### TouchNet Marketplace POS

Select his method if you use the ToucNet point of sales integration to take in-person payments through your uStore and/or uPay storefronts.



#### TouchNet Ready Partners: TPG Web Service

Select this method if you use TouchNet's partner integration to take secure payments through your TouchNet Payment Center(Payment Gateway). If you are using one of the TouchNet Ready Partners listed below please select this option. Active Network,



#### TouchNet Ready Partners: T - Link

Select this method if you use TouchNet's partner integration to take secure payments through your connected Marketplace environment.



#### ) TouchNet POS Client (EMV Client)

Select this method if you leverage TouchNet's POS Client (EMV Client) integration to you student account system to take point of sale payments through CREN.



#### TouchNet Payment Center (Payment

Gateway)

Select this method if, in addition to using another TouchNet product, you log directly into your customer owned Payment Center (Payment Gateway) and take "Sinale Auth" payments.

### Heartland O Heartland Secure

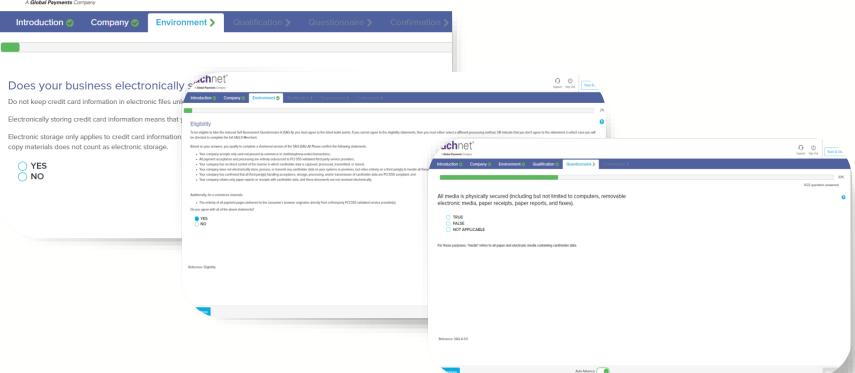
Select this method if you are using one of the following as the ONLY entry mode for cardholder data. Attn: If you are not electronically storing data outside of the Heartland Secure solution, please answer No to the storage question presented on the next screen.



## The Turbo Tax Approach to PCI

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## Step-By-Step Interview Style for SAQ-A

Introduction 🥹	Company 🥪	Environment 🥺	Qualification 🥺	Questionnaire >	Confirmation >
					59%
					1/13 questions answered
Unnecessar	y default acc	counts are remo	oved or disable	d before installi	ng a system on 🔗 👔

Unnecessary default accounts are removed or disabled before installing a system or the network.

0	TRUE
100	

○ FALSE

○ N/A

Reference: SAQ A 2.1b

- 7/13 Questions
- 59% to Completion
- Reference: SAQ A.2.1b

### **PCI-EZ Portal Resources**

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#### My Portal Resources

#### PCI Policy Builder

The following templates can be modified to reflect your business environment and help you comply with the PCI DSS information security policy requirements. Tell me more.

- SAQ A Security Policy Template
- SAQ A-EP Security Policy Template
- SAQ B Security Policy Template
- SAQ B-IP Security Policy Template
- SAQ C Security Policy Template
- SAQ C-VT Security Policy Template
- SAQ D Security Policy Template
- SAQ P2PE-HW Security Policy Template

#### **PCI Frequent Questions**

- PCI Compliance
- PCI Myths
- PCI Scanning

#### PCI Links

- Official PCI Security Standards Council Site
- Full PCI Data Security Standard
- PCI Compliance Term Glossary
- PCI SSC Merchant Microsite
- Anatomy of a Small Business Data Breach [VIDEO]
- PCI Payment Protection Resources for Small Merchants
- VISA Security Sense for small business
- · PCI Council: What to do if you have a Data Breach
- · Skimming: A Resource Guide from the PCI Security Standards Council
- Visa's Global Registry of Service Providers

#### **Breach Protection**

The Breach Protection Program is a new and unique indemnification program acquired to reduce monetary exposure in the event of a data compromise.

More Information

Security Awareness Training

Managed Network Firewall

Learn to protect your business right at the front line where customer interaction takes place.

Smart Solutions

Our Network Firewall ensures that your card data environment is protected against outside threat.

We help configure the firewall based on the needs of your business, handle the ongoing firewall

updates and patches and ensure that it remains compliant with the PCI DSS.

Learn More

- Employee Training
- Manager Training

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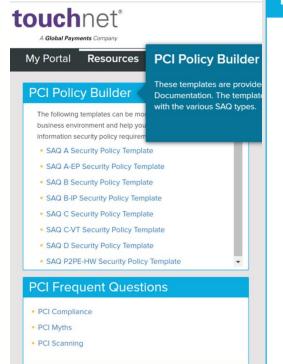
Home

Support

Sign Out

4 1

## PCI Policy Builder



### PCI Policy Builder

The following templates can be modified to reflect your business environment and help you comply with the PCI DSS information security policy requirements. Tell me more.

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- SAQ B Security Policy Template
- SAQ B-IP Security Policy Template
- SAQ C Security Policy Template
- SAQ C-VT Security Policy Template
- SAQ D Security Policy Template
- SAQ P2PE-HW Security Policy Template

## Security Awareness Training





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### PCI Compliance Validation Exemption Program(s)

#### **Technology Innovation Program** Merchant Participation Application

(Visa Client I	lame)			(Visa	Business	ID)	(Dat	e)
(Merchant Co	ompany l	Name)		(Men	chant Cou	ntry)		
nstruction	s for Su	ubmission						
				submitted for me				
Merchant L	evel:	Level 1		Level 2		Level 3		Level 4
(check one)				Level 2		Level 3		Level 4
1) Merr		ns: Ilidated PCI D	SS com	liance	YES		NO	
		ot a condition for			120		NO	
2)			VV2 or F	l that sensitive PIN data) is no				
3)		Merchant h	as not b	een involved i	n breach	of cardholder	data.	
<u>4)</u>	 follov	At least 75 wing secure a		rchant's transa :e channels:	ictions or	iginate throug	h one of	the
		Enabled ch terminals) % of transa		ng terminals¹ (	U.S. mer	chants must u	ise dual	interface
				Point Encrypti	on (P2PE	E) Solution		
P2PE Soluti	on Nam	% of transa	ictions					
Evaluation Tool	iit (CDET)	/ Visa payWave Te solution must be in	st Tool (Vp1	oproval <b>and</b> pass A FT) testing requirem °CI SSC's list of val	ients, as app	licable.		
(Signature of	Visa Ace	quirer Officer)			(Date)			
(Acquirer Off	icer Nam	ie)			(Title)			

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#### scover Information Security & Compliance (DISC) Program archant EMV PCI Validation Waiver Application

#### rchant EMV Waiver Eligibility

is waiver application applies to Merchants who have a minimum of 75% of their transactions processed through ip Card Terminals enabled to accept Chip Card Transactions (including, without limitation, Discover D-PAS nsactions). Merchants must have previously validated PCI DSS Compliance or provided their PCI DSS oritized approach/ remediation plan to Discover to be considered eligible for this waiver.

#### tructions for Submission:

cover Merchant must complete each of the below sections and submit this waiver application to the Discover ta Security team at =DISCCompliance@discover.com

ction	1:	Merchant	Informatio	•

rchant Name:

ing Business As:

Devel 1 rchant Level (select one):

ction 2: Merchant Attestation , the Merchant named above, attest to the following:

Merchant is not storing Sensitive Authentication Data (i.e., full contents of magnetic stripe, CVV2, CID or PIN data) on any system subsequent to transaction authorization

Devel 4

Devel 2

At least 75% of Merchant's transactions originated from Chip Card Terminals\* enabled to accept Chip Card Transactions (including, without limitation, Discover D-PAS transactions) \*Chip Card Terminals must have current, valid EMV approval and Discover D-PAS Certifica

S Merchant has documented and annually tests a Data Security Breach incident response program in accordance with the Payment Card Industry Data Security Standard requirements

Merchant has not been involved in a Data Security Breach in the past 12 months

#### ction 3: Data Security Contact

rchant must complete the information below designating a primary contact for any Data Security matters.

Title Phone#

ction 4: Authorized Approval is form must be signed by an individual with signatory authority at the Merchant.

anature	Title	Date
nt Name	E-mail	Phone#

### DISCOVER'

#### American Express® Annual Security Technology Enhancement Program (STEP) Attestation

The American Express Data Security Operating Policy requires merchants, among several things, to provide documentation alidating compliance with the PC/Data Security Standard (PC/DSS). Merchants who have adapted certain security enhancements

#### Step 1: Annual Self-Examination

Merchants conduct an annual self-examination of their equipment, systems, and networks (and their components) where Cardholder Data or Sensitive Authentication Data (or both) are stored, processed, or transmitted to validate that they have adopted one or more of the following security enhancements and meet the remaining attestation criteria. This annual self-examination is to be performed by a person designated from within your comp

Your chief executive officer, chief financial officer, chief information security officer, or authorized signer for the organization must sign the Attestation form.

Compliance and validation are completed at your expense. By submitting this attestation, you represent and warrant to American Express that you are authorized to disclose the information contained therein and are providing the attestation to American Express without violating any other party's rights. American Express may verify the results of your STEP Attestation validation process by up to, and including, engaging, at American Express's expense, a Qualified security Assessor (QSA) of our choice to complete an onsite assessment of your company's security environment. The Attestation expires one year from the signature date. You must reassess your security environment and resubmit this STEP Attestation of Compliance annually

Step 2: Attestation

We comply with all requirements of the current PCI Data Security Standard (PCI DSS), as available at www.pcisecuritystandards.org

A minimum of 75% of our total American Express Card Transactions are made:

Through FMV corronliant terminals OR

Using a Point-To-Point Encryption (P2PE) solution included on the PCI SSC list of validated solutions OR

Using a Point-To-Point Encryption (P2PE) solution that has been validated by a PCI SSC Qualified Security Assessor We have not been involved in a data incident which compromised American Express Card Members' information within

the twelve (12) months prior to the signature date of this Annual STEP Attestatio

The undersigned hereby attest that all of the statements in this STEP Attestation are true and accurate

Merchant Name

American Express Merchant Number (10 digit SE#)

Merchant Phone Number

Merchant Data Security Contact Email Address

Name of person completing Attestation

Title of person completing Attestation

Signature Date (YYYY-MM-DD) Signature of authorized signer

Step 3: Report Option I: Save completed form as a PDF. Visit https://login.trustwave.com to access the Trustwave secure portal and upload nur completed STEP Attestation

Option 2. Print completed form and send via fax to Trustwave at 1-312-276-4019 (If you are in an international market add the appropriate international calling sequence. International charges may apply). Diption 3: Save completed form as PDF, Sind via email to <u>AmericanExpressCompliance@trustwave.com</u>

you need assistance submitting the form contact Trustwave at AmericanExpressComplianceEtrustwave.com

POIDSS - The Payment Card Industry Data Security Standard, which is available at https://www.poinscuritystandards.org. Point-te-solint encrystics (PSPE) solution crystographically protects account data from the point where a merchant accepts the payment card to the secure point of decryption. EWV compliant terminal - A Chip-Enabled Device having a valid and current EMVCo (<u>mmx.tmrcc.com</u>) approval/certification and capable of

processing AEIPS compliant Chip Card Transactions

Qualified Security Assessor, or QSA, means an entity that has been qualified by the Payment Card Industry Security Standards Council, LLC to validate adherence to the PCI DSS.

Security Technology Enhancement Program Attactation, April 202

## Validated P2PE With Heartland



DESCRIPTION	SAQ	QUESTIONS
Payment Center + Nonvalidated Hardware	С	160
Payment Center + Validated P2PE Hardware	P2PE	33
Payment Center + Validated P2PE + Transaction Services	N/A	0



# SAQ Exemption With Heartland

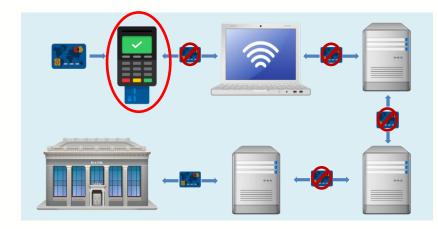
SECURE	+	PAY NOW	+	
SOFTWARE		HARDWARE		PROCESSING
TouchNet Payment Center		Validated P2PE		TouchNet Transaction Services

DESCRIPTION	SAQ	QUESTIONS
Payment Center + Nonvalidated Hardware	С	160
Payment Center + Validated P2PE Hardware	P2PE	33
Payment Center + Validated P2PE + Transaction Services	N/A	0



# Benefits for All, Affiliated (or not)

- All Merchants (All Acquirers)
  - Validated Point-to-Point Encryption
  - U.Commerce Platform + Partners







# The Heartland Path

PCIEZ

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# The Other Path

Not as EZ

## PCI-EZ Recap

- Integrated QSA Services (ControlScan)
- Smart SAQs
- Device Exemption Program
- Sample Agreements & FAQ's
- Merchant Training
- PCI Expert Assistant
- Quarterly Vulnerability Scans
- Breach Insurance





#### SAQ SUBMISSION PROCESS



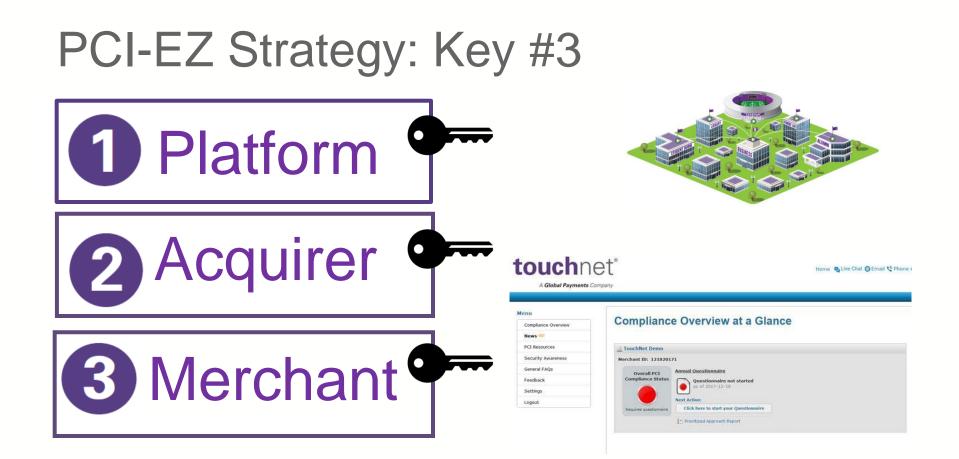
MERCHANT Submits SAOs to Acquirer



**ACOUIRER** Acquirer reviews and submits to card brands



CARD BRANDS Validates merchant compliance



# Merchant (You) – Executing The Plan

• Build a team

- Set and enforce a policy\*
- Provide merchant training\*
- Track your devices\*
- Picking the right partners
- Organizing your merchant structure\*\*

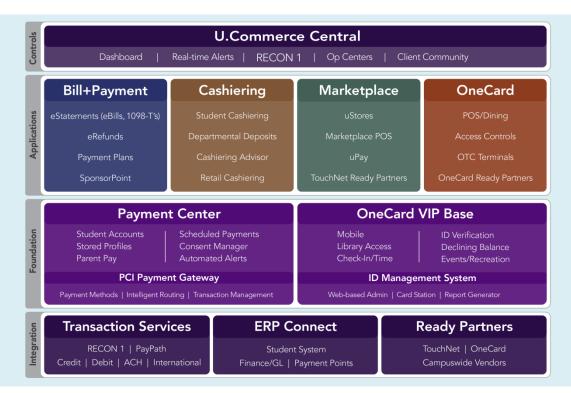




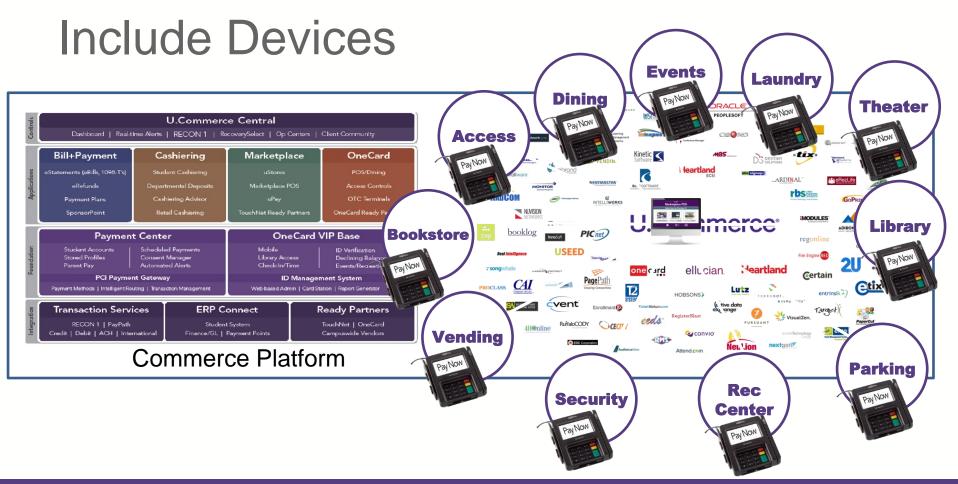
## The Hackers Don't Sleep



### Starts with the Platform







# Partner/Vendor Strategy



Reduce Risk and Consolidated PCI Efforts Streamline Back-office Operations and Reconciliation



### **QUESTIONS?**



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### Thanks!

Dave Swan, Reginal Sale Manager david.swan@touchnet.com



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