

PAYMENT TERMINAL SECURITY - DAILY TASKS

PCI (Payment Card Industry) Compliance



Perpetrators may attempt to steal payment card information by altering your Payment Terminal (Debit or Credit Card PIN Pad) through skimming devices, and or swapping out your legitimate Payment Terminal with a fraudulent Payment Terminal.

RSG Operators must inspect their Payment Terminals and cables DAILY, and report any evidence of tampering to BCLC Lottery Support Hotline.

1

Inspect your Payment Terminal

✓ Verify the Serial Number

Verify the serial number to ensure that it hasn't been switched for a fraudulent device to collect payment card information.

✓ Check for Physical Tampering

Look for broken or different coloured casing, screw holes, seams, or any external markings.



✓ Check for Unfamiliar Electronic Equipment

- Be alert to any unfamiliar and strange electronic equipment connected to the Payment Terminal (PIN Pad, terminal, or network equipment).
- Skimming devices can be added to the or inserted as a hidden equipment to the Payment Terminal SIM (Subscriber Identity Module) card cover plate to illegally capture payment card details.



2

Inspect the Cable

Fraudsters may try to install or tamper with the cable connection.

✓ Check for Key Loggers

Examine the cable attached to the Payment Terminal for any small equipment (Key loggers) that is not supposed to be there, but can appear like they are part of the normal cabling.

✓ Check for Changes

Be aware of any changes to the cable used to connect the Payment Terminal or any additional wires that are not part of the original wiring.



3

✓ Secure Terminal When Not In Use

Place the payment terminal in a **locked** cabinet or drawer at the end of each day.

DO NOT USE your Payment Terminal if there is any suspicion or evidence of tampering. Report the incident to BCLC Lottery Support Hotline and Moneris (1-866-319-7450), and put that device in a secure location until it is collected and replaced.

DO NOT INSTALL, repair or replace the Payment Terminal without verification and authorization from BCLC or Moneris.

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Best Practices

- ✓ **All Payment Terminals must be configured to only accept PIN and Contactless (tap) transactions.** Please follow the credit card payment processing procedures to avoid chargebacks to you accounts.
- ✓ **Inspect your Payment Terminal and cabling daily.** If anything looks different, unfamiliar, altered, or missing, notify BCLC Lottery Hotline Support immediately.
- ✓ **Inspect the area around the Payment Terminal.** Look for holes in the ceiling, walls, or shelves that could conceal a small camera.
- ✓ **Payment Terminals not in use should be placed under the counter or out of a customer's reach (do not unplug the Payment Terminal).**
- ✓ **Never enter a Personal Identification Number (PIN) for a customer.**
- ✓ **Make sure if you have security cameras, that they don't capture the PIN that customers are entering**
- ✓ Ensure you provide your customers enough room around the Payment Terminal to comfortably shield it when entering their PIN.
- ✓ **Know your staff** – Practice due diligence when hiring and supervising employees. Fraudsters can operate within your business as well as outside your business.

- ✓ Be sure to capture your daily checks using the *Daily Cashout Sheet* available on the [Retailer Hub](#).

RETAIL STORES GROUP									
DAILY CASHOUT/RECONCILIATION SHEET									
DATE: _____									
					Cables	Serial #			
Payment Terminal checked and no signs of tampering									
Product	Beginning Inventory	+ Purchases	- Returns	- Ending Inventory	= Tickets Sold	@	Unit Price	=	Value Sold
\$1 Scratch & Win		+	-	-	=	@	\$1.00	=	
\$2 Scratch & Win		+	-	-	=	@	\$2.00	=	

Verify Identity of Third Party Repair / Maintenance Persons

Verify the identity – of any third-party repair or maintenance personnel prior to granting them access to the Payment Terminal.

- Check photo ID.
- Ensure you or BCLC has requested the third-party's (Moneris & LVI) visit for authorization to work on any device or wiring.
Note: BCLC will provide notification for Payment Terminal upgrades and repairs can only be initiated by Retailers.

Supervised by your staff – ensure that the maintenance personnel remains accompanied by your staff during any work on the Payment Terminal.

Suspicious Behavior – Be aware of any suspicious behavior.

- Report any suspicious behavior and indication of device tampering to BCLC Lottery Hotline Support and Moneris.