elavon

Secured P2PE – Point to Point Encryption Instruction Manual (PIM)

For use with P2PE Version 3.0 Ingenico Tetra Devices – Document Version 1.8

Issued 18th March 2025

Revision History

Version	Date	Author	Comments
1	14.04.2021	Patrick Doyle	Initial Release Tetra 20.1
1.1	24.06.2021	Karl Rodgers	Updated software versions for Tetra release version 20.2
1.2	02.09.2021	Patrick Doyle	Updated software versions for Tetra release version 21.1. Updated the PCI Solution Name and Reference Number - post PCI P2PE Reapproval.
1.3	08.08.2022	Peter Carroll	Updated software versions for Tetra release version 21.2 Updated Lantec details to CXM Tech Services
1.4	17.04.2023	Peter Carroll	Updated software versions for Tetra release version 22.2
1.5	07.07.2023	Peter Carroll	Updated software versions for Tetra release version 23.1 Added internal doc hyperlinks
1.6	20.05.2024	Patrick Doyle	Updated software versions for Tetra release version 23.2 Included Version 6 PCI PTS versions of the Desk 5000 and Move 5000. Also included the Lane 3600, which is a Version 6 PCI PTS device.
1.7	21.08.2024	Peter Carroll	Updated solution reference number and hyperlink as per PCI SSC website Updated software versions for Tetra release version 24.1
1.8	18.03.2025	Peter Carroll	Updated deployment vendor email addresses.

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1. P2PE Solution Information and Solution Provider Contact Details

1.1 P2PE Solution Information	
Solution name:	*Secured P2PE - Secured by Elavon*
Solution reference number per PCI SSC website:	*2024-01201.003*

1.2 Solution Provider Contact Information	
Company name:	*Elavon Financial Services DAC*
Company address:	*IDA Business Park, Ballynattin, Arklow, Co. Wicklow, Ireland*
Company URL:	*www.elavon.ie*
Contact name:	*Patrick Doyle*
Contact phone number:	*+353 402 25747*
Contact e-mail address:	*Patrick.Doyle@elavon.com*

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.

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2. Confirm Devices were not tampered with and confirm the identity of any third-party personnel

2.1 Instructions for ensuring POI devices originate from trusted sites/locations only.

Elavon and its chosen partners will ensure that all POI devices are not tampered with or compromised before these are shipped to you in a secure manner.

There are 3 methods of delivery applicable to the P2PE POI devices. These are:

- Engineer - On Site Configuration
- Engineer - Pre-Configured
- Courier Delivery

Elavon will work with you before the devices are deployed to confirm the most suitable method for POI device deployment.

2.2 Instructions for confirming device and packaging were not tampered with, and for establishing secure, confirmed communications with the solution provider

We will deliver your payment device(s) to your chosen location(s) in one of two ways:

By Courier/Engineer Pre-Configured

If you have been sent your device by courier, follow these instructions.

- Check the package for any sign of damage, if all is in order then you can accept the package from the courier. If the package shows any sign of damage or tampering, you should reject the delivery and contact Elavon at the relevant number listed below
- You will need the email previously sent to you with details of the POI device(s) and the secured packaging
- When your POI device is delivered, the device will be sealed in special outer packaging which has tamper-evident safeguards - please be aware that the outer box will have already been opened by our secured engineer and the device will be placed within a sealed Tamper Evident Envelope (TEE)
- Check the number on the outer box matches the package number in our email
- If everything is okay, open the outer box

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POI Device with TEE in opened box

- Check the serial number on the TEE matches the serial number in our email
- Check that the seal of the TEE is closed and that there is no evidence of rips or tears in the TEE
- If satisfied, open the TEE and remove the POI device
- Check the serial number on the POI Device matches the number on the box and in our email; you will find the serial number of the POI device on the back or underside of the device
- Check the POI device for evidence of tamper as per **Section 6.1**

Device Serial Number located either on the back or underneath the device



- If everything is ok, you will be contacted by the helpdesk within 24 hours of device delivery, who will assist you with setting up your POI device on site and will ensure that the POI devices are fully operational

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Faulty Device

Engineer Pre-Configured Method: If you discover that your new device is not working, please inform the engineer who will be able to assign you a replacement device using replacement stock – this replacement will be completed on site by the engineer. Please ensure you make a note of the new device serial number and the serial number of the device being replaced as part of your Inventory processes.

Courier Delivery: If you identify a faulty device, if the packaging has been tampered with or any of the numbers do not match, contact Elavon immediately on the appropriate phone number below:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

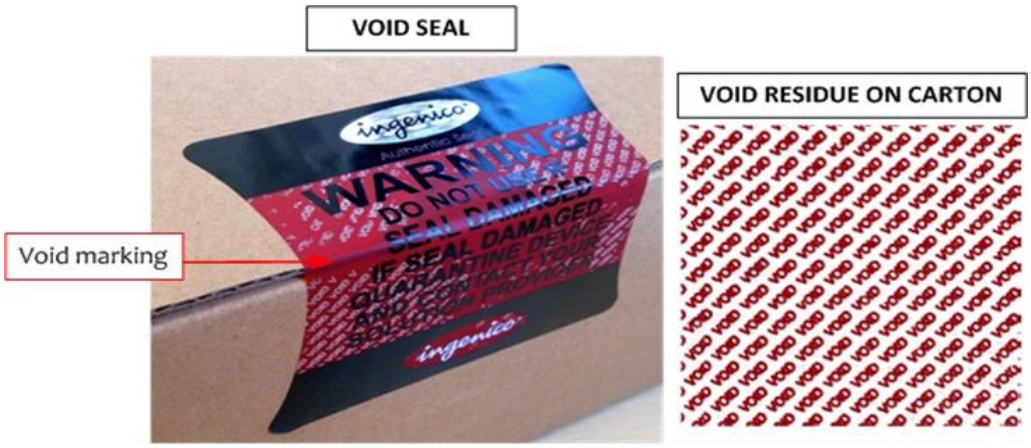
Engineer On-Site Configuration

Please find below the instructions to be followed for this deployment method:

- You will need the email we have already sent to you with details of the device(s)
- The engineer will ask you to verify that the POI devices, they have brought, match the ones in the email
- The box you receive your device in will be securely sealed with a Tamper-Evident Security seal. Examine the seal and the box carefully to be sure they have not been tampered with



Tamper seal



Example of Tamper seal that has been broken

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- Check the serial number on the box matches the serial number in the previously received email
- If it matches, open the box and remove the device, breaking the Tamper Evident Security seal
- Check the serial number on the POI device matches the number on the box and in our email, this can be found on the back or the underside of the POI device(s)
- If everything is okay, return the POI device(s) to the Engineer who will complete the on-site installation
- If the box or seal has been tampered with or any of the numbers do not match, immediately inform Elavon by calling the appropriate phone number below:
    a. IRL – 0818202120 (Option 1)
    b. UK – 0345 850 0195 (Option 1)
    c. POL – 22 306 03 16 (Option 1)
- If you discover that your new device is not working, please inform the engineer who will be able to assign you a replacement handset using replacement stock – this replacement will be completed on site by the engineer. Before the engineer deploys the replacement device you will be sent a new email from our fulfilment house which confirms the details of your new device, including model & serial number. The email will be received from the following address:

CXM Tech Services:

- UK - elavonUKP2PE@cxmtechservices.com
- Ireland - elavonIREP2PE@cxmtechservices.com
- Poland - elavonPOLP2PE@cxmtechservices.com

UK Paper Rolls:

- UK - elavonUKP2PE@ukprgroup.com

ICT Total Services Ireland:

- Ireland: elavonp2peie@ictservices.ie
- Northern Ireland: elavonp2peni@ictservices.ie

2.3 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

Elavon will not send any third parties to your site to service your devices without previously discussing and agreeing this with the site directly. If you experience an unplanned visit to your site(s), please contact Elavon immediately on the appropriate phone number below:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

Do not allow the engineer access to your devices until you have liaised with the Elavon helpdesk and the purpose of the visit has been validated.

If an engineer is required to attend your site to repair your devices this would have previously been arranged and agreed with the appropriate person on site. The date of the visit will also be confirmed when the appointment is arranged.

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When the engineer attends the site please ensure you confirm their identity via their appropriate identification badge before allowing them access to your POI devices

If you are not certain of the identity of the engineer, please contact our helpdesk immediately for confirmation. Do not allow the engineer to have access to your devices until their identification has been verified.

If anyone contacts your site to perform any functions on your POI devices, please do not proceed with the call and contact Elavon on the appropriate phone number above to discuss further.

3. Approved POI Devices, Applications/Software and the Merchant Inventory

3.1 POI Device Details

The following information lists the details of the PCI-approved POI devices approved for use in this P2PE solution.

All POI device information can be verified by visiting The PCI Security Standards Website.
See also Section 9.2, "Instructions for how to confirm hardware, firmware, and application versions on POI devices."

PCI PTS approval #:	POI device Vendor:	POI device model name and number:	Hardware version #(s):	Firmware Versions #(s):
4-20317	*Ingenico*	Desk/5000	*DES50BB*	*820547v01.xx,820548v02.xx (OP), 820556v01.xx (SRED OnGuard FPE)*
4-20365	*Ingenico*	Desk/5000	*DES50BC*	*820547v11.xx,820548v06.xx (OP), 820556v01.xx (SRED OnGuard)*
4-20316	*Ingenico*	*MOVE/5000*	*MOV50BB*	*820547v01.xx,820548v02.xx (OP), 820556v01.xx (SRED OnGuard FPE)*
4-20359	*Ingenico*	*MOVE/5000*	*MOV50BR*	*820547v11.xx,820548v06.xx (OP), 820556v01.xx (SRED OnGuard)*
4-30310	*Ingenico*	*LANE/3000*	*LAN30EA*	*820547v01.xx, 820548v02.xx (OP), 820556v01.xx (SRED OnGuard FPE)*
4-30481	*Ingenico*	*LANE/3600*	*LAN36CA2, LAN36AA1*	*820571v01.xx,820570v07.xx (OP), 820556v01.xx (SRED OnGuard)*

3.2 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.

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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)**
Ingenico, *RA1 2245*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*Y*	*Y*
Ingenico, Maintenance version, *EN1.30.01b*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*

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Ingenico, *EFT Version, EN2.31.01(x)*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico *DCC Version* *EN3.26.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico *TFR Version (Tax Free)* *EN4.24.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx*	*N*	*N*

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			MOV50BR *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA!* *820571v01.xx,820570v07.xx, 820556v01.xx*		
Ingenico, Database Version, *EN5.20.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *Protocol Version,* *EN6.29.01b*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*

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Ingenico, *MTU Version,* *EN7.25.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *GCA Version,* *EN8.21.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *GTC Version* *EN9.24.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx*	*N*	*N*

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			MOV50BR *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*		
Ingenico, *ENA Version,* *ENA.26.01b*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *ENF Version,* *ENF.23.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*

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Ingenico, *Log Version,* *EV1.17.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *HMI Version* *EV2.24.01a*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *MOV50BR* *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*	*N*	*N*
Ingenico, *OS Version* *0506*	*Ingenico*	*Desk/5000* *Move/5000* *Lane/3000* *Lane/3600*	*DES50BB* *820547v01.xx, 820548v02.xx 820556v01.xx* *DES50BC* *820547v11.xx, 820548v06.xx, 820556v01.xx* *MOV50BB* *820547v01.xx, 820548v02.xx 820556v01.xx*	*N*	*N*

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			MOV50BR *820547v11.xx,820548v06.xx, 820556v01.xx* *LAN30EA* *820547v01.xx, 820548v02.xx 820556v01.xx* *LAN36CA2, LAN36AA1* *820571v01.xx,820570v07.xx, 820556v01.xx*		

3.3 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 Elavon via the contact information detailed in the section below
- Sample inventory table below is for illustrative purposes only. The actual inventory should be captured and maintained by the merchant in an external document.

It is a key requirement for you to maintain an inventory of all applicable Point of Interaction (POI) devices in order to be compliant with PCI P2PE requirements. Inventory management must track the necessary details of the POI device (detailed below) as well as the up to date status of all devices, in scope for P2PE.

Designated P2PE Role

We recommend that you designate a job role or person responsible for maintaining the POI device inventory and inspection at each applicable site, where the P2PE solution devices are deployed. This person(s) will also be contacted by Elavon with any important updates around their P2PE solution, including any updates to the P2PE Instruction Manual (PIM) and any changes to your P2PE solution due to changes of P2PE requirements.

POI Inventory

You must define suitable POI inventory controls and monitoring procedures that fit with your business for tracking the status of all P2PE devices.

The following items must be considered:

- Ensure the inventory is updated when changes are made, by latest, by the end of the next working day
- Create a list of personnel authorised to access the POI devices and maintain the inventory and ensure this is updated, at least once per annum
- When an authorised person's employment status has changed (such as moving job roles or leaving the company) you must ensure that the list is updated immediately as well as ensuring that any keys etc. the person may have had are returned
- Limit access to the inventory and POI devices to authorised personnel only
- Conduct a full audit of the inventory every year
- A **Sample Inventory Table** showing the fields that are required for inventory management has been provided below. The fields in the Sample Inventory Table show the information that is required to be maintained for inventory management. The POI inventory must be captured and maintained in a separate document (with

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access granted only to authorised users). If you chose to create your own document, you must include all fields in the Sample Inventory table.

Sample Inventory Table

Device Vendor	Device Model Name(s) and Number	Device Location	Device Status	Serial Number or other Unique Identifier	Date of Inventory

To help with completing the table we have provided examples of what information is required:

- **Device Vendor** – This will be Elavon, unless you have P2PE devices provided by another P2PE vendor
- **Device Model name and Number** – you can find the details of the device via the following items
    - On the device itself, normally just above the screen on the device
    - On the email received from our Fulfilment house
    - You can also compare the devices against the POI device images provided in this manual
- **Device Location** – this will be where you have placed the devices in your location. If the devices have not yet been deployed, you should still include the location of where the device is stored
- **Device Status** – this must be the current status of the device using the below headings
    - Awaiting deployment – device has not yet been installed
    - Live – device deployed in location and is in use
    - Returned to Elavon/Not in Use – device either has been sent back to Elavon (such as a replacement) or is currently not in use
    - In transit (record location as planned destination)* - Device is being transported to a different location
    - Decommissioned – device has been removed from service
    - Anomaly Detected – Device suspected of being tampered with. These devices should be removed from service and reported to Elavon immediately

- **Serial Number of Unique Identifier** – This is the serial number of each device deployed for Secured P2PE. You can find the serial number of the device in two ways
    - Serial number can be found on the underside of the device
    - On the email sent to you by our Fulfilment house



Serial Number is on the underside of the POI device and labelled "SN"

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If you have a POI device with a separate PIN Pad (Desk/5000 with Lane/3000) both the POI device (Desk/5000) and the PIN Pad (Lane/3000) will need to be logged on the Inventory, separately. You must ensure that your inventory is updated to track any change in status for any POI device as they occur. This includes, but is not limited to, new installations, removal from sites, hardware replacements and devices that are no longer in use.

Please refer to **Section 5 with regards to transportation of devices*

Annual POI Inspection

Full POI device inventories must be completed, at least once per annum. During this process you must investigate all the POI devices checking for any evidence of unauthorised variances to your inventory report, any signs of tampering or unauthorised POI devices.

If you do detect any tampering or an unauthorised POI device, please report this to Elavon by calling the appropriate phone number below:

- IRL (including Northern Ireland) – 0818202120 (option 1)
- UK – 0345 850 0195 (option 1)
- POL - 22 306 03 16 (option 1)

Storage

Any POI devices that are not in use must be stored in a secured area or a secured container with restricted access, with access only allowed to authorised users. You must create and maintain a log to track who has access to the POI devices. Please also note that these devices **must** be recorded in the Inventory table as described in the **POI Inventory section** above.

Secured areas must be monitored at all times, please refer to the 'PCI Best Practise Guide' for more information as per **Section 4.2.**

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4. POI Device Installation Instructions

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 3.1 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.

Do not change or attempt to change device configurations or settings.

Changing 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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4.1 Installation and connection instructions

Installation

Elavon will assist you with the set- up of your POI devices, either via an engineer visit or with support by our telephony team.

Your Secured P2PE devices will be deployed to you either already pre-configured or will be set up on site by our qualified engineer. You will be contacted by our chosen fulfilment house, before your devices are dispatched, to confirm the delivery date and they will advise whether these devices are pre-configured or not.

Fulfilment Houses

- UK - UK Paper Rolls
- Ireland/UK/Poland – CXM Tech Services
- Ireland/Northern Ireland – ICT Total Services Ireland

Pre-Configured

If your devices are dispatched to you pre-configured, these would have already been fully set up by our chosen fulfilment house before being delivered to your chosen location. When the devices have been delivered, Elavon's technical helpdesk will contact you within 24 hours of delivery and will advise of the set-up process, if required, you can contact the helpdesk to assist with the set-up of your device without waiting for a call and they will talk you through the on-site set up process. We recommend that you leave your device(s) in the original tamper evident packaging in a secure location until you are ready for your device(s) to be set up.

Engineer Install

For this install method, your device(s) will be delivered to you in the original tamper evident packaging and the engineer will install the device(s) whilst on site.

For detailed installation and connection instructions please visit www.Elavon.co.uk/resource-centre or contact the Elavon helpdesk on the numbers below:

- IRL (including Northern Ireland) – 0818202120 (option 1)
- UK – 0345 850 0195 (option 1)
- POL - 22 306 03 16 (option 1)

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Device Images

Model	Image
Desk/5000	
Move/5000	
Lane/3000	
Lane/3600	

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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4.2 Guidance for selecting appropriate locations for deployed devices

Devices must be deployed in appropriate locations where there is no risk of these being accessed by unauthorised users. Plan where to put your POI devices and how to keep them secure, you must perform checks on devices at regular intervals to ensure these have not been tampered with.

Items to be Considered:

- Monitor and control public access to POI devices so that only the applicable part of the device (such as the PIN Pad) is available to the customer to complete the payment
- Place devices in areas so they can be monitored by authorised personal to ensure that the regular checks can be performed as needed
- Locate devices in environments that reduce risk of unauthorised access with considerations for ensuring there is adequate lighting, appropriate access paths to the devices to prevent unauthorised personnel from tampering with the device and there are visible security measures, such as CCTV
- Your devices are designed to only be used in an attended environment and must never be used in an unattended environment
- Devices must be monitored at all times
- Position the device so there is no method of recording or viewing the customer PIN being entered
- Portable (Move/5000) or mobile devices should be assigned to a member of staff who will be responsible for the device during their allocated time. This person will be responsible for ensuring the POI device(s) are kept safe whilst in their custody and are not left where they can be tampered with by unauthorised users
- Devices must be placed in a well-ventilated area on a flat surface and should be away from direct sunlight
- Where feasible, use locking devices to secure your POI devices in place, as well as using, separately purchased, poles to mount the customer facing PIN pad.
    - Having a pole will allow the customer to swivel the PIN pad to prevent risk of spying
    - PIN Pad poles can be purchased from various providers, please ensure any pole purchased is compatible with your device
    - Elavon customers have the option to purchase consumable related items from UKPR and can place orders via phone or email, UKPR details below:

      UK/IRE Sales: sales@ukprgroup.com or +44 (0) 1698 843866

      POLAND Sales : poland@ukprgroup.com or +48 123953173

- Devices not in use should be stored in a secure location with restricted access to authorised users only

For more information, please refer to, PCI Best Practise Guide V3.0 found on the www.pcisecuritystandards.org website

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4.3 Guidance for physically securing deployed devices to prevent unauthorized removal or substitution

You should physically secure your POI devices to prevent unauthorised removal or substitution whilst devices are in use.

For countertop devices (Desk/5000 and Lane/3000);

- Mount and secure the POI devices and cables with locking stands, cable trays, and other securing mechanisms such as space poles.

For the Move/5000 (with 3G/Wi-Fi/BT) devices, which cannot be physically secured, you must consider:

- Store the devices in a secured location with restricted access when not in use
- Assign the device to authorised personal when in use
- Ensure the devices are monitored at all times and that these are not left unattended at any time
- Ensure that the POI devices are signed in and out

Devices that are not in use should also be stored securely with restricted access. This includes devices that are:

- Awaiting deployment
- Undergoing repair
- Awaiting to be returned to Elavon

You must also verify any couriers or engineers when they are delivering of POI devices, collecting of POI devices no longer required or attending your site to complete repairs to your POI devices; including:

- Verify the identity of the courier/engineer
- Refuse access to any unexpected engineers
- Escort and monitor authorised engineers at all times

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5. POI Device Transit

5.1 Instructions for securing POI devices intended for, and during, transit

Elavon will arrange for POI devices to be dispatched to your chosen location(s) in a secure manner, by our chosen fulfilment house. Elavon will also arrange for the collection of any POI devices that need to be returned to Elavon.

Fulfilment Houses

- UK - UK Paper Rolls
- Ireland/UK/Poland – CXM Tech Services
- Ireland/Northern Ireland – ICT Total Services Ireland

You **must not** relocate the POI device to any other site(s) yourself. If you do need to relocate a device or if you have a faulty POI device or require a hardware replacement, please contact us on the phone numbers below to discuss the appropriate next steps:

- IRL (including Northern Ireland) – 0818202120 (option 1)
- UK – 0345 850 0195 (option 1)
- POL - 22 306 03 16 (option 1)

If you need to return a POI device to Elavon, please contact us on the number above to arrange collection. A courier from our fulfilment house will be arranged to attend your site to collect your device(s). Please ensure the devices are packaged ready for collection. When the courier attends the site please confirm their identity before handing over your devices to the courier.

Physically secure POI devices in your possession, including devices:

- Awaiting deployment
- Returned to Elavon or otherwise Not in Use
- Waiting transport between sites/locations.

5.2 Instructions for ensuring POI devices are shipped to trusted sites/locations only

Elavon and its chosen partners will ensure that all POI devices are not tampered with or compromised before these are shipped to you in a secure manner.

There are 3 methods of delivery applicable to the P2PE POI devices. These are:

- Engineer - On Site Configuration
- Engineer - Pre-Configured
- Courier Delivery

Elavon will work with you before the devices are deployed to confirm the most suitable method for POI device deployment.

The information below, details the processes for each delivery type.

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Engineer - On Site Configuration

If you are having an Engineer-On Site Configuration delivery the engineer will deliver the POI devices to your chosen location(s) and will ensure the POI devices are configured, on site, at the time of delivery.

Prior to the POI devices being dispatched, you will receive an email from our assigned fulfilment house confirming:

- Engineer visit
- Date of delivery
- The details of your devices including serial number(s) and POI device model(s)
- Details of the tamper evident packaging and what to check to ensure the device has not been tampered with during transit

The email will come from the below addresses, where applicable:

CXM Tech Services:

- UK - elavonUKP2PE@cxmtechservices.com
- Ireland - elavonIREP2PE@cxmtechservices.com
- Poland - elavonPOLP2PE@cxmtechservices.com

UK Paper Rolls:

- UK - elavonUKP2PE@ukprgroup.com

ICT Total Services Ireland:

- Ireland: elavonp2peie@ictservices.ie
- Northern Ireland: elavonp2peni@ictservices.ie

When the engineer arrives on site, you should check the details of the email received from our fulfilment house, against the serial number of the device, located on the box and check the box for any tamper evidence. Once the checks are completed, and you are satisfied there is no evidence of tampering, you can instruct the engineer to proceed with the installation.

If the serial numbers do not match or there is evidence of tampering you must reject the device and inform Elavon immediately via the appropriate phone number below:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

On-Site Replacement – If needed, the engineer may issue you a replacement device whilst on site. If this is the case, they will arrange for this and you will receive a further email, whilst the engineer is on site, confirming the details of the replacement POI device. You must follow the steps previously outlined to check the serial numbers of the POI device match as well as checking or evidence of tamper.

Engineer Pre-Configured

If you are having the 'Engineer Pre-Configured' deployment method, your POI devices will be pre-configured by our engineers, in a secure manner, prior to attending your site. In this instance you will be informed of this via email confirming that the device has been pre-configured.

Before the POI devices are dispatched to your site(s) the engineer will remove the device from its original packaging and will configure your POI devices(s). Once configured, the POI devices(s) will be placed within a Tamper Evident Envelope (TEE) and then in its original box ready for dispatch.

You will receive an email from our assigned fulfilment house, confirming:

- Engineer visit to your site
- Date of delivery

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- The serial number & model details of your device(s)
- The serial number(s) of the TEE

The emails will come from the following email addresses:

CXM Tech Services:

- UK - elavonUKP2PE@cxmtechservices.com
- Ireland - elavonIREP2PE@cxmtechservices.com
- Poland - elavonPOLP2PE@cxmtechservices.com

UK Paper Rolls:

- UK - elavonUKP2PE@ukprgroup.com

ICT Total Services Ireland:

- Ireland: elavonp2peie@ictservices.ie
- Northern Ireland: elavonp2peni@ictservices.ie

Upon arrival you should check;

- The serial number(s) of the box(es) match the serial number(s) detailed in the email you have previously received
- The serial number(s) of the TEE match the serial number(s) provided in the email from the fulfilment house, as well as ensuring that the TEE has not been opened or torn upon arrival
- The serial number of the POI device, within the TEE, matches the serial number detailed in the email received
- Ensure that the POI device does not show any signs of tampering, such as unexpected cabling or exposed panels. Check for broken security seals and cracks around the device as well as inspecting for any other type of damage or tampering.

When you are satisfied there is no evidence of tampering and that the serial numbers match, you can authorise the engineer to proceed with the on-site installation.

Please note the device's original packaging, will already be opened in line with the above process, this will be acceptable, providing the TEE, which is inside the box, does not show any signs of tampering.

If the serial numbers of the devices do not match that the ones listed in the deployment email, **or** if you identify any signs of tampering **do not accept** the devices and inform the engineer immediately. In some cases, the engineer may be able to provide you with a replacement device at the time of delivery, if not, a replacement device will need to be arranged via the Elavon helpdesk.

On-Site Replacement – If needed the engineer may issue you a replacement device whilst on site. If this is the case, they will arrange for this and you will receive a further email, whilst the engineer is on site, confirming the details of the replacement POI device. You must follow the steps previously outlined to check the serial numbers of the POI device match, as well as checking or evidence of tamper.

Courier Delivery

For the 'Courier Delivery' deployment method, the POI devices will be delivered to you pre-configured. In order to complete the pre-configuration, our chosen fulfilment house will configure the device at the fulfilment centre, place it in a Tamper Evident Envelope (TEE) and then place the configured device inside its original packaging

You will receive an email which will confirm;

- Courier visit to site
- Date of the visit
- Serial number of device(s)
- Serial number of TEE

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The emails will come from the following email addresses:

CXM Tech Services:

- UK - elavonUKP2PE@cxmtechservices.com
- Ireland - elavonIREP2PE@cxmtechservices.com
- Poland - elavonPOLP2PE@cxmtechservices.com

UK Paper Rolls:

- UK - elavonUKP2PE@ukprgroup.com

ICT Total Services Ireland:

- Ireland: elavonp2peie@ictservices.ie
- Northern Ireland: elavonp2peni@ictservices.ie

Upon arrival you must inspect the packaging and validate the following:

- Check the package for any sign of damage, if all is in order then you can accept the package from the courier. If the package shows any sign of damage or tampering, you should reject the delivery and contact Elavon at the relevant number listed below
- You will need the email previously sent to you with details of the POI device(s) and the secured packaging
- When your POI device is delivered, the device will be sealed in special outer packaging which has tamper-evident safeguards - please be aware that the outer box will have already been opened by our secured engineer and the device will be placed within a sealed Tamper Evident Envelope (TEE)
- Check the number on the outer box matches the package number in our email
- If everything is okay, open the outer box.

Please note the device's original packaging, will already be opened in line with the above process, this will be acceptable, provided the TEE, which is inside the box, does not show any signs of tampering.

If the serial numbers of the devices do not match the ones listed in the deployment email, or if you identify any signs of tampering do not accept the device and inform the courier immediately. Please contact Elavon's helpdesk on the appropriate phone number below to arrange for a replacement device.

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

On-Site Replacement – If required, the courier may issue you with a replacement device whilst on site. If this is the case, they will arrange for this and you will receive a further email, whilst the engineer is on site, confirming the details of the replacement POI device. You must follow the steps previously outlined to check the serial numbers of the POI device match, as well as checking for evidence of tamper.

Example Email

Below is an example of the email you will receive from our fulfilment house for POI device deployment

Dear Valued Customer

We're delighted to confirm that an engineer will be delivering and installing your Point to Point Encryption (P2PE) device(s) on [insert date].

Attached to this email, you will find a spreadsheet containing the key details of your device including the model and serial number of your device(s).

Please ensure you read the below before the engineer arrives because you will need to follow these instructions for each individual device before it can be installed.

Important steps to follow

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As part of the P2PE validation process set out in your **P2PE Instruction Manual** (PIM) and to ensure your device is secure upon arrival, please complete the following mandatory checks when the device arrives and before it is installed:

1. The serial number on the device box matches the serial number on the spreadsheet
2. Check the box for any signs of tampering

Please refer to the P2PE Instruction Manual (PIM) for further details including how to identify signs of tampering.

Should there be signs of tampering or the serial numbers do not match you must not accept delivery of the device or allow the engineer to install it and inform Elavon Customer Services immediately on the numbers below.

If you are satisfied that everything is in order the engineer can proceed with the installation of your new device to enable you to start taking payments.

Please note some of the elements of the email will vary depending on the delivery method of your P2PE devices.

These emails will come from the following verified email addresses, please ignore emails that do not come from these addresses:

CXM Tech Services:

- UK - elavonUKP2PE@cxmtechservices.com
- Ireland - elavonIREP2PE@cxmtechservices.com
- Poland - elavonPOLP2PE@cxmtechservices.com

UK Paper Rolls:

- UK - elavonUKP2PE@ukprgroup.com

ICT Total Services Ireland:

- Ireland: elavonp2peie@ictservices.ie
- Northern Ireland: elavonp2peni@ictservices.ie

Tamper Evident Packaging

Engineer On-Site Configuration deliveries will be delivered in a box with the Tamper Evident Seal intact, as shown below



Tamper Evident Seal (TES)

Courier Delivery or Engineer Pre-Configured installed POI devices will be in a Tamper Evident Envelope and then placed within its original box please be advised that the TES of the original box will be broken.

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Tamper Evident Envelope (TEE)

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6. POI Device Tamper & Modification Guidance

6.1 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 devices can be found in the document entitled *Skimming Prevention: Best Practices for Merchants*, available at www.pcisecuritystandards.org.

Pre-Deployment

When you receive your POI device(s) you must:

- Check the serial numbers of the devices match the serial numbers received in the previously sent email
- Perform pre-installation inspection looking for any signs of tampering such as missing screws or unauthorised 3rd party hardware
- Maintain the POI device in its original tamper evident packaging until it is ready to be deployed
- Record the POI device in your inventory table as soon as possible
- Create and maintain of log of authorised users that have access to device(s)

You may also consider weighing the POI devices when they are delivered and confirm the weight against the manufacturer's details (below). If you choose to weigh the devices, it is recommended that you weigh each device periodically to ensure that the weight of your devices remains consistent and that no 3rd party objects have been included in the device which may impact the weight. If you notice any variances of the device weight, please report this to Elavon immediately.

Manufacturer Weight

- Desk/5000 – 340g
- Move/5000 – 320g
- Lane/3000 – 254g
- Lane/3600 – 227g

Please be aware that the initial weight of your device may vary to that provided by the Manufacturer but, if you are comfortable that the device have no evidence of tampering or 3rd party objects you can use this initial weight as a base-line to measure against when the POI devices are weighed again.

Post-Deployment

Once deployed you must perform regular checks on all devices. Perform visual inspections weekly in high-traffic areas and more frequently in locations with low-traffic or PIN pad use.

Inspect every device, looking for potential signs of tampering, as well as, keeping track of any POI device operational difficulties that begin happening on a regular basis. Some examples of things to look for include:

- Damaged/altered tamper seals or cracks on the body of the device(s)
- Missing manufacturer labels
- Device is missing screws or screws with damaged heads
- If you have chosen to weigh the POI device, weigh the device at periodic intervals ensuring that the weight of the device(s) matches the specifications defined by the manufacturer. This is to identify any foreign objects that may have been inserted into the devices

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- External wires – apart from the standard power/network (Ethernet) or PSU cable. Please also note that the Lane/3000 is connected to the Desk/5000 via a cable
- Holes in the device housing or the addition of labels/stickers or other covering materials that could be used to mask damage of the device
- An unexpected volume of card read failures or card declines
- Check to see if there are any 3rd party skimming devices around the Chip reader and magnetic swipe
- Difficulty inserting a chip and PIN card into the EMV slot
- Checking for any devices that are missing or have been replaced without authorisation
- If your devices display a flashing tamper warning message 'Alert Irruption'/'Tamper Detect' (even if you accidentally triggered tamper mode yourself)
- If the serial number on the devices doesn't match both the serial number in our email and the serial number on the box
- If the device is displaying the full card numbers on the customer receipts

Please also consider any unauthorised access to the POI devices, including customers and staff members who may have tampered with the device.

If you notice any of the above items or if you believe that the device(s) may have been compromised,

STOP USING THE DEVICE IMMEDIATELY. DISCONNECT THE DEVICE FROM YOUR POS/NETWORK, BUT DO NOT DISCONNECT THE POWER

Immediately contact Elavon on:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

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6.2 Instructions for responding to evidence of POI device tampering

If you have identified any suspicious POI devices or there is evidence that the packaging of the POI device has been tampered with (outside of acceptable box opening for Engineer or Courier delivery), follow the instructions below:

- Stop using the POI device immediately
- The POI device must not be deployed or, if in use, removed from service immediately
- Contact Elavon on the numbers below to report the issue
- Elavon will work with you to review the issue and where needed will arrange for a replacement device

STOP USING THE DEVICE IMMEDIATELY. DISCONNECT THE DEVICE FROM YOUR POS/NETWORK, BUT DO NOT DISCONNECT THE POWER

Immediately contact Elavon on:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

Replacement

If a replacement is needed Elavon will instruct you on the next steps and will send a courier to your location to deliver a new device. The old device will be collected by the courier and returned to Elavon securely. Please ensure the device is placed inside its original packaging (if available) and set aside, in a secured location, ready for collection.

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7. Device Encryption Issues

7.1 Instructions for responding to POI device encryption failures

If you suspect your device is not encrypting card numbers correctly, for example; if a clear-text card number is displayed on the device, the card number is printed on the transaction receipt or passed into another payment system:

STOP USING THE DEVICE IMMEDIATELY. DISCONNECT THE DEVICE FROM YOUR POS/NETWORK, BUT DO NOT DISCONNECT THE POWER

Immediately contact Elavon on:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

To ensure your continued PCI P2PE compliancy, Elavon's P2PE solution **does not** have an option to disable the P2PE encryption.

If you would like to cancel your Secured P2PE agreement, please liaise with your Account Manager.

Please note that in this instance your device(s) will need to be returned to Elavon, which we will arrange collection. You will also need to work with your chosen QSA to review any additional PCI requirements

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8. POI Device Troubleshooting

8.1 Instructions for troubleshooting a POI device

If you have any problems with your device(s), please contact us on the phone numbers below, where we will assist you with any troubleshooting issues:

Please contact Elavon on:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

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9. Additional Guidance

9.1 Instructions for troubleshooting a POI device

If you have any problems with your device, please contact us on the numbers below where we will assist you with any troubleshooting issues

Please contact Elavon on:

- IRL – 0818202120 (Option 1)
- UK – 0345 850 0195 (Option 1)
- POL – 22 306 03 16 (Option 1)

Device images are provided below:

Move/5000



Left View Front View Right View

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Move/5000 on Base



Rear View Casing Closed Rear View Casing Open

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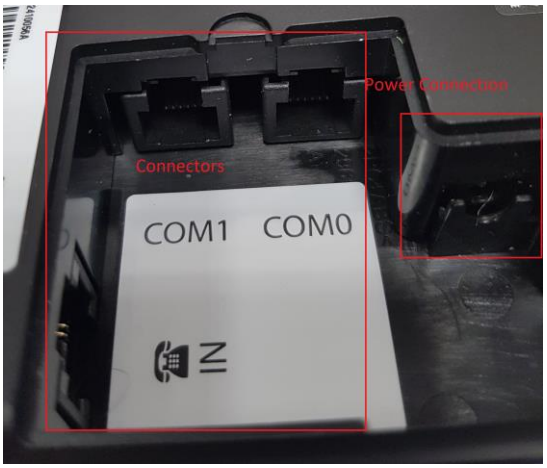
MBASE-004-IELV







Base with Cover Base without Cover



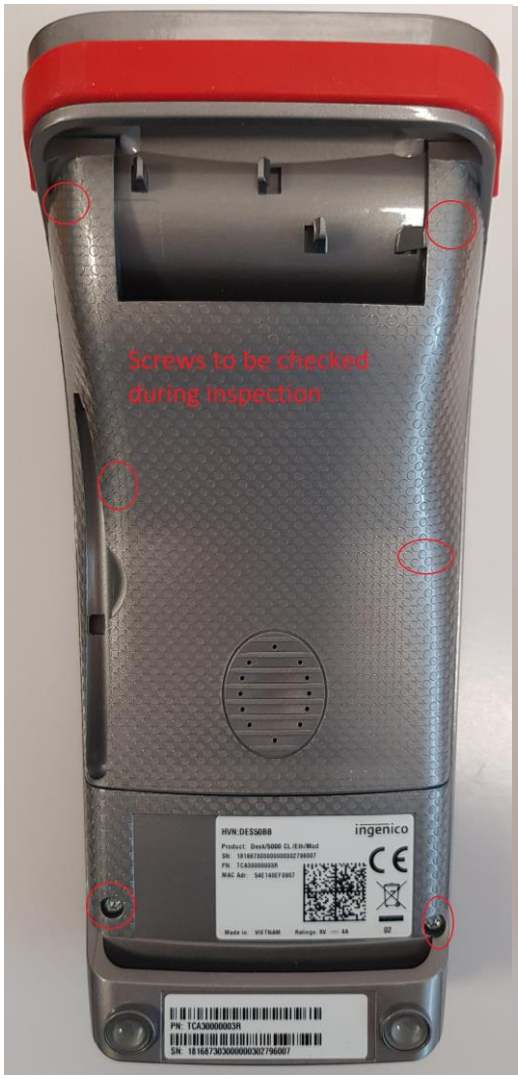
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Desk/5000



Left View Front View Right View

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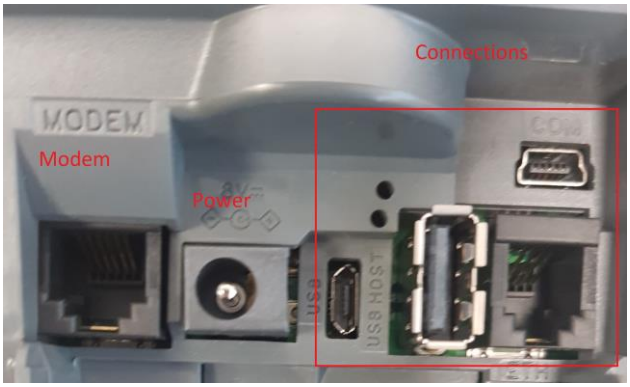


Rear View Casing Closed



Rear View Casing Open





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Lane/3000



Left View



Front View



Right View



Rear View

Lane/3600

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Left View Front View Right View



Connector

Hardware Version

Part Number &
Serial Number

Rear View

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9.2 Instructions on how to confirm hardware, firmware and application versions on POI devices

Please follow the instructions below in order to confirm hardware, firmware and software applications on the POI devices.

Hardware:

You will be able to identify the POI device by details on the device itself on. The model number is located near the screen of the POI device and the serial number is located on a silver sticker on the underside of the device. The details will also be present on the email received from our Fulfilment house and you can also compare the devices against the POI device images provided in this manual.

Model and Serial Numbers

You can find the model number of each POI device on the front of the device at the top of the screen. The serial number of the device is on the underside of the device as shown in the images provided below.

Checking POI Device Firmware and application software versions

Once your POI device(s) has been set up please check the software versions of the POI device to ensure they match those that are detailed in this document.

To check the software version on the **Desk/5000** and **Move/5000** please follow the steps below:

- Press the **Menu** button on the POI device
- Use the touch screen to highlight '**Tests'** from the menu and tap to enter
- Select '**Printer'** and tap or press Enter
- Select '**Receipts'** and tap or press Enter
- Select '**Short'** and tap or press Enter

This will print off a list of the software components, please check these against those listed in **Section 3.2** of this document.

To check the software version on the **Lane/3000** as master connected to ECR/Smartlink please follow the steps below:

- Press the **Menu** button on the POI device
- Use the arrow keys to highlight '**Tests'** and press Enter
- Select '**Printer'** and press Enter
- Select '**Receipts'** and press Enter
- Select '**Short'** and press Enter

This will print off a list of the software components, depending on your till set up, please check these against those listed in **Section 3.2** of this document.

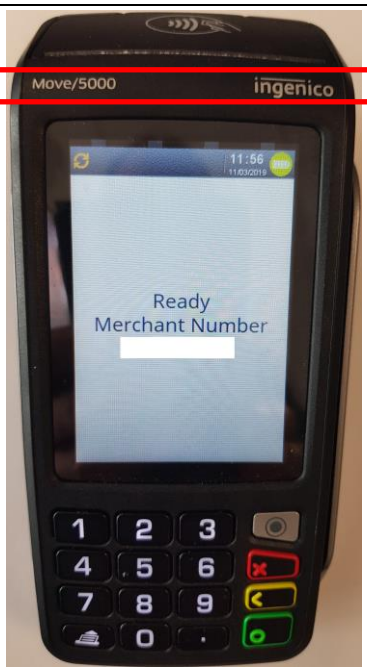
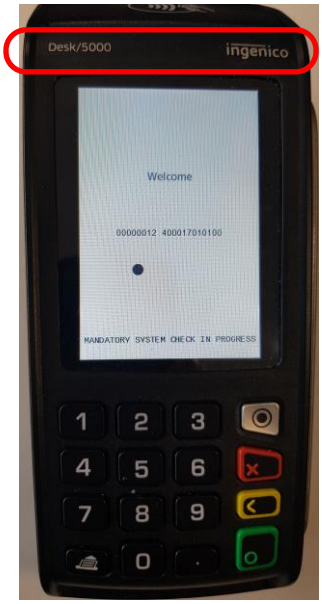
Do not use any device until you have verified the software version. If you notice any variances in this software, please report this to Elavon immediately

- IRL (including Northern Ireland) – 0818202120 (option 1)
- UK – 0345 850 0195 (option 1)
- POL - 22 306 03 16 (option 1)

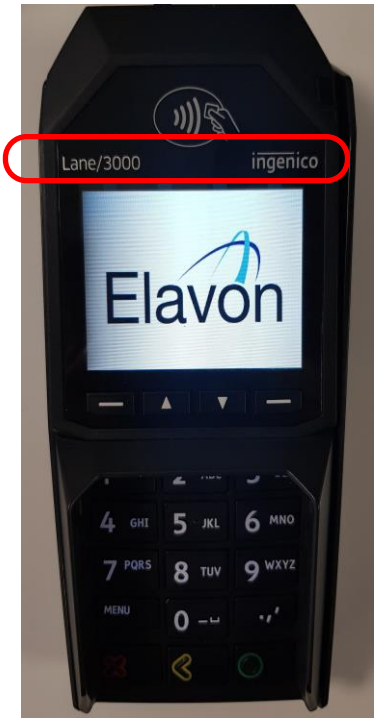
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Device images showing model and serial numbers are provided below:

Model Numbers

Move/5000	
Desk/5000	

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Lane/3000	

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Lane/3600	

Serial Numbers

Move/5000	

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Desk/5000	
Lane/3000	
Lane/3600	

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