



ORDERING A NEW OR ADDITIONAL PIN PAD

1. Merchant fills up the Request for New Merchant Account/POS Device Form
 - Identify the type of request by checking the appropriate box
2. Merchant emails the signed Request Form to the PCI Compliance Officer (PCI CO)
3. The request is validated to determine any changes to current SAQ level of merchant
4. PCI CO sends the request to the Acquirer, i.e. TD, Moneris
5. Acquirer acknowledges request and issues merchant account number/delivers the PIN pad(s) directly to the merchant
6. Merchant contacts the PCI CO to request issuance of UBC security seal
7. Merchant is required to submit a quarterly POS inspection log in compliance with PCI DSS v.3.1

REPLACEMENT OR RETURN OF PIN PAD (DUE TO TECHNICAL ISSUES)

1. Merchant contacts the Acquirer directly (i.e. TD or Moneris) to report the problem with the PIN pad
2. Merchant fills up the Request Form and emails to the PCI CO to report changes in serial and security seal numbers
3. The PCI CO reconciles the serial and security sea; numbers provided by the merchant

Note: This procedure includes onsite replacement due to technical issues on the PIN pad.

CANCELLING/RETURNING PIN PAD

1. Merchant sends Request to Cancel Merchant Account/Return Equipment Form to PCI CO
2. PCI CO verifies the serial number with the central PIN pad registry
3. PCI CO endorses to Revenue Accounting to proceed with the request to cancel/return the PIN pad
 - a. Acquirer confirms cancellation of account/picks up the device from the merchant
4. PCI CO updates the PIN pad registry

DOCUMENT HISTORY

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