Till Operator PCI Compliance Declaration

Profit Protection
Risk & Control
Protecting our people, property, profit & brand

What is PCI Compliance?

PCI compliance is at set of standards companies that handle card holder data must follow to protect customers' card data from being misused. As a till operator you must ensure the following procedure are understood and followed as any failure to follow these procedure could lead to disciplinary action being taken.

What do I have to do?

- Check the card machine at the beginning of the day/shift.
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  - Does it still look the same as it did?
  - Have any new parts been added?
  - Are any new cables attached?
  - Have any scratches appeared or screws loosened?
  - Has it been moved from its previous location?

- Ensure the card machine check has been recorded on the Daily Device Inspection Log, with the serial number of the device and the initials of the person who checked it.

- Never write down any customers card details, like the card number or CVV number.

- Check card receipts to ensure that most of the customers card number is obscured (i.e. xxxx or ****)

- Always keep the customer card in their sight to show it is not being tampered.

- Check Identification of anyone asking to see the card machine and inform your manager.

- Where the magnetic stripe on the card is used to take payment, check the card is signed. If the card is not signed request identification or politely refuse payment using the card.

- If a card is found, it must be held securely and your line manager informed.

- Any suspicious activity must be reported to your line manager immediately. This could include suspected tampering of the card machine, any unexpected person asking to see the card machine, a customer card being found or anyone observed writing down customers card details.

Declaration

I confirm I have read and understood the procedures detailed above and I understand that failing to follow the procedures could lead to disciplinary action being taken.

Signed……………………………………….   Print Name……………………………………………….

Signed Manager…………………………….   Print Name……………………………………………….

Date………………………………………….