



Payment Card Industry (PCI)  
Data Security Standard  
**Self-Assessment Questionnaire B  
and Attestation of Compliance**

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**Imprint Machines or Stand-alone Dial-out  
Terminals Only, no Electronic Cardholder Data  
Storage**

**Version 1.2**

October 2008

## Document Changes

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Date	Version	Description
October 1, 2008	1.2	To align content with new PCI DSS v1.2 and to implement minor changes noted since original v1.1.

## Table of Contents

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<b>Document Changes</b> .....	<b>i</b>
<b>PCI Data Security Standard: Related Documents</b> .....	<b>iii</b>
<b>Before you Begin</b> .....	<b>iv</b>
<b>Completing the Self-Assessment Questionnaire</b> .....	<b>iv</b>
<b>PCI DSS Compliance – Completion Steps</b> .....	<b>iv</b>
<b>Guidance for Non-Applicability of Certain, Specific Requirements</b> .....	<b>iv</b>
<b>Attestation of Compliance, SAQ B</b> .....	<b>1</b>
<b>Self-Assessment Questionnaire B</b> .....	<b>5</b>
<b>Protect Cardholder Data</b> .....	<b>5</b>
<i>Requirement 3: Protect stored cardholder data</i> .....	<i>5</i>
<i>Requirement 4: Encrypt transmission of cardholder data across open, public networks</i> .....	<i>6</i>
<b>Implement Strong Access Control Measures</b> .....	<b>7</b>
<i>Requirement 7: Restrict access to cardholder data by business need-to-know</i> .....	<i>7</i>
<i>Requirement 9: Restrict physical access to cardholder data</i> .....	<i>7</i>
<b>Maintain an Information Security Policy</b> .....	<b>8</b>
<i>Requirement 12: Maintain a policy that addresses information security for employees and contractors</i> .....	<i>8</i>
<b>Appendix A: (not used)</b> .....	<b>9</b>
<b>Appendix B: Compensating Controls</b> .....	<b>10</b>
<b>Appendix C: Compensating Controls Worksheet</b> .....	<b>11</b>
<b>Compensating Controls Worksheet – Completed Example</b> .....	<b>12</b>
<b>Appendix D: Explanation of Non-Applicability</b> .....	<b>13</b>

## PCI Data Security Standard: Related Documents

The following documents were created to assist merchants and service providers in understanding the PCI Data Security Standard and the PCI DSS SAQ.

Document	Audience
<i>PCI Data Security Standard Requirements and Security Assessment Procedures</i>	All merchants and service providers
<i>Navigating PCI DSS: Understanding the Intent of the Requirements</i>	All merchants and service providers
<i>PCI Data Security Standard: Self-Assessment Guidelines and Instructions</i>	All merchants and service providers
<i>PCI Data Security Standard: Self-Assessment Questionnaire A and Attestation</i>	Merchants <sup>1</sup>
<i>PCI Data Security Standard: Self-Assessment Questionnaire B and Attestation</i>	Merchants <sup>1</sup>
<i>PCI Data Security Standard: Self-Assessment Questionnaire C and Attestation</i>	Merchants <sup>1</sup>
<i>PCI Data Security Standard: Self-Assessment Questionnaire D and Attestation</i>	Merchants <sup>1</sup> and all service providers
<i>PCI Data Security Standard and Payment Application Data Security Standard Glossary of Terms, Abbreviations, and Acronyms</i>	All merchants and service providers

<sup>1</sup> To determine the appropriate Self-Assessment Questionnaire, see *PCI Data Security Standard: Self-Assessment Guidelines and Instructions*, “Selecting the SAQ and Attestation That Best Apply To Your Organization.”

## Before you Begin

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### Completing the Self-Assessment Questionnaire

SAQ B has been developed to address requirements applicable to merchants who process cardholder data only via imprint machines or stand-alone dial-up terminals.

These merchants are defined as SAQ Validation Types 2 and 3, here and in the *PCI DSS Self-Assessment Questionnaire Instructions and Guidelines*. SAQ Validation Type 2 merchants process cardholder data only via imprint machines. SAQ Validation Type 3 merchants process cardholder data only via stand-alone, dial-out terminals. Both of these merchant types may be either brick-and-mortar (card-present) or e-commerce or mail/telephone order (card-not-present) merchants. These merchants must validate compliance by completing SAQ B and the associated Attestation of Compliance, confirming that:

#### **For Validation Type 2:**

- Your company uses only imprint machines;
- Your company does not transmit cardholder data over either a phone line or the Internet;
- Your company retains only paper reports or paper copies of receipts; and
- Your company does not store cardholder data in electronic format

#### **For Validation Type 3:**

- Your company uses only standalone, dial-out terminals (connected via a phone line to your processor);
- Your stand-alone dial-out terminals are not connected to any other systems or to the Internet;
- Your company retains only paper reports or paper copies of receipts; and
- Your company does not store cardholder data in electronic format.

Each section of the questionnaire focuses on a specific area of security, based on the requirements in the PCI Data Security Standard.

### PCI DSS Compliance – Completion Steps

1. Complete the Self-Assessment Questionnaire (SAQ B) according to the instructions in the *Self-Assessment Questionnaire Instructions and Guidelines*.
2. Complete the Attestation of Compliance in its entirety.
3. Submit the SAQ and the Attestation of Compliance, along with any other requested documentation, to your acquirer.

### Guidance for Non-Applicability of Certain, Specific Requirements

**Non-Applicability:** Requirements deemed not applicable to your environment must be indicated with “N/A” in the “Special” column of the SAQ. Accordingly, complete the “Explanation of Non-Applicability” worksheet in the Appendix for each “N/A” entry.

## Attestation of Compliance, SAQ B

### Instructions for Submission

The merchant must complete this Attestation of Compliance as a declaration of the merchant's compliance status with the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Security Assessment Procedures*. Complete all applicable sections and refer to the submission instructions at "PCI DSS Compliance – Completion Steps" in this document.

#### Part 1. Qualified Security Assessor Company Information (if applicable)

Company Name:					
Lead QSA Contact Name:	Title:				
Telephone:	E-mail:				
Business Address	City:				
State/Province:	Country:	ZIP:			
URL:					

#### Part 2. Merchant Organization Information

Company Name:	DBA(S):			
Contact Name:	Title:			
Telephone:	E-mail:			
Business Address	City:			
State/Province:	Country:	ZIP:		
URL:				

#### Part 2a. Type of merchant business (check all that apply):

- Retailer   
  Telecommunication   
  Grocery and Supermarkets  
 Petroleum   
  E-Commerce   
  Mail/Telephone-Order   
  Others (please specify):

List facilities and locations included in PCI DSS review:

#### Part 2b. Relationships

Does your company have a relationship with one or more third-party service providers (for example, gateways, web-hosting companies, airline booking agents, loyalty program agents, etc)?  Yes  No

Does your company have a relationship with more than one acquirer?  Yes  No

#### Part 2c. Transaction Processing

Payment Application in use:	Payment Application Version:
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## Part 2d. Eligibility to Complete SAQ B

Merchant certifies eligibility to complete this shortened version of the Self-Assessment Questionnaire because:

<input type="checkbox"/>	<b>A.</b> or	Merchant uses only an imprint machine to imprint customers' payment card information and does not transmit cardholder data over either a phone line or the Internet;
	<b>B.</b>	Merchant uses only standalone, dial-up terminals; and the standalone, dial-up terminals are not connected to the Internet or any other systems within the merchant environment;
<input type="checkbox"/>	Merchant does not store cardholder data in electronic format; <b>and</b>	
<input type="checkbox"/>	If Merchant does store cardholder data, such data is only paper reports or copies of paper receipts and is not received electronically.	

## Part 3. PCI DSS Validation

Based on the results noted in the SAQ B dated (*completion date*), (*Merchant Company Name*) asserts the following compliance status (check one):

- Compliant:** All sections of the PCI SAQ are complete, and all questions answered "yes," resulting in an overall **COMPLIANT** rating, thereby (*Merchant Company Name*) has demonstrated full compliance with the PCI DSS.
- Non-Compliant:** Not all sections of the PCI SAQ are complete, or some questions are answered "no," resulting in an overall **NON-COMPLIANT** rating, thereby (*Merchant Company Name*) has not demonstrated full compliance with the PCI DSS.

**Target Date** for Compliance:

An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with your acquirer or the payment brand(s) before completing Part 4, since not all payment brands require this section.*

## Part 3a. Confirmation of Compliant Status

**Merchant confirms:**

<input type="checkbox"/>	PCI DSS Self-Assessment Questionnaire B, Version ( <i>version of SAQ</i> ), was completed according to the instructions therein.
<input type="checkbox"/>	All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment.
<input type="checkbox"/>	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
<input type="checkbox"/>	I have read the PCI DSS and I recognize that I must maintain full PCI DSS compliance at all times.
<input type="checkbox"/>	No evidence of magnetic stripe (i.e., track) data <sup>2</sup> , CAV2, CVC2, CID, or CVV2 data <sup>3</sup> , or PIN data <sup>4</sup> storage after transaction authorization was found on ANY systems reviewed during this assessment.

<sup>2</sup> Data encoded in the magnetic stripe used for authorization during a card-present transaction. Entities may not retain full magnetic-stripe data after transaction authorization. The only elements of track data that may be retained are account number, expiration date, and name.

<sup>3</sup> The three- or four-digit value printed on or to the right of the signature panel or on the face of a payment card used to verify card-not-present transactions.

<sup>4</sup> Personal Identification Number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

**Part 3b. Merchant Acknowledgement**

<i>Signature of Merchant Executive Officer</i> ↑		<i>Date</i> ↑
<i>Merchant Executive Officer Name</i> ↑		<i>Title</i> ↑
<i>Merchant Company Represented</i> ↑		

### Part 4. Action Plan for Non-Compliant Status

Please select the appropriate "Compliance Status" for each requirement. If you answer "NO" to any of the requirements, you are required to provide the date Company will be compliant with the requirement and a brief description of the actions being taken to meet the requirement. *Check with your acquirer or the payment brand(s) before completing Part 4, since not all payment brands require this section.*

PCI DSS Requirement	Description of Requirement	Compliance Status (Select One)		Remediation Date and Actions (if Compliance Status is "NO")
		YES	NO	
3	Protect stored cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
4	Encrypt transmission of cardholder data across open, public networks	<input type="checkbox"/>	<input type="checkbox"/>	
7	Restrict access to cardholder data by business need to know	<input type="checkbox"/>	<input type="checkbox"/>	
9	Restrict physical access to cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
12	Maintain a policy that addresses information security	<input type="checkbox"/>	<input type="checkbox"/>	

## Self-Assessment Questionnaire B

Date of Completion:

### Protect Cardholder Data

#### Requirement 3: Protect stored cardholder data

Question		Response:		Special*
		Yes	No	
3.2	Do all systems adhere to the following requirements regarding storage of sensitive authentication data after authorization (even if encrypted)?	<input type="checkbox"/>	<input type="checkbox"/>	
3.2.1	<p>Do not store the full contents of any track from the magnetic stripe (located on the back of a card, contained in a chip, or elsewhere). This data is alternatively called full track, track, track 1, track 2, and magnetic-stripe data.</p> <p><i>In the normal course of business, the following data elements from the magnetic stripe may need to be retained:</i></p> <ul style="list-style-type: none"> <li>▪ <i>The cardholder's name,</i></li> <li>▪ <i>Primary account number (PAN),</i></li> <li>▪ <i>Expiration date, and</i></li> <li>▪ <i>Service code</i></li> </ul> <p><i>To minimize risk, store only these data elements as needed for business. NEVER store the card verification code or value or PIN verification value data elements.</i></p> <p><i>Note: See PCI DSS and PA-DSS Glossary of Terms, Abbreviations, and Acronyms for additional information.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
3.2.2	<p>Do not store the card-validation code or value (three-digit or four-digit number printed on the front or back of a payment card) used to verify card-not-present transactions.</p> <p><i>Note: See PCI DSS and PA-DSS Glossary of Terms, Abbreviations, and Acronyms for additional information.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
3.2.3	Do not store the personal identification number (PIN) or the encrypted PIN block.	<input type="checkbox"/>	<input type="checkbox"/>	
3.3	<p>Is the PAN masked when displayed? The first six and last four digits are the maximum number of digits to be displayed.)</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> <li>▪ <i>This requirement does not apply to employees and other parties with a specific need to see the full PAN;</i></li> <li>▪ <i>This requirement does not supersede stricter requirements in place for displays of cardholder data—for example, for point-of-sale (POS) receipts.</i></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

\* "Not Applicable" (N/A) or "Compensating Control Used." Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

**Requirement 4: Encrypt transmission of cardholder data across open, public networks**

Question		Response:	<u>Yes</u>	<u>No</u>	<u>Special*</u>
4.2	Are policies, procedures, and practices in place to preclude the sending of unencrypted PANs by end-user messaging technologies (for example, e-mail, instant messaging, chat)?		<input type="checkbox"/>	<input type="checkbox"/>	

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\* “Not Applicable” (N/A) or “Compensating Control Used.” Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

## Implement Strong Access Control Measures

### *Requirement 7: Restrict access to cardholder data by business need-to-know*

Question	Response:	Yes	No	Special*
7.1 Is access to system components and cardholder data limited to only those individuals whose jobs require such access?		<input type="checkbox"/>	<input type="checkbox"/>	

### *Requirement 9: Restrict physical access to cardholder data*

Question	Response:	Yes	No	Special*
9.6 Are all paper and electronic media that contain cardholder data physically secure?		<input type="checkbox"/>	<input type="checkbox"/>	
9.7 (a) Is strict control maintained over the internal or external distribution of any kind of media that contains cardholder data?		<input type="checkbox"/>	<input type="checkbox"/>	
(b) Do controls include the following:				
9.7.1 Is the media classified so it can be identified as confidential?		<input type="checkbox"/>	<input type="checkbox"/>	
9.7.2 Is the media sent by secured courier or other delivery method that can be accurately tracked?		<input type="checkbox"/>	<input type="checkbox"/>	
9.8 Are processes and procedures in place to ensure management approval is obtained prior to moving any and all media containing cardholder data from a secured area (especially when media is distributed to individuals)?		<input type="checkbox"/>	<input type="checkbox"/>	
9.9 Is strict control maintained over the storage and accessibility of media that contains cardholder data?		<input type="checkbox"/>	<input type="checkbox"/>	
9.10 Is media containing cardholder data destroyed when it is no longer needed for business or legal reasons? Destruction should be as follows:		<input type="checkbox"/>	<input type="checkbox"/>	
9.10.1 Are hardcopy materials cross-cut shredded, incinerated, or pulped so that cardholder data cannot be reconstructed?		<input type="checkbox"/>	<input type="checkbox"/>	

\* "Not Applicable" (N/A) or "Compensating Control Used." Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

## Maintain an Information Security Policy

### **Requirement 12: Maintain a policy that addresses information security for employees and contractors**

Question		Response:	Yes	No	Special*
12.1	Is a security policy established, published, maintained, and disseminated, and does it accomplish the following:		<input type="checkbox"/>	<input type="checkbox"/>	
12.1.3	Includes a review at least once a year and updates when the environment changes?		<input type="checkbox"/>	<input type="checkbox"/>	
12.3	(a) Are usage policies for critical employee-facing technologies (for example, remote-access technologies, wireless technologies, removable electronic media, laptops, personal data/digital assistants [PDAs], e-mail, and Internet usage) developed to define proper use of these technologies for all employees and contractors?		<input type="checkbox"/>	<input type="checkbox"/>	
12.4	Do the security policy and procedures clearly define information security responsibilities for all employees and contractors?		<input type="checkbox"/>	<input type="checkbox"/>	
12.5	Are the following information security management responsibilities assigned to an individual or team?				
12.5.3	Establishing, documenting, and distributing security incident response and escalation procedures to ensure timely and effective handling of all situations?		<input type="checkbox"/>	<input type="checkbox"/>	
12.6	Is a formal security awareness program in place to make all employees aware of the importance of cardholder data security?		<input type="checkbox"/>	<input type="checkbox"/>	
12.8	If cardholder data is shared with service providers, are policies and procedures maintained and implemented to manage service providers, and do the policies and procedures include the following?		<input type="checkbox"/>	<input type="checkbox"/>	
12.8.1	A list of service providers is maintained.		<input type="checkbox"/>	<input type="checkbox"/>	
12.8.2	A written agreement that includes an acknowledgement that the service providers are responsible for the security of cardholder data the service providers possess.		<input type="checkbox"/>	<input type="checkbox"/>	
12.8.3	There is an established process for engaging service providers, including proper due diligence prior to engagement.		<input type="checkbox"/>	<input type="checkbox"/>	
12.8.4	A program is maintained to monitor service providers' PCI DSS compliance status.		<input type="checkbox"/>	<input type="checkbox"/>	

\* "Not Applicable" (N/A) or "Compensating Control Used." Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

## **Appendix A: (not used)**

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## Appendix B: Compensating Controls

Compensating controls may be considered for most PCI DSS requirements when an entity cannot meet a requirement explicitly as stated, due to legitimate technical or documented business constraints, but has sufficiently mitigated the risk associated with the requirement through implementation of other, or compensating, controls.

Compensating controls must satisfy the following criteria:

1. Meet the intent and rigor of the original PCI DSS requirement.
2. Provide a similar level of defense as the original PCI DSS requirement, such that the compensating control sufficiently offsets the risk that the original PCI DSS requirement was designed to defend against. (See *Navigating PCI DSS* for the intent of each PCI DSS requirement.)
3. Be “above and beyond” other PCI DSS requirements. (Simply being in compliance with other PCI DSS requirements is not a compensating control.)

When evaluating “above and beyond” for compensating controls, consider the following:

**Note: The items at a) through c) below are intended as examples only. All compensating controls must be reviewed and validated for sufficiency by the assessor who conducts the PCI DSS review. The effectiveness of a compensating control is dependent on the specifics of the environment in which the control is implemented, the surrounding security controls, and the configuration of the control. Companies should be aware that a particular compensating control will not be effective in all environments.**

- a) Existing PCI DSS requirements CANNOT be considered as compensating controls if they are already required for the item under review. For example, passwords for non-console administrative access must be sent encrypted to mitigate the risk of intercepting clear-text administrative passwords. An entity cannot use other PCI DSS password requirements (intruder lockout, complex passwords, etc.) to compensate for lack of encrypted passwords, since those other password requirements do not mitigate the risk of interception of clear-text passwords. Also, the other password controls are already PCI DSS requirements for the item under review (passwords).
  - b) Existing PCI DSS requirements MAY be considered as compensating controls if they are required for another area, but are not required for the item under review. For example, two-factor authentication is a PCI DSS requirement for remote access. Two-factor authentication *from within the internal network* can also be considered as a compensating control for non-console administrative access when transmission of encrypted passwords cannot be supported. Two-factor authentication may be an acceptable compensating control if; (1) it meets the intent of the original requirement by addressing the risk of intercepting clear-text administrative passwords; and (2) it is set up properly and in a secure environment.
  - c) Existing PCI DSS requirements may be combined with new controls to become a compensating control. For example, if a company is unable to render cardholder data unreadable per requirement 3.4 (for example, by encryption), a compensating control could consist of a device or combination of devices, applications, and controls that address all of the following: (1) internal network segmentation; (2) IP address or MAC address filtering; and (3) two-factor authentication from within the internal network.
4. Be commensurate with the additional risk imposed by not adhering to the PCI DSS requirement.

The assessor is required to thoroughly evaluate compensating controls during each annual PCI DSS assessment to validate that each compensating control adequately addresses the risk the original PCI DSS requirement was designed to address, per items 1-4 above. To maintain compliance, processes and controls must be in place to ensure compensating controls remain effective after the assessment is complete.

## Appendix C: Compensating Controls Worksheet

Use this worksheet to define compensating controls for any requirement where “YES” was checked and compensating controls were mentioned in the “Special” column.

**Note:** Only companies that have undertaken a risk analysis and have legitimate technological or documented business constraints can consider the use of compensating controls to achieve compliance.

### Requirement Number and Definition:

	Information Required	Explanation
1. <b>Constraints</b>	List constraints precluding compliance with the original requirement.	
2. <b>Objective</b>	Define the objective of the original control; identify the objective met by the compensating control.	
3. <b>Identified Risk</b>	Identify any additional risk posed by the lack of the original control.	
4. <b>Definition of Compensating Controls</b>	Define the compensating controls and explain how they address the objectives of the original control and the increased risk, if any.	
5. <b>Validation of Compensating Controls</b>	Define how the compensating controls were validated and tested.	
6. <b>Maintenance</b>	Define process and controls in place to maintain compensating controls.	

## Compensating Controls Worksheet – Completed Example

Use this worksheet to define compensating controls for any requirement where “YES” was checked and compensating controls were mentioned in the “Special” column.

**Requirement Number:** 8.1—*Are all users identified with a unique user name before allowing them to access system components or cardholder data?*

	Information Required	Explanation
<b>1. Constraints</b>	List constraints precluding compliance with the original requirement.	<i>Company XYZ employs stand-alone Unix Servers without LDAP. As such, they each require a “root” login. It is not possible for Company XYZ to manage the “root” login nor is it feasible to log all “root” activity by each user.</i>
<b>2. Objective</b>	Define the objective of the original control; identify the objective met by the compensating control.	<i>The objective of requiring unique logins is twofold. First, it is not considered acceptable from a security perspective to share login credentials. Secondly, having shared logins makes it impossible to state definitively that a person is responsible for a particular action.</i>
<b>3. Identified Risk</b>	Identify any additional risk posed by the lack of the original control.	<i>Additional risk is introduced to the access control system by not ensuring all users have a unique ID and are able to be tracked.</i>
<b>4. Definition of Compensating Controls</b>	Define the compensating controls and explain how they address the objectives of the original control and the increased risk, if any.	<i>Company XYZ is going to require all users to log into the servers from their desktops using the SU command. SU allows a user to access the “root” account and perform actions under the “root” account but is able to be logged in the SU-log directory. In this way, each user’s actions can be tracked through the SU account.</i>
<b>7. Validation of Compensating Controls</b>	Define how the compensating controls were validated and tested.	<i>Company XYZ demonstrates to assessor that the SU command being executed and that those individuals utilizing the command are logged to identify that the individual is performing actions under root privileges</i>
<b>8. Maintenance</b>	Define process and controls in place to maintain compensating controls.	<i>Company XYZ documents processes and procedures to ensure SU configurations are not changed, altered, or removed to allow individual users to execute root commands without being individually tracked or logged</i>

