PCI Evaluation Questionnaire

List your Merchant Identification number (MID.)
   • If you are unsure of your MID or DBA name, you can contact the Treasurer's Office at 865.974.2302.
   • If you have more than one MID, please list the others on separate surveys.

List the Doing Business As (DBA) name for your MID.
   • For example, Volunteer Connections is the DBA name for MID 2000002340

If different than the DBA name, list your department name.

Who is the Primary Point of Contact for this MID? Please list his or her first and last name.

List the Primary Point of Contact's email address.

Who is the Alternate Point of Contact for this MID? Please list his or her first and last name.

List the Alternate Point of Contact's email address.

At which of the following locations does your department reside?

☐ Knoxville
☐ Chattanooga
☐ Martin
☐ Memphis
☐ Tullahoma
☐ Other

1. Are all of your department’s credit card processing activities outsourced?
   ☐ Yes, Meaning you never touch or see credit card account numbers.
   ☐ No, Meaning you do handle credit card information to a certain extent, examples include in-person swipe machines or taking orders over the phone or by mail order.
     • If your answer is Yes, you are finished with this survey. Thank you.
2. Do you process credit cards *only* with imprint machines or standalone dial-out terminals?
   • Dial-out terminals are those connected to telephone lines.
   ☐ Yes, if so, skip to question #5.
   ☐ No

3. Do you use a third-party virtual terminal in a web browser to enter credit card data, such as Elavon's VirtualMerchant?
   • Using a third-party virtual terminal typically involves entering credit card information into a website for a customer that is placing an order over the phone, by mail order, or in person.
   ☐ Yes
   ☐ No

4. Do you use a payment application that has been installed on the device accepting credit card data and is connected to the Internet?
   • Terminals connected to telephone lines do not apply.
   ☐ Yes
   ☐ No

5. Does your department store credit card numbers?
   ☐ Yes, but only on paper.
   ☐ Yes, electronically with or without paper storage.
   ☐ No, my department doesn't store credit card numbers either way.
   • If No, skip to question #7.

6. Do you also store credit card validation numbers, such as the CVV2?
   ☐ Yes, but only on paper.
   ☐ Yes, electronically—with or without paper storage.
   ☐ No, my department doesn't store credit card validation numbers either way.

7. Does your department use Point of Sale (PoS) terminals?
   ☐ Yes
   ☐ No
   • If No, skip to question #10.

8. How many Point of Sale terminals does your department use (approximately)?

9. List either the brand and model number of each terminal, or the brand and version of the POS software.
   • Examples:
     o Brand: Verifone Model: VX570
     o Brand: Elavon and Software: ViaWarp
10. Do you share credit card information with any third parties besides your credit card processing company—Elavon, First Data, etc? If so, please list those third-parties below. A few common examples are:
   - A company contracted to shred paper copies of credit card information.
   - A company with remote access to POS terminals to provide technical support.

11. Are you using any non-typical credit card processing devices, such as a kiosk, vending machine or anything else that wouldn't fall into the previously listed categories?

That is all! Thank you for taking the survey.