Fiscal Service EMV Education Series

EMV-Compliant Point-of-Sale
Card Acceptance for Federal Agencies

Fiscal Service / Vantiv

October 8, 2015

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Agenda

1. Fiscal Service EMV Terminal Deployment Initiative
   - Terminal Migration Status
   - EMV and Agencies with Third-Party Integrated POS Systems
2. Next Steps
   - Deactivation of Legacy Terminals
   - Ongoing Support
3. FAQs

+ Appendix 1: Executive Order 13681

+ Appendix 2: What is EMV?

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Fiscal Service EMV Terminal Deployment Initiative

Terminal Migration Status

Standalone Terminals (1729 Terminals)

ICT220/IPP310 Bundles, Vx820 PIN Pads, and IPP310 PIN Pads have all been delivered based on configuration summary orders between Mid-May to end of September.

Wireless Terminals (60 Terminals)

The EMV Application for the Ingenico IWL255 Wireless Terminal will be available for deployment later this week and Fiscal Services and Vantiv will work with any agencies in need of a replacement wireless terminal.

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Agencies with Integrated POS Systems

- Known by several terms: ISVs, VARs, electronic cash registers, integrated card solutions
  - Common denominator: these applications are built and operated by agencies and process through to the CAS program acquirer Vantiv, but these are not supported directly by CAS
- These POS card acceptance points are <u>not</u> subject to the "Treasury Plan" through which CAS is replacing standalone terminals with EMV-compliant terminals
  - CAS still wants to understand agency planning around EMV for these solutions
- Agencies with integrated POS solutions need to be mindful of the following:
  - EO requirement that any card acceptance upgrades post-12/31/2014 must be EMV-compliant
  - 10/1/2015 liability shift under card rules to agency for counterfeit card use if card used at non-EMV-compliant POS
    - Liability realized through chargeback for amount of transaction

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Next Steps

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Next Steps – Terminal Deactivation

Over the month of October Vantiv will be working with Fiscal Service to Deactivate Legacy Terminals

- October 5th

  - Deactivation of Legacy Terminals Requested to be Closed per Agency Configuration Summaries

- October 15th

  - Deactivation of Legacy Terminals Replaced with a compliant EMV Terminal/PIN Pad per Agency Configuration Summaries

- October 31st

  - All legacy non-EMV capable terminals will be disabled by Vantiv and no longer supported by the Fiscal Service.

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Next Steps – Terminal Deactivation

If your agency feels that you still need access to any legacy terminal(s) it had specified for replacement or Deactivation after 10/1/2015, please contact the Vantiv Bank Conversion Team: **1-866-432-8635** immediately.

Your agency will be asked to provide justification for using the legacy terminal(s) after the EO date and timeline for completing conversion.

The Vantiv team will work with Fiscal Service to field your extension request to prevent service interruption.

If your agency believes they need additional terminals please contact Fiscal Services and they can assist you with this request out of the limited additional EMV terminals on hand for purchase. These orders must be completed in full by 10/20.

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Next Steps – Ongoing Support

For Ongoing Support for your Agency's new EMV Terminals please use the non-project support options below. These contact will be able to assist with questions/issues and ongoing support

Card Acquiring Service
CardAcquiringService@fiscal.treasury.gov

Agency Relationship Management
ARM@fiscal.treasury.gov

Vantiv Customer Support
rmtreasury@vantiv.com
(866) 914-0558

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EMV FAQs

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Ingenico iCT220 Terminal

Integrated Contactless / NFC reader

2.53" Color Display (iCT250)

Integrated 30I/s Printer

Magnetic Stripe reader

Navigation Keys

Integrated Dual Comm. Modem

Large Backlit keypad

EMV Card reader

Magic Box Cable Management

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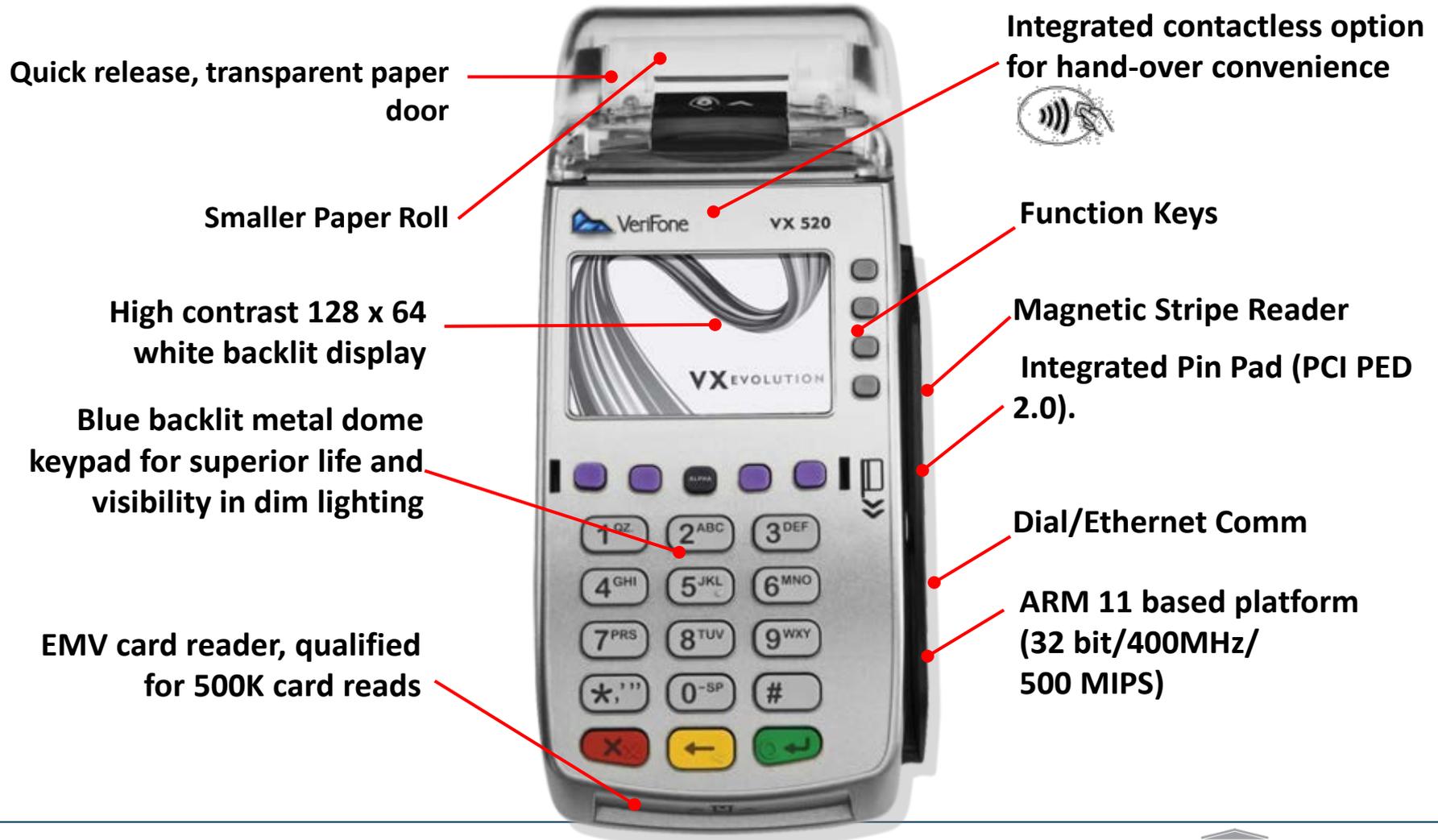BUREAU OF THE
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Ingenico iPP310 PIN Pad

- Built in Swipe for Credit and Debit Transactions

- Built in Contactless/NFC Reader

- Built in EMV Card Reader

- 128 x 64 White Backlit Display

- PCI PED 2.1 / PCI PTS 3.0

- Allows Customers to Swipe/Tap their own card creating faster check out times and improved service.

- Promotes PIN based transactions since the PIN Pad can be utilized for Credit, Debit, and EMV transactions.

- 19 key, Raised, Backlit Key pad

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VeriFone Vx520 – For Existing Agencies

Quick release, transparent paper door

Smaller Paper Roll

High contrast 128 x 64 white backlit display

Blue backlit metal dome keypad for superior life and visibility in dim lighting

EMV card reader, qualified for 500K card reads

Integrated contactless option for hand-over convenience

Function Keys

Magnetic Stripe Reader

Integrated Pin Pad (PCI PED 2.0).

Dial/Ethernet Comm

ARM 11 based platform (32 bit/400MHz/ 500 MIPS)

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VeriFone Vx820 PIN Pad

- Built in Swipe for Credit, Debit and EBT Transactions

- Built in Contactless/NFC Reader

- Built in Smart Card Reader/EMV

- High Resolution 3.5" Display

- PCI PED 2.0 / PCI PTS 3.0

- Allows Customers to Swipe/Tap their own card creating faster check out times and improved service.

- Promotes PIN based transactions since the PIN pad can be utilized for Credit, Debit, and EMV transactions.

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Additional Resources

Great video resources are available online!

Why EMV is coming and demonstration using an Ingenico Terminal:
https://player.vimeo.com/video/97432622

Visa training video on accepting an EMV transaction:
https://www.youtube.com/watch?v=xA7jt7RFr8Q&feature=youtu.be

Setting up your VeriFone and Ingenico terminals and adding a PIN pad:
https://www.youtube.com/watch?v=472XB5-1jQo

Changing the date and time on your VeriFone and Ingenico terminals:
https://www.youtube.com/watch?v=MGKu5w6A27E

Running reports on your VeriFone and Ingenico terminals:
https://www.youtube.com/watch?v=WI1RXI77dgQ

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EMV FAQ

Fallback allows for mag stripe processing if there is an issue with EMV chip processing.

- Technical Fallback

  – Terminal cannot read chip

  – Terminal prompts cardholder to swipe card

- CVM Fallback

  – PIN Try Counter on card is exceeded

  – PIN Entry Bypass is used

  – Issuer personalizes the card to decide:

    • Decline

    • Fallback to Signature

    • No CVM

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EMV FAQ

- What happens if I swipe an EMV card?
  - If your terminal is EMV enabled, you will see a message on the terminal and PIN Pad instructing you or the cardholder to insert the card.

- What happens is a consumer leaves a Chip Card in the terminal?
  - Follow a similar procedure as today - secure the card in a safe location and ensure it is returned to the right person with ID verification if the consumer should return to the store. Otherwise, securely destroy the card.

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EMV FAQ

- ## How can I accept payments?
  - There are 3 ways to pay on the Ingenico iCT220 and iPP310:
    - Swipe the magnetic stripe on a card
    - Insert the EMV chip on a card
    - Tap a NFC device (card, phone, watch, etc…) on the terminal

- ## What cards types are accepted at my new terminal?
  - **Credit and Debit Cards** – Visa, MasterCard, Discover, Amex, JCB, Diners Club, and China Union Pay.
  - **PIN Debit Cards** – Accel, AFFN, CU24,Jeanie, Maestro, Interlink, NYCE, Pulse, STAR, Shazam, and Networks
  - **NFC Wallets** – Apple Pay and Google Wallet

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EMV FAQ

- ## How do I download an updated EMV App to my terminal?

  - Do not try to download an updated EMV app to your agency terminal on your own. Please call Vantiv at 1-866-914-0558. Vantiv's support technicians will walk you through the terminal application update process and assist with any issues that arise.

- ## What should I do with my old terminals?

  - The old terminals are owned outright by your Agency. Please discuss with your internal staff your policies for disposition of excess equipment or secure destruction for end of life electronic equipment

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Ingenico Help and Troubleshooting

- I need to reprint a receipt on my Ingenico terminal.
  - Press Enter button
  - Scroll down to "other" (#9)
  - Choose #3 – "Reprint"
  - Last receipt

- Terminals will settle at 12:01am local time. If you would like a different auto-settlement time*:
  - Press [.,#*] key
  - Choose #3 "Setup" menu
  - Choose #5 "Trans options"
  - Choose #4 "Settlement"
  - Choose #6 "Settlement – Set Time" (must be military)

* it is not recommended to alter the auto-settlement time.

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Ingenico Help and Troubleshooting

- I need to dial a 9 or other code to get an outside line.

  – Press [.,#*] key.

  – Enter password: V123456

  – Select "Setup Menu"

  – Select "Communications"

  – Select "Dial"

  – Select "Terminal Setup"

  – Select "Access Code"

  – *Input Access Code* and press Enter

- What if the date and time are not correct on my new terminal?

  – You can reset the date and time by following the instructions provided in this online training video: https://www.youtube.com/watch?v=MGKu5w6A27E

  – Call the Federal Agency Support Line at 1-866-914-0558

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Contacts

CAS Program Contacts

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(202) 874-5217

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(202) 874-5218

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CAS EMV Resources Site:
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/crdAcqgServ/rvnColl_cas_emv.htm

Additional Contacts

Card Acquiring Service

CardAcquiringService@fiscal.treasury.gov

Agency Relationship Management

ARM@fiscal.treasury.gov

Vantiv Customer Support

rmtreasury@vantiv.com

(866) 914-0558

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Appendix 1: Executive Order 13681

Executive Order & POS Card Acceptance

- Applies to Executive Departments and Agencies
- Point of sale (POS) card acceptance provisions apply to covered agencies directly and to the Treasury through the Fiscal Service's Card Acquiring Service (CAS)
- All new terminals acquired by agencies through Treasury *or through alternative means authorized by Treasury* after December 31, 2014 must include hardware necessary to support EMV chip and pin
  - "Standalone terminals" acquired through CAS
    - CAS deploying EMV replacement terminals by 9/30/2015, to be in place before 10/1/2015 liability shift in card rules
  - Third-party, integrated agency POS systems
    - Agencies should already be planning and ensuring all new POS card acceptance hardware/software is EMV-compliant
- EMV card issuance provisions of EO are out of scope for CAS

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Appendix 2:
What is EMV?

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What is EMV?

- International standard defining interoperability of secure transactions

  › Introduces **dynamic data** specific to the transaction

  › **Devalues** transaction data; reducing risk of counterfeit fraud

- World-wide adoption including U.S. neighbors, Canada and Mexico

  › Affecting U.S. multi-national retailers

- Enabler of future payments types

  › Contactless (NFC), Mobile

- Chip & PIN ≠ EMV

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What is EMV?

- Chip on card uses cryptography to provide security

- Utilizes 2 forms of cryptography

  › Digital signatures – ensures data is **authentic**

  › Encryption – ensures data is kept **confidential**

- Digital signature devalues the data

  › Even if data is intercepted, signature cannot be replicated

- Encryption is only used to protect the PIN

  › EMV does _**not**_ encrypt all transaction data

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Liability Shift

- Counterfeit fraud liability is assigned to least secure party

- Standard rules apply when both are equal

- Inclusion of PIN adds Lost/Stolen shift

  EMV w/PIN > EMV w/Sig > Mag stripe

- Visa only states that the party not using EMV technology is liable

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EMV in the Security Equation

Theft

Fraud

Physical Attacks

System Breach

Account Data Compromise

Counterfeit Cards

Lost/ Stolen Cards

P

Policy & Inspection

PCi DSS

P2PE / Tokens

EMVCo

EMV Chip

EMV PIN

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