ePAY | NCR P2PE Redeployment

Equipment Deployment and Return

Contents

What is P2PE Redeployment?

The P2PE Redeployment campaign involves an ePAY team member contacting existing ePAY Participants processing with NCR using non-P2PE devices and conveying the advantages of swapping that equipment out for P2PE devices. If a Participant agrees to participate in this exchange, a process is engaged in which P2PE equipment will be sent to the Participant by NCR and the Participant will send nonP2PE equipment back to NCR.
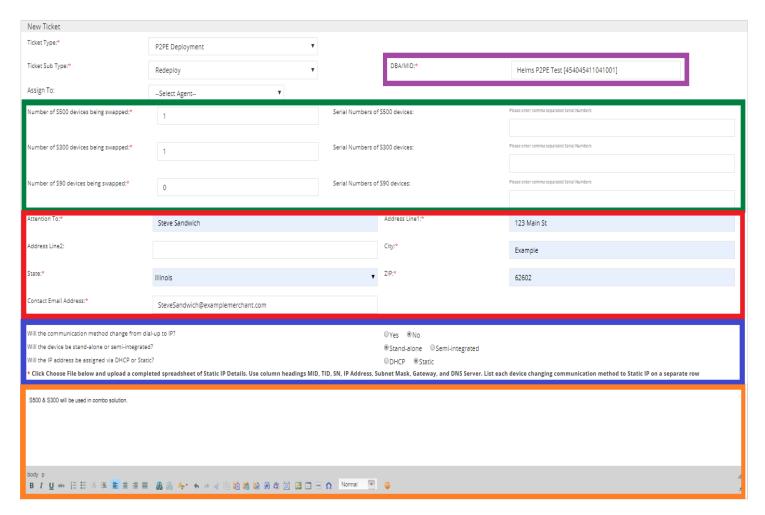
P2PE Ticket Type

Once a Participant agrees with the contacting ePAY team member to participate in the P2PE Redeployment Program, the ePAY team member will need to submit a ticket for the Participant in the ePAY Portal.

- Ticket Type – P2PE Deployment
  - o Ticket Subtype – Redeploy

Ticket Fields

Within this Ticket Type/Subtype, there are fields and questions that are used to convey pertinent details that will be used by the NCR team to create the work order requesting equipment deployment. Any field marked with a red asterisk (*) is required.

- **DBA/MID** – Ensure that the DBA and MID match the Participant/Department that will be swapping their equipment. If there are multiple Departments under a Participant that require a swap to P2PE equipment, then a ticket per Department will need to be submitted.
- **Existing Equipment Information** – These fields are intended to identify what needs to be swapped at the location.
    - **Quantity** – Enter the quantity of each device model being swapped at the location. If there are none of that model, enter "0" as these are required fields.
    - **Serial Numbers** – Enter the serial numbers of each device model being swapped. If multiple devices of one model, separate the serial numbers with a comma. These are not required fields, but are greatly appreciated if provided.
- **Delivery/Contact Information** – These fields are intended to convey the delivery information and contact email address. The email address specified in the **Contact Email Address** field will receive a notification once the new P2PE equipment is deployed.
- **Communication Method Information** – This set of questions is intended to convey any specifics regarding the communication method of the equipment. ***NOTE:** If there is no change for the settings addressed in the questions or if the questions are not answered, then the settings in the existing device(s) configuration file will be utilized in the outgoing P2PE device(s).*
    - **Changing from Dial to IP** – One of the advantages of P2PE is a lessened PCI scope on the Participant's network. So, they may wish to have the communication method on the P2PE device changed to IP.
    - **Stand-alone or Semi-integrated** – This question is to determine how the outgoing P2PE devices will be utilized. If semi-integrated is selected, you will see a prompt requesting Static IP details for each device being swapped.
    - **DHCP or Static IP?** – This is to determine how the device(s) will be issued an IP address. If Static is selected, you will see a prompt requesting Static IP details for each device being swapped.
- **Notes Section** – This is a free text field to convey any other pertinent details.

Ticket Submission

Once all the required fields have been completed and all pertinent details either conveyed in the text field or attached in a file, you may submit the ticket.

Once submitted, the NCR team will take the information conveyed in the ticket and create a work order for our Terminal Deployment team. If the information included in the ticket is either insufficient or unclear, NCR team will reassign the ticket to the submitting ePAY team member to obtain complete or clarified data.

Ticket Closure

The ticket submission will result in NCR team members creating a work order to our Terminal Deployment team. The NCR team member that submitted the work order will note the ticket with the NCR work order number for reference. Once the equipment has been deployed, the NCR team will notate the tracking number in the ticket and then close the ticket.

Since those electing to participate in this initiative are not being prevented from processing and could result in an inordinate amount of work order submissions, this Ticket Type/Subtype combination is not subject to the standard SLO when dealing with equipment swaps.

Deployment

Terminal Deployment

Our Terminal Deployment team will fulfill the work order submitted, which was created based off the ticket submitted. Once the device is ready for shipping, a shipping label will be created. It's during the shipping label creation process that the email address conveyed in the ticket's **Contact Email Address** field will be associated with the tracking number, and that email address will be notified that a label has been created.

If the receiver of the shipment notification wishes to be alerted regarding any additional tracking movements, they can follow the link provided in the email notification and select additional notification types.

Package Contents

The package sent by the NCR Terminal Deployment team should contain the following:
- **P2PE Device(s) –** Manufacturer provided cables will only be included if the terminal model being deployed differs from the terminal being swapped.
- **Quick Reference Guide (QRG) –** This is a guide conveying how to process varying transaction types, as well as steps for connection and returning the non-P2PE device. It also provides the URL for the P2PE Instruction Manual (PIM).
  - **What is the P2PE Instruction Manual (PIM)? –** Document outlining the P2PE solution, steps to register the tamper-evident bag number within the ePAY Portal, how to maintain the security of the device(s), and a troubleshooting guide.
- **Return Shipment Label (RS) –** Return Label to be used to return the non-P2PE device(s).

Terminal Return

Before the Participant returns any equipment, they must settle any open batches on the returning devices. The Participant will place the returning device(s) in a box, place the NCR provided RS label on the box, and either drop off the package at a local center or call the courier to request a pickup.

If the Participant chooses to return the equipment in the box the P2PE equipment was delivered in, then they will need to ensure that the NCR provided RS label is the only visible shipping label on the box.

If the Participant has lost the NCR provided RS label, they should contact the ePAY PSS team and an ePAY PSS team member will work with the NCR team to get the Participant a replacement RS label.

The returning equipment will be shipped directly to NCR's PCI Validated vendor where the device will be reset to factory defaults, refurbished (both functionality and cosmetic repairs), and returned to NCR.