Payment Card Industry (PCI)
P2PE INSTRUCTION MANUAL (PIM)

PAYGATE Station

PAYGATE
PAYGATE

WARNINGS

Screen display of installed applications, Device screen display, and the operation method, may have changed without notice. Also, please note that the operation described in this manual may differ.

1. P2PE Solution Information and Solution Provider Contact Details

1.1 P2PE Solution Information

Solution name:	*PAYGATE*
Solution reference number per PCI SSC website:	*2018-01181.001*

1.2 Solution Provider Contact Information

Company name:	*Smaregi, Inc.*
Company address:	*3F 4-2-12 Hommachi, Chuo-ku, Osaka 541-0053 Japan*
Company URL:	*https://corp.smaregi.jp/en/*
Contact name:	*Customer support department*
Contact phone number:	*0570-666-455*
Contact e-mail address:	*paygate-support@smaregi.jp*

P2PE and PCI DSS

Merchants using this P2PE solution may be required to validate PCI DSS compliance and should be aware of their applicable PCI DSS requirements. Merchants should contact their acquirer or payment brands to determine their PCI DSS validation requirements.

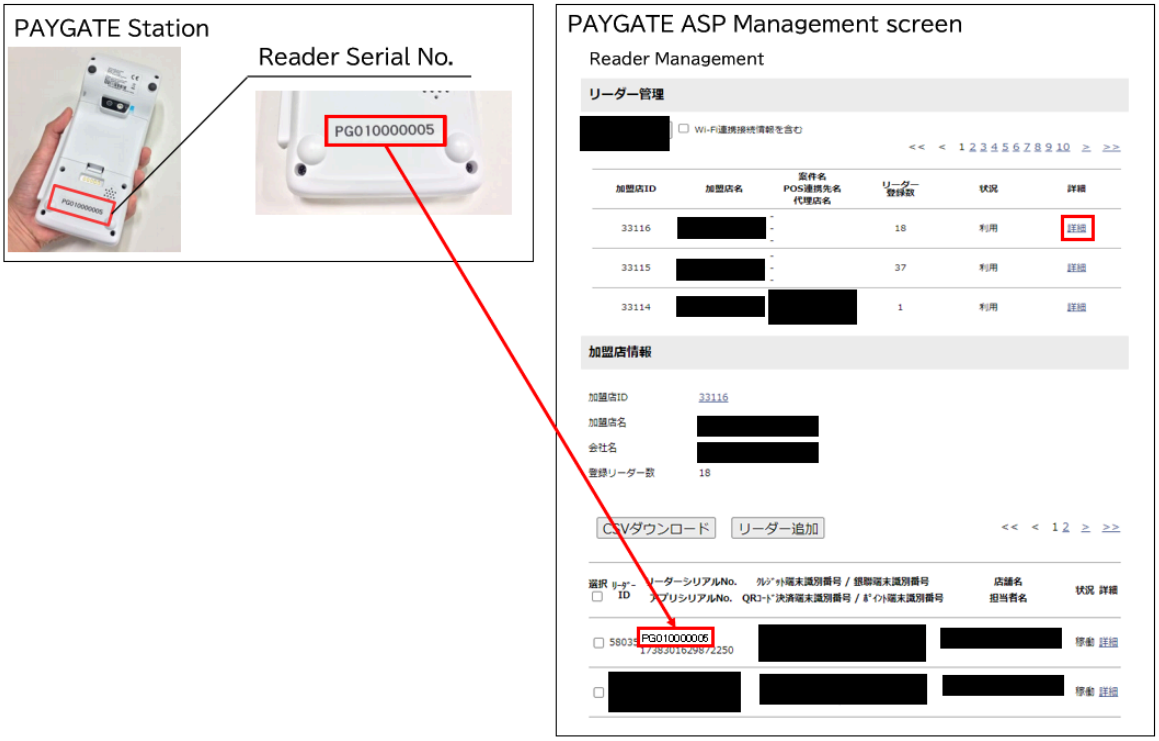
2. Confirm Devices were not tampered with and confirm the identity of any third-party personnel

2.1 Instructions for ensuring POI devices originate from trusted sites/locations only.

We will inform you the name of the carrier of the PAYGATE Station and the delivery tracking number, so please make sure that the number matches the number attached to the product packaging.

2.2 Instructions for confirming POI device and packaging were not tampered with, and for establishing secure, confirmed communications with the solution provider.

Make sure that the serial number on the sticker attached to the back level of the PAYGATE Station matches the serial number displayed on the "Reader Management" screen on the Merchant Management screen.



PAYGATE Station

PAYGATE ASP Management screen

Reader Management

リーダー管理

[redacted] ☐ Wi-Fi連携接続情報を含む

<< < 1 2 3 4 5 6 7 8 9 10 > >>

加盟店ID	加盟店名	案件名 POS連携先名 代理店名	リーダー登録数	状況	詳細
33116	[redacted]	- - -	18	利用	詳細
33115	[redacted]	- - -	37	利用	詳細
33114	[redacted]	[redacted]	1	利用	詳細

加盟店情報

加盟店ID	33116
加盟店名	[redacted]
会社名	[redacted]
登録リーダー数	18

<< < 1 2 > >>

選択 ☐	ﾘｰﾀﾞｰ ID	リーダーシリアルNo. アプリシリアルNo.	ｸﾚｼﾞｯﾄ端末識別番号 / 銀聯端末識別番号 QRｺｰﾄﾞ決済端末識別番号 / ﾎﾟｲﾝﾄ端末識別番号	店舗名 担当者名	状況	詳細
☐	58035	PG010000005 1738301629872250	[redacted]	[redacted]	稼働	詳細
☐	[redacted]		[redacted]	[redacted]	稼働	詳細

Physically secure POI devices in your possession, including devices:

- Awaiting deployment
- Undergoing repair or otherwise not in use
- Waiting transport between sites/locations

2.3 Instructions to confirm the business need for, and identities of, any third-party personnel claiming to be support or repair personnel, prior to granting those personnel access to POI devices.

We adopt the sendback method for repairs and maintenance.

Therefore, maintenance and repair personnel will not visit you.

3. Approved POI Devices, Applications/Software, and the Merchant Inventory

3.1 POI Device Details

The following information lists the details of the PCI-approved POI devices approved for use in this P2PE solution.

All POI device information can be verified by visiting: *https://www.pcisecuritystandards.org/approved_companies_providers/approved_pin_transaction_security.php*

See also Section 9.2, "Instructions for how to confirm hardware, firmware, and application versions on POI devices."

PCI PTS approval #:	POI device vendor:	POI device model name and number:	Hardware version #(s):	Firmware version #(s):
4-30294	NEW POS Technology Limited	NEW9210	xxx00Hbxx2xxx-Axx	2.1-xxxxxx-Secure

3.2 POI Software/Application Details

The following information lists the details of all software/applications (both P2PE applications and P2PE non-payment software) on POI devices used in this P2PE solution.

All applications with access to clear-text account data must be reviewed according to Domain 2 and are included in the P2PE solution listing. These applications may also be optionally included in the PCI P2PE list of Validated P2PE Applications list at vendor or solution provider discretion.

Application Vendor, Name, and Version #	**POI Device Vendor**	**POI Device Model Name(s) and Number:**	**POI Device Hardware & Firmware Version #**	**Is Application PCI Listed? (Y/N)**	**Does Application Have Access to Clear-text Account Data (Y/N)**
PAYGATE Station (Self Development)	SMAREGI, INC. (Manufacturer: NEW POS Technology Limited)	NEW9210	xxx00Hbxx2xxx-Axx	N	N

3.3 POI Inventory & Monitoring

- All POI devices must be documented via inventory control and monitoring procedures, including device status (deployed, awaiting deployment, undergoing repair or otherwise not in use, or in transit).
- This inventory must be performed annually, at a minimum.
- Any variances in inventory, including missing or substituted POI devices, must be reported to *Smaregi, Inc.* via the contact information in Section 1.2 above.
- Sample inventory table below is for illustrative purposes only. The actual inventory should be captured and maintained by the merchant in an external document.

・The list of delivered PAYGATE Station can be viewed in “Reader Management” section on the merchant member’s management screen.

Sample Inventory Table

Device Vendor	Device Model Name(s) and Number	Device Location	Device Status	Serial Number or Other Unique Identifier	Date of Inventory

4. POI Device Installation Instructions

Do not connect non-approved cardholder data capture devices.

The P2PE solution is approved to include specific PCI-approved POI devices. Only these devices denoted above in Table 3.1 are allowed for cardholder data capture.

If a merchant’s PCI-approved POI device is connected to a data capture mechanism that is not PCI approved, (for example, if a PCI-approved SCR was connected to a keypad that was not PCI-approved):

- The use of such mechanisms to collect PCI payment-card data could mean that more PCI DSS requirements are now applicable for the merchant.
-

Do not change or attempt to change device configurations or settings.

Changing device configurations or settings may invalidate the PCI-approved P2PE solution in its entirety. Examples include, but are not limited to:

- Enabling any device interfaces or data-capture mechanisms that were disabled on the P2PE solution POI device.
- Altering security configurations or authentication controls on the POI device.
- Physically opening the POI device.
- Attempting to install unauthorized applications onto the POI device.

4.1 Installation and connection instructions

●*Using PAYGATE Station with a dedicated application*

○*Turning on PAYGATE Station*

・Press a power button on the Left side of PAYGATE Station for seconds to turn on the power.

○*Activation of a dedicated PAYGATE Station*

・At the first start of the PAYGATE Station, activation is required.

･Enter the application serial number which is issued for each PAYGATE Station, and perform activation.

**Please refer to User's Manual for details.*

→ https://help-paygate.smaregi.jp/hc/

Step1. Confirm the information required to set up a device.

Step2. Activate the application.

Step3. Confirm the connection between application and other devices.

Step4. Make test-payment and how to cancel payments.

Step5. How to proceed when errors occur.

***Note:** Only PCI-approved POI devices listed in the PIM are allowed for use in the P2PE solution for account data capture.*

4.2 Guidance for selecting appropriate locations for deployed devices

･PAYGATE Station should be installed in a location not easy to be accessed by anyone but a store staff, except when a customer is requested to input PIN.

･PAYGATE Station should be installed in a location where a store staff can observe its status on a daily basis.

･To prevent theft, modification, or replacement of counterfeit products with PAYGATE Station, security measures, such as lightings with proper brightness and monitoring cameras, should be performed.

4.3 Guidance for physically securing deployed devices to prevent unauthorized removal or substitution

･PAYGATE Station must be stored in the locked room when it is not being used.

･When PAYGATE Station is in use, a store staff who is responsible for managing should be assigned.

･PAYGATE Station should be always observed by a store staff whether there is no abnormality.

5. POI Device Transit

5.1 Instructions for securing POI devices intended for, and during, transit

･When PAYGATE Station are shipped for returning repairs or transporting between stores, please use a reliable delivery service capable of being tracked the delivery status.

･In shipment of PAYGATE Station, please notify delivery destination store of the invoice number and tracking number to track the delivery status.

Physically secure POI devices in your possession, including devices:

- Awaiting deployment
- Undergoing repair or otherwise not in use
- Waiting transport between sites/locations

5.2 Instructions for ensuring POI devices are shipped to, trusted sites/locations only

・Make a list of the contact information details regarding locations approved as the delivery origin or delivery destination.

・If a device is sent from an untrusted or unknown delivery origin, do not use it unless the sender is confirmed to be reliable.

・If the sender is not confirmed to be reliable, please contact your agent or solution provider immediately without opening the package.

6. POI Device Tamper & Modification Guidance

6.1 Instructions for physically inspecting POI devices and preventing skimming, including instructions and contact details for reporting any suspicious activity

Additional guidance for inspecting POI devices can be found in the document entitled *Skimming Prevention: Best Practices for Merchants,* available at www.pcisecuritystandards.org.

・Observe the appearance of PAYGATE Station and confirm that there are no cracking, damage, fraudulent alteration, or evidence of pried open.

・Measure the weight of PAYGATE Station and verify that it is the same as when it is delivered.

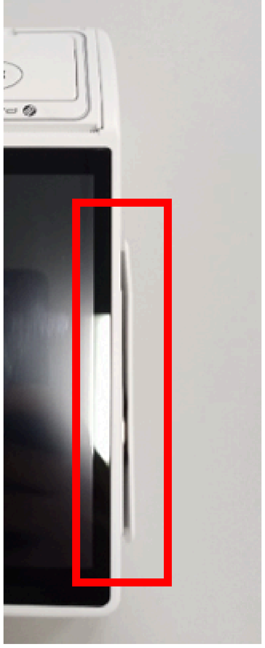
・Remove the back cover and confirm that there is no abnormality in four fixed screws.

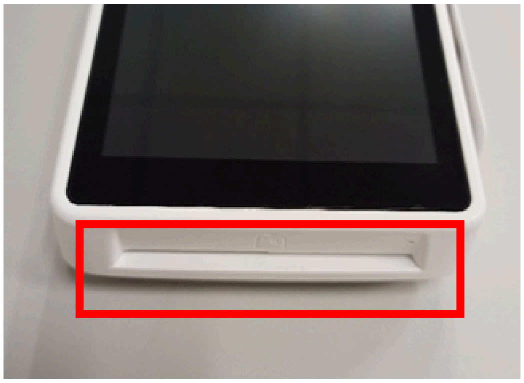
・Remove the battery pack and confirm that there is no crack or damage in the body, and that the reader serial number printed on the nameplate is correct.

・After turning on the power, confirm that the tamper warning is not beeping and the display is normal.

・If you have a monitor camera or other security system, check them for suspicious behavior against PAYGATE Station.

・If you suspect the PAYGATE Station you are using may have a skimming device or if you see something that does not quite seem right, please contact your agent or solution provider.





6.2 Instructions for responding to evidence of POI device tampering

・Do not use the device, and please contact your agent or solution provider immediately to return it.

7. Device Encryption Issues

7.1 Instructions for responding to POI device encryption failures

・If errors beginning with E1200 or E1201 (invalid reader error) occurred while performing a transaction, please cancel the transaction and contact your agent or solution provider immediately. Also, do not use the device until the cause investigation and response to the problem are complete.

・If E040002 errors (error of decrypting the card information) occurred in multiple transactions, stop using the device and contact your agent or solution provider immediately, and return it in accordance with the instruction from your agent or solution provider.

8. POI Device Troubleshooting

8.1 Instructions for troubleshooting a POI device

・When a trouble occurs in PAYGATE Station, search the FAQ on the support site for case examples corresponding to it.

・If there are no case examples in the FAQ on the support site, please contact your agent or solution provider.

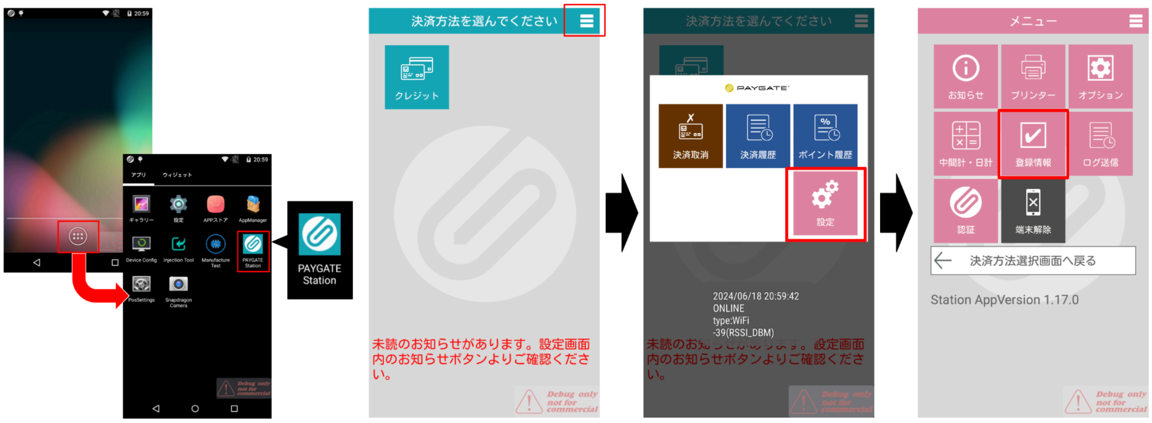
9. Additional Guidance

9.1 Instructions for troubleshooting a POI device

Please refer to the support site for details.
https://help-paygate.smaregi.jp/hc/ja/categories/19617364996889

9.2 Instructions for how to confirm hardware, firmware, and application versions on POI devices

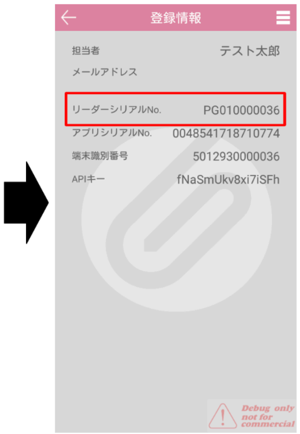
・By opening the "PAYGATE Station" app and tapping the settings button and the registration information button, you can confirm the hardware version.


PAYGATE Station
決済方法を選んでください
クレジット
PAYGATE
決済取消
決済履歴
ポイント履歴
設定
メニュー
お知らせ
プリンター
オプション
中間計・日計
登録情報
ログ送信
認証
端末解除
決済方法選択画面へ戻る
Debug only not for commercial

未読のお知らせがあります。設定画面内のお知らせボタンよりご確認ください。

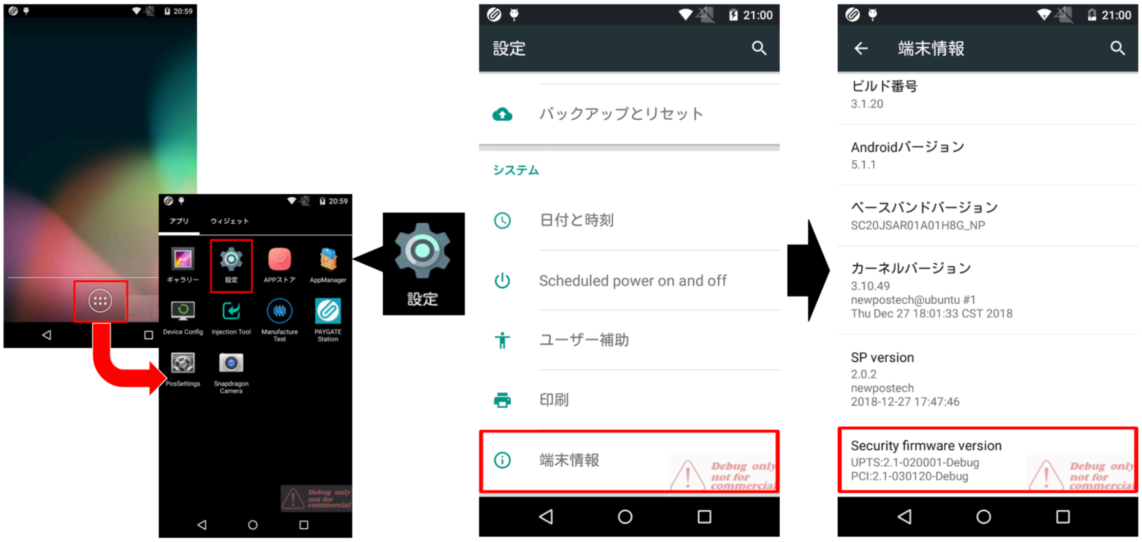
2024/06/18 20:59:42
ONLINE
type:WiFi
-39(RSSI_DBM)

Station AppVersion 1.17.0


登録情報
Debug only not for commercial

担当者	テスト太郎
メールアドレス	
リーダーシリアルNo.	PG010000036
アプリシリアルNo.	0048541718710774
端末識別番号	5012930000036
APIキー	fNaSmUkv8xi7iSFh

・By opening the Settings app and tapping the device information button, you can confirm the firmware version.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ウィジェット
ギャラリー
設定
APPストア
AppManager
Device Config
Injection Tool
Manufacture Test
PAYGATE Station
PosSettings
Snapdragon Camera
設定
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バックアップとリセット
システム
日付と時刻
Scheduled power on and off
ユーザー補助
印刷
端末情報
Debug only
not for
commercial

端末情報

ビルド番号
3.1.20

Androidバージョン
5.1.1

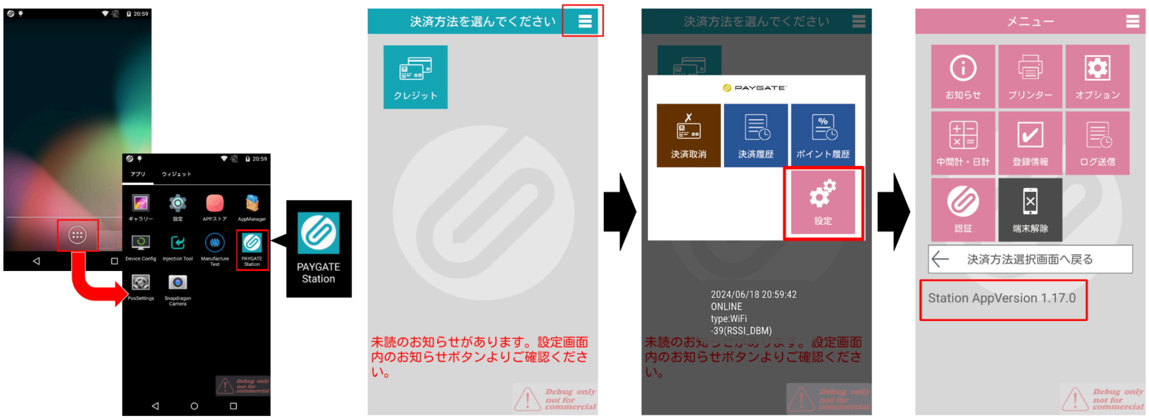
ベースバンドバージョン
SC20JSAR01A01H8G_NP

カーネルバージョン
3.10.49
newpostech@ubuntu #1
Thu Dec 27 18:01:33 CST 2018

SP version
2.0.2
newpostech
2018-12-27 17:47:46

Security firmware version
UPTS:2.1-020001-Debug
PCI:2.1-030120-Debug

・By opening the "PAYGATE Station" app and tapping the settings button, you can confirm the application version.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決済方法を選んでください
クレジット
PAYGATE
決済取消
決済履歴
ポイント履歴
設定
メニュー
お知らせ
プリンター
オプション
中間計・日計
登録情報
ログ送信
認証
端末解除
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