Cantaloupe Operator PCI Controls Matrix

The purpose of this document is to provide guidance to Cantaloupe's operators as to their responsibilities to maintain PCI compliance with controls that they must periodically perform. Compliance with the PCI DSS is required by the card brands of Visa, Mastercard, Discover, American Express, JCB and UnionPay of all entities that accept their cards for payment. The following documents are provided for reference.

- PCI DSS v4.0 at a Glance – https://docs-prv.pcisecuritystandards.org/PCI%20DSS/Supporting%20Document/PCI-DSS-v4-0-At-A-Glance.pdf

- PCI DSS v4.0.1 – https://docs-prv.pcisecuritystandards.org/PCI%20DSS/Standard/PCI-DSS-v4_0_1.pdf

If a control is not listed here, it is performed and maintained by Cantaloupe on behalf of their operators.

Testing Number	Testing Procedure	Operator Responsibility	Shared Responsibility	Summary of Responsibility
9.5.1.2.a	Ensure personnel are familiar with the documented procedures for the periodic inspections of payment card reader device surfaces to detect tampering and unauthorized substitution when the vending machine or kiosk is serviced.		✓	Cantaloupe is responsible for the creation, maintenance and distribution of the documented procedures for inspection of the payment card readers. Operator is responsible for ensuring that all relevant field personnel have access to and are familiar with the card reader inspection procedures.
9.5.1.2.b	Interview responsible personnel and observe inspection processes to verify: • Personnel are aware of procedures for inspecting devices. • All devices are inspected for evidence of tampering and unauthorized substitution whenever the vending machine or kiosk is serviced.	✓		Operator is responsible for ensuring that relevant field personnel are aware of the payment card reader inspection procedures and that they know how to use the procedures to identify potentially tampered with payment card readers.
9.5.1.3.b	Interview personnel responsible for payment card reader inspections to verify they have received training and know the procedures for all elements specified in this requirement.		✓	Cantaloupe is responsible for updating operators on new threats as soon as possible to their payment card readers and how to identify those threats. Operator is responsible for training relevant field personnel at least annually in the payment card reader inspection procedures and updating them as soon as possible to any new threats of reader compromise.

Note: This document is provided by PCI QSA (Qualified Security Assessor) company Truvantis (engaged by Cantaloupe Inc.)

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