Northwestern University
Payment Card Terminal Inspection Log

Payment card acceptance devices must be inspected on a routine basis (i.e. daily or when used) to ensure that they have not been tampered with or altered in any way. Below are important instructions/guidelines to ensure your terminals remain safe:

1. Print out one Payment Card Terminal Inspection Log for each payment card acceptance device in your area.
2. Enter the Merchant Name, Merchant Number (MID), Device Make and Model, and Device Serial Number on the top of each Payment Card Terminal Inspection Log.
3. At the beginning of the day, or prior to use of your payment card acceptance device, check the surface of the terminal, looking for damage or attachments and cables not originally delivered with the device. Pay particular attention to the area where the card is swiped or inserted. Verify the serial number to make sure the terminal has not been substituted with an alternate, unauthorized device.
4. Verify the identity of any third-party persons claiming to be repair or maintenance personnel prior to granting them access to modify or troubleshoot the terminal.
5. Do not install, replace or return payment card terminals without direction from Northwestern Treasury Operations or Arrow Payments.
6. Be aware of suspicious behavior around the terminals.
7. After review of the device for tampering and substitution, use the Payment Card Terminal Inspection Log to enter the date and time of the inspection, as well as the name of the individual that performed the device inspection.
8. If the device inspection resulted in suspected tampering or substitution:
    a. Immediately notify your supervisor or department manager.
    b. Do not use the device for processing transactions.
    c. Contact the Northwestern Incident Response Team by calling the IT Support Center at (847) 491-HELP or (X-14357), or you can email at security@northwestern.edu.
    d. Document any steps taken until the Incident Response Team contacts you. Include the date, time, person/persons involved, device information, and any actions taken for each step.
9. Logs should be reviewed and approved by the manager or person financially responsible for the payment terminal. Once approved, the logs should be retained for three years by the person financially responsible.

Merchant Name:	
Merchant Number (MID):	

Device Make and Model:	
Device Serial Number:	

Date & Time of Inspection	Inspected By Name	Inspection Results (*Note Suspected Tampering, Substitution, or Suspicious Activity*)