

Scaleit USA Supplemental FAQ

Scaleit USA and Fullsteam have provided the following supplemental instruction to help merchants complete their PCI compliance program with Security Metrics. Neither Scaleit USA nor Fullsteam can attest to compliance for merchants. However, we have provided the following guidance based on the Scaleit USA payment software alone. We caution that if the merchant uses any other payment solution, handles data separately, uses a terminal or e-commerce, then their answers may differ.





I. Scoping Questions:

- Assuming the merchant is only using Scaleit USA as their payment solution, that they do not use a terminal or swiper (i.e. uDynamo, iDynamo) and the merchant does not process or store transactions itself, Scaleit USA accepts payments using an iFrame from Fullsteam.

616-415e-8624-3a09035e5b1d/methods

Processing

Please select your methods of processing cardholder data. Check all that apply.

	<input type="checkbox"/> Terminal	I process cardholder data using stand-alone terminals or phones.
	<input type="checkbox"/> Computer	I process cardholder data using a computer.
	<input checked="" type="checkbox"/> eCommerce	I have an eCommerce website.
	<input type="checkbox"/> I accept payments through my own website	
	<input checked="" type="checkbox"/> I accept payments using an I-Frame from a 3rd party source	
	<input type="checkbox"/> I accept payments through a 3rd Party Store (Amazon, Etsy, etc.)	
	<input type="checkbox"/> I accept payments through a 3rd Party Link (Paypal Button, etc.)	
	<input type="checkbox"/> I accept payments through a 3rd Party Re-Direct (Payment page on another website e.g. authorize.net, sagepay.co.uk, etc.)	
	<input type="checkbox"/> Mobile Device	I process cardholder data using a smartphone or tablet.

ⓘ If you are a service provider, NOT a merchant, please [click here](#).

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Figure 1: Scoping Questions for Scaleit USA

- Scaleit USA does not store cardholder data, so if the merchant does not store cardholder data or use another payment solution, they can answer, “No”.

5e-8624-3a09f35e5b1d/storage

Electronic Storage

[Change previous answers](#)

Do you store cardholder data electronically?
 Examples:
 Digitally recorded phone calls,
 Accepting cardholder data through email or eFax,
 Cardholder data stored on a computer,
 Your system does not process immediately, but batches out only periodically.

Yes ☐ No ☒

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Figure 2: Storing Cardholder Data

- Neither Scaleit USA or Fullsteam are in the drop down list for Security Metrics. Therefore merchants using Scaleit USA can type in “Scaleit USA” and select “Add” on the right hand side. The warning in orange will appear, but it will not prevent the merchant from becoming compliant.
- Nothing is required in the Co-Location section.

SAQ A 3.2.1

How do you accept cards?

SAQ A 3.2.1

The following are different possible methods of processing cardholder data. Please select only the methods that you use.

Merchants are responsible to ensure the PCI compliance of any third party providers that capture, store or transmit cardholder data on their behalf. We recommend you obtain PCI compliance documentation from your provider. The scope of this SAQ does not include validation of your providers' compliance.

WARNING:
 Using a non-compliant provider could result in significant financial penalties to your business in the event of a data compromise.

Providers highlighted in yellow may be PCI compliant, but SecurityMetrics has not been able to verify their compliance. Keep in mind it is your responsibility to ensure that providers used are PCI Compliant.

Please enter the details of your card processing methods. At least one third party provider must be filled out to proceed.

Web Host [Add](#)

Co-Location [Click here to add providers](#)

[BACK](#) [Restart SAQ](#) [NEXT](#)

Figure 3: Web Host & Co-Location

II. Expected SAQ

- If the merchant only uses ScaleitPay, does not store data, process online payments themselves, and only uses the iFrame, we expect the merchant to most likely be routed to SAQ A with no scan required.

The screenshot shows a web browser window with a URL bar containing a long alphanumeric string. The page has a blue header with an 'Account' link. The main content area is white and contains a congratulatory message: 'Congratulations! Based on information you've provided, you have been assigned **SAQ A 3.2.1**.' Below this is a box titled 'How can I be sure this is the correct questionnaire?' which contains a list of conditions: 'You use a PCI compliant third party provider for all of your cardholder transmission and processing', 'Any cardholder data that you keep is in paper form (like receipts or copies of receipts)', and 'You do not store cardholder data electronically'. It also provides contact information for assistance. To the right of this box is a blue button labeled 'Activate and Continue'. A 'Back' button is located at the bottom left of the box.

Figure 4: SAQ A for Scaleit USA

III. Compliance Complete

- If the merchant uses only Scaleit USA as their payment solution, no swipers or online payments, and no terminals, the merchant was most likely routed to SAQ A and is not required to complete a scan. Therefore, once completing the SAQ A the merchant should see "Passing" compliance on their dashboard.

The screenshot shows the 'PCI Dashboard' in the SecurityMetrics system. The dashboard has a blue header with the 'SecurityMetrics' logo and an 'Account' link. A left sidebar contains links to 'Dashboard', 'Self-Assessment Questionnaire', 'Reports', and 'PCI Policies'. The main content area is white and displays the 'PCI Dashboard' title. Below the title is a 'Learn about PCI' link. A 'To Do List' section shows a green checkmark and the message: 'Congratulations! You are currently validated as PCI compliant. Click here to access your reports.' Below this are two status boxes: 'SAQ Status: Passing' with 'Attested: September 1, 2023' and 'Exp. Date: September 1, 2024', and 'Account Status: Active' with 'Exp. Date: September 1, 2024'. A 'Welcome, Bill' message is visible in the top right corner of the dashboard area.

Figure 5: Compliance Complete