

PCI DSS Validation Program F.A.Q.s

When utilizing the PCI Validation Program, you will receive access to an online PCI validation tool, access to external vulnerability scans, and customer support. These tools help simplify the compliance process and make it easy for your business to make sure you are protecting your customer's payment data.

Additional benefits and features of this program include:

- A self-service portal to complete your compliance reporting online. The self-service portal can be accessed via your My Business dashboard upon log in to www.pci.worldpay.com
- Access to a PCI support line, online chat support, and rich online guidance
- Improved User Experience with a fully guided end-to-end compliance journey
- Task and revalidation reminders
- Information Security templates
- Online employee security education and training materials
- Best-in-class customer support and online chat

General Questions



I recently signed up with Fattmerchant. How much time do I have to become PCI compliant?

All accounts must become PCI compliant within 60 days of your account being approved. If the 60 days has passed and your account is not compliant, you will be subject to a \$35 monthly fee directly from the credit card brands.



I recently became compliant with another PCI vendor. Can I upload the compliance documents that I received from them?

Yes. If you recently became compliant with your old processor and/or you are using another vendor to complete your PCI assessment, you can upload compliance documents to update your compliance status with Fattmerchant. This can include an SAQ, AOC, or compliance certificate from a PCI DSS approved provider. If you are required to run scans, you must also include your latest scan report.

Setup Questions

 *How do I get started with becoming PCI compliant?*

To become compliant, you must complete both your business profile as well as your PCI questionnaire. To get started, navigate to www.pci.worldpay.com.

 *What do I need to set-up an external vulnerability scan?*

You will need to provide your IP address from the network you use to process payments. You will input the address into the PCI portal to set-up the scans. There are guides available in the PCI portal that demonstrate how to set up scans.

 *Can I use any browser when accessing www.pci.worldpay.com?*

We recommend using Google Chrome while completing your PCI compliance questionnaire. While all browsers are supported, Google Chrome is preferred and will provide you with the best experience.

Account Questions

 *How can I access the PCI portal?*

You can access the PCI portal by opening the email you received from notifications@pci.worldpay.com. This email will contain your merchant login credentials. Google Chrome is the preferred browser when using the PCI portal.

Alternatively, you can also access the new portal by visiting www.pci.worldpay.com. You will click the 'First sign-in' link on this page and input your merchant ID when prompted. You will then need to create an account and confirm your email address to



I have multiple accounts. Can I group all of my accounts together when completing PCI compliance?

Yes. If you would like to group your accounts together, please reach out to your Fattmerchant account manager and they will complete this process for you. Grouping the accounts together will allow you to have one login and complete one SAQ for multiple stores. However, you must also meet one or more of the following criteria:

- Same TAX ID Number
- Same Owner Name
- Same Social security number
- Same Bank account
- Same Corporate address

Contact Questions



Who can I call if I need help with the PCI Validation Program?

You can reach the PCI team by calling 833.534.8422. The PCI team can also be emailed for help at support@pci.worldpay.com. There is also a live chat option available when you are active in the portal.



Will I receive any emails from the PCI team?

Yes. If you are participating in the PCI program, you will receive emails as you use the PCI portal to validate PCI compliance. You may also receive emails about scan reminders, scan status, SAQ status, and overall PCI expirations.

Emails will come from notifications@pci.worldpay.com in addition to other addresses. All emails coming from the PCI team, will have pci.worldpay.com included in the email address.

Have additional questions for the PCI Support Team?

Call 1.833.534.8422