



Before you Begin

Completing the Self-Assessment Questionnaire

SAQ A has been developed to address requirements applicable to merchants who retain only paper reports or receipts with cardholder data, do not store cardholder data in electronic format and do not process or transmit any cardholder data on their systems or premises.

SAQ A merchants, defined here and in the *PCI DSS Self-Assessment Questionnaire Instructions and Guidelines*, do not store cardholder data in electronic format and do not process or transmit any cardholder data on their systems or premises. Such merchants validate compliance by completing SAQ A and the associated Attestation of Compliance, confirming that:

- Your company handles only card-not-present (e-commerce or mail/telephone-order) transactions;
- Your company does not store, process, or transmit any cardholder data on your systems or premises, but relies entirely on third party service provider(s) to handle all these functions;
- Your company has confirmed that the third party(s) handling storage, processing, and/or transmission of cardholder data is PCI DSS compliant;
- Your company retains only paper reports or receipts with cardholder data, and these documents are not received electronically; **and**
- Your company does not store any cardholder data in electronic format.

This option would never apply to merchants with a face-to-face POS environment.

Each section of the questionnaire focuses on a specific area of security, based on the requirements in the *PCI DSS Requirements and Security Assessment Procedures*. This shortened version of the SAQ includes questions which apply to a specific type of small merchant environment, as defined in the above eligibility criteria. If there are PCI DSS requirements applicable to your environment which are not covered in this SAQ, it may be an indication that this SAQ is not suitable for your environment. Additionally, you must still comply with all applicable PCI DSS requirements in order to be PCI DSS compliant.

PCI DSS Compliance – Completion Steps

1. Assess your environment for compliance with the PCI DSS.
2. Complete the Self-Assessment Questionnaire (SAQ A) according to the instructions in the *Self-Assessment Questionnaire Instructions and Guidelines*.
3. Complete the Attestation of Compliance in its entirety.
4. Submit the SAQ and the Attestation of Compliance, along with any other requested documentation, to your acquirer.

Guidance for Non-Applicability of Certain, Specific Requirements

Non-Applicability: Requirements deemed not applicable to your environment must be indicated with “N/A” in the “Special” column of the SAQ. Accordingly, complete the “Explanation of Non-Applicability” worksheet in Appendix D for each “N/A” entry.

Attestation of Compliance, SAQ A

Instructions for Submission

The merchant must complete this Attestation of Compliance as a declaration of the merchant's compliance status with the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Security Assessment Procedures*. Complete all applicable sections and refer to the submission instructions at "PCI DSS Compliance – Completion Steps" in this document.

Part 1. Merchant and Qualified Security Assessor Information

Part 1a. Merchant Organization Information


Company Name:		DBA(S):	
Contact Name:		Title:	
Telephone:		E-mail:	
Business Address:		City:	
State/Province:		Country:	ZIP:
URL:			

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:			
Lead QSA Contact Name:		Title:	
Telephone:		E-mail:	
Business Address:		City:	
State/Province:		Country:	ZIP:
URL:			

Part 2. Type of merchant business (check all that apply):

- Retailer
 Telecommunication
 Grocery and Supermarkets
 Petroleum
 E-Commerce
 Mail/Telephone-Order
 Others (please specify):

List facilities and locations included in PCI DSS review: 

Part 2a. Relationships

- Does your company have a relationship with one or more third-party agents (for example, gateways, web-hosting companies, airline booking agents, loyalty program agents, etc.)? Yes No
- Does your company have a relationship with more than one acquirer? Yes No

Part 2b. Eligibility to Complete SAQ A

Merchant certifies eligibility to complete this shortened version of the Self-Assessment Questionnaire because:

<input type="checkbox"/>	Merchant does not store, process, or transmit any cardholder data on merchant systems or premises but relies entirely on third party service provider(s) to handle these functions;
<input type="checkbox"/>	The third party service provider(s) handling storage, processing, and/or transmission of cardholder data is confirmed to be PCI DSS compliant;
<input type="checkbox"/>	Merchant does not store any cardholder data in electronic format; and
<input type="checkbox"/>	If Merchant does store cardholder data, such data is only in paper reports or copies of receipts and is not received electronically.

Part 3. PCI DSS Validation

Based on the results noted in the SAQ A dated (*completion date*), (*Merchant Company Name*) asserts the following compliance status (check one):

<input type="checkbox"/>	Compliant: All sections of the PCI SAQ are complete, and all questions answered “yes,” resulting in an overall COMPLIANT rating, thereby (<i>Merchant Company Name</i>) has demonstrated full compliance with the PCI DSS.
<input type="checkbox"/>	Non-Compliant: Not all sections of the PCI SAQ are complete, or some questions are answered “no,” resulting in an overall NON-COMPLIANT rating, thereby (<i>Merchant Company Name</i>) has not demonstrated full compliance with the PCI DSS. <ul style="list-style-type: none"> ▪ Target Date for Compliance: ▪ An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. <i>Check with your acquirer or the payment brand(s) before completing Part 4, since not all payment brands require this section.</i>

Part 3a. Confirmation of Compliant Status

Merchant confirms:

<input type="checkbox"/>	PCI DSS Self-Assessment Questionnaire A, Version (<i>SAQ version #</i>), was completed according to the instructions therein.
<input type="checkbox"/>	All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment.
<input type="checkbox"/>	I have read the PCI DSS and I recognize that I must maintain full PCI DSS compliance at all times.

Part 3b. Merchant Acknowledgement

<i>Signature of Merchant Executive Officer</i> ↑	<i>Date</i> ↑
<i>Merchant Executive Officer Name</i> ↑	<i>Title</i> ↑
<i>Merchant Company Represented</i> ↑	

Part 4. Action Plan for Non-Compliant Status



Please select the appropriate "Compliance Status" for each requirement. If you answer "NO" to any of the requirements, you are required to provide the date Company will be compliant with the requirement and a brief description of the actions being taken to meet the requirement. *Check with your acquirer or the payment brand(s) before completing Part 4, since not all payment brands require this section.*

PCI DSS Requirement	Description of Requirement	Compliance Status (Select One)		Remediation Date and Actions (if Compliance Status is "NO")
		YES	NO	
9	Restrict physical access to cardholder data	<input type="checkbox"/>	<input type="checkbox"/>	
12	Maintain a policy that addresses information security for all personnel	<input type="checkbox"/>	<input type="checkbox"/>	









Self-Assessment Questionnaire A

Note: The following questions are numbered according to PCI DSS requirements and testing procedures, as defined in the PCI DSS Requirements and Security Assessment Procedures document.

Date of Completion: 

Implement Strong Access Control Measures





Requirement 9: Restrict physical access to cardholder data

PCI DSS Question		Response:	Yes	No	Special*
	9.6 Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)? <i>For purposes of Requirement 9, "media" refers to all paper and electronic media containing cardholder data.</i>		<input type="checkbox"/>	<input type="checkbox"/>	
	9.7 (a) Is strict control maintained over the internal or external distribution of any kind of media?		<input type="checkbox"/>	<input type="checkbox"/>	
	(b) Do controls include the following:				
	9.7.1 Is media classified so the sensitivity of the data can be determined?		<input type="checkbox"/>	<input type="checkbox"/>	
	9.7.2 Is media sent by secured courier or other delivery method that can be accurately tracked?		<input type="checkbox"/>	<input type="checkbox"/>	
	9.8 Are logs maintained to track all media that is moved from a secured area, and is management approval obtained prior to moving the media (especially when media is distributed to individuals)?		<input type="checkbox"/>	<input type="checkbox"/>	
	9.9 Is strict control maintained over the storage and accessibility of media?		<input type="checkbox"/>	<input type="checkbox"/>	
	9.10 Is all media destroyed when it is no longer needed for business or legal reasons?		<input type="checkbox"/>	<input type="checkbox"/>	
	Is destruction performed as follows:				
	9.10.1 (a) Are hardcopy materials cross-cut shredded, incinerated, or pulped so that cardholder data cannot be reconstructed?		<input type="checkbox"/>	<input type="checkbox"/>	
	(b) Are containers that store information to be destroyed secured to prevent access to the contents? (For example, a "to-be-shredded" container has a lock preventing access to its contents.)		<input type="checkbox"/>	<input type="checkbox"/>	

* "Not Applicable" (N/A) or "Compensating Control Used." Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

Maintain an Information Security Policy

Requirement 12: Maintain a policy that addresses information security for all personnel

PCI DSS Question		Response:	<u>Yes</u>	<u>No</u>	<u>Special*</u>
12.8	If cardholder data is shared with service providers, are policies and procedures maintained and implemented to manage service providers, as follows?				
 12.8.1	Is a list of service providers maintained?		<input type="checkbox"/>	<input type="checkbox"/>	
 12.8.2	Is a written agreement maintained that includes an acknowledgement that the service providers are responsible for the security of cardholder data the service providers possess?		<input type="checkbox"/>	<input type="checkbox"/>	
 12.8.3	Is there an established process for engaging service providers, including proper due diligence prior to engagement?		<input type="checkbox"/>	<input type="checkbox"/>	
 12.8.4	Is a program maintained to monitor service providers' PCI DSS compliance status?		<input type="checkbox"/>	<input type="checkbox"/>	

* “Not Applicable” (N/A) or “Compensating Control Used.” Organizations using this section must complete the Compensating Control Worksheet or Explanation of Non-Applicability Worksheet, as appropriate, in the Appendix.

