

PROTEL
PCI
COMPLIANCE



protel PCI Compliance

PCI COMPLIANCE WITH PROTEL

How to run protel in PCI mode

This document describes how protel can facilitate PCI Compliance in your hotel.

Credit card security in the hospitality industry

Depending on the quantity of credit card transactions processed in your hotel, you are obliged to adopt more or less complex measures to ensure credit card security. These can extend from submitting a self assessment questionnaire to a comprehensive "SecurityScan" of the entire company.

Although the reasonableness of many of those quasi additional measures are by all means a subject for debate, that does not change the fact that considerable fines are imposed when data gets lost or is misused as a result of disregarding one of the twelve PCI specifications.

We compiled a protel PCI Whitepaper with detailed on- topic information for you that we like to send to you on request.

What is not stored need not be protected

The chief principle of data protection is at the same time its simplest solution:

The less data you save, the less data you need to protect.

Attention has to be paid particularly to the handling of credit cards:

- Confidential identification data (data of the magnetic stripe and the security number) **must not be stored** at all.
- The storing of cardholder data (PAN, name of the cardholder and expiry date) are permitted on condition that **no unauthorized access** can follow.

Preliminary strategic considerations

Against this background it is advisable to make some strategic considerations about the handling of credit card data in your hotel:

- Which CC data has to be stored?
- Who needs to be able to input or read CC data?
- Who must be able to edit CC data?
- How long must CC data necessarily be stored?

Call for action

Penalty in case of disregard

protel Whitepaper on PCI-Compliance

Chief principle:

Storing as less data as possible

Strategic considerations

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Implementing PCI in protel

Plan the implementation

Accordingly the PCI settings in protel have to provide as restrictively as possible that

- a priori as less as possible CC data are stored.
- the input of new CC data is controlled.
- every access to stored CC data is controlled.
- CC data are deleted as soon as possible.

protel supports you adhering to the specifications of PCI Compliance

PCI Compliance with protel

The protel hotel management systems provide you with several functions that support you to adhere to central specifications of the twelve PCI guidelines.

We describe the most important settings for you in the following.

Please note:

REQUIREMENTS

 To make the settings described below

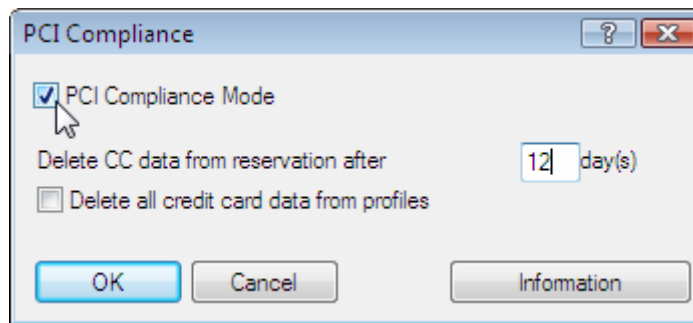
- you need protel version 12.167 (or higher). If an update should be necessary, your protel support team will assist you.
- you need access to protel SD (system data).
- you need the user right 000 „SD User Administration“

Activate the PCI Compliance mode in protel SD

Open protel SD.

Menu Bookkeeping → Settings → PCI-Compliance:

- protel SD
- Menu Bookkeeping
- Settings
- PCI-Compliance



Activate the PCI Compliance mode by setting a mark into the checkbox.

Determine after **how many days after check out** the credit card data is to be deleted from the reservation.

Confirm by clicking [OK].

➤ Please read more about the effects of these settings on the storing and the processing of CC data in protel FO (reservation dialog and guest profile) in the following paragraphs.

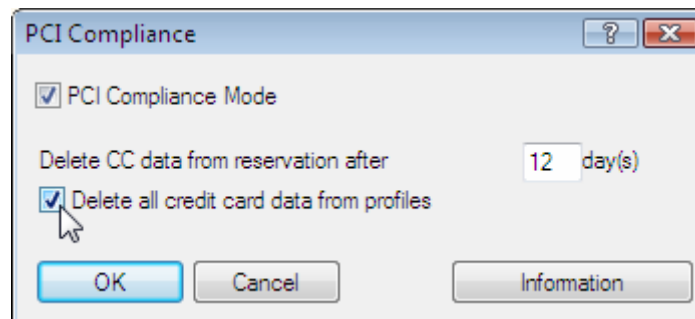
Download background information on PCI Compliance at protel's website

➤ A click on the button [Information] guides you to the protel website where you find our PCI Whitepaper with interesting on- topic background information.

Prevent the storing of credit card data Delete legacy CC data

In the same dialog protel offers you to delete credit card data from the time “before PCI“:

- protel SD
- Menu Bookkeeping
- Settings
- PCI-Compliance

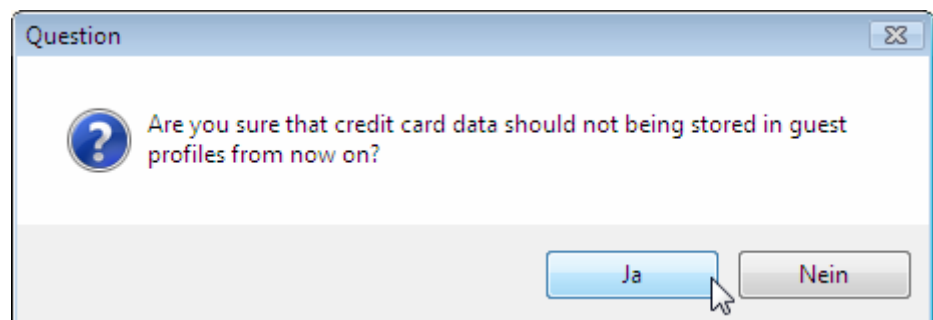


If you want delete all credit card data from the guest profiles, set a mark into the corresponding checkbox and confirm by clicking [OK].

I. Confirm when prompted:

Confirmation prompt:

Are you sure that you do not want to store credit card data within the guest profiles anymore?- [Yes] or [No]?



➡ "Yes, as of now credit card data is no longer to be filed within a guest profile."

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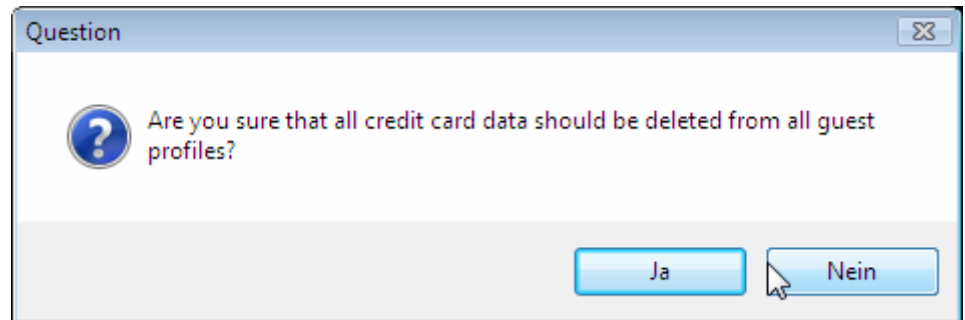


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2. Confirm when prompted:

Confirmation prompt:

Are you sure that you want to delete ALL credit card data from the guest profiles?- [Yes] or [No]?



➡ "Yes, delete all credit card data from all guest profiles."

Alternatively delete credit card data manually.

If this solution goes too far in your opinion, you can just as well work through the guest "profiles" by hand". On request the protel support team will assist you in creating a database query to find all guest profiles that contain CC-Data. In this case press [No].

Finally, conclude the procedure in the PCI dialog by clicking on [OK].

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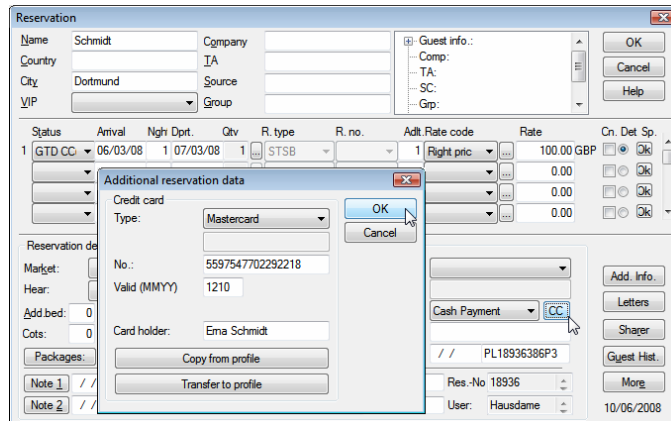
Before/ Afterwards 1

For comparison: protel without PCI mode

If the PCI mode is not activated, credit card information can be entered and edited in the **reservation dialog**. They can also be transmitted to / from a guest profile.

To do that open the additional dialog "Reservation additional information" by clicking the button [CC]. Enter the type of card, the card number, the validity date and the name of the card holder. These information can be saved by clicking [OK]:

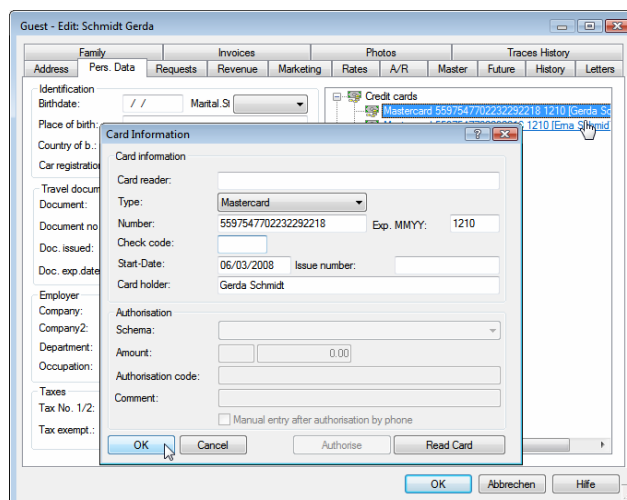
protel F0
Dialog "Reservation"
→ [CC]
→ "Additional reservation data"



The data can optionally be transmitted to the **guest profile** or can also be adopted from there, if in earlier reservations data has already been saved there.

In the guest profile they can be found on the card index "Personal Data" in the tree structure under "Credit Cards" for viewing and/or for editing:

protel F0
Dialog "Guest - ..."
→ Pers. data
→ Credit cards
→ Dialog "Card Information"



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Before/ Afterwards 2

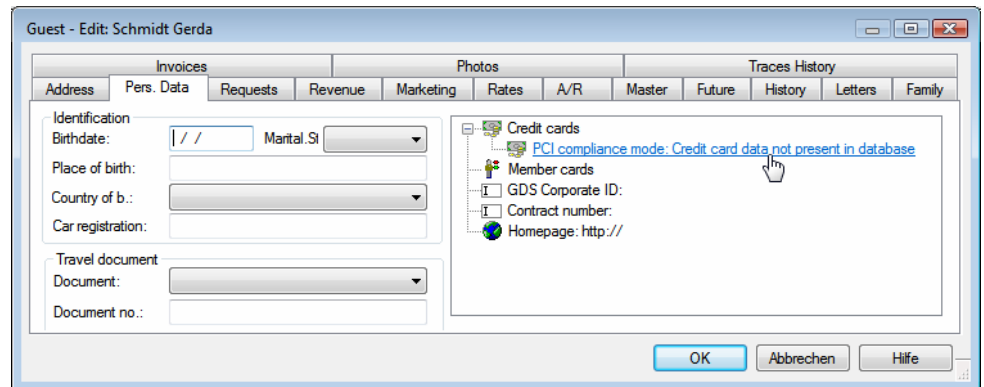
protel in PCI mode

If PCI mode is activated, the credit card data entered in the reservation dialog will be stored for the duration of reservation.

After a certain number of days after the check out they will be deleted automatically. (The number of days is defined in the PCI Compliance dialog, see above)

In the guest profile, no credit card data can be entered or viewed at all.

No more credit card data in the guest profile:



Restrict the access to legacy credit card data

➡ Credit card data that was saved in guest profiles in the „pre-PCI-time“ will at first remain unaffected by the PCI mode!

Such data will not be displayed in the guest profile any longer but you can still transfer such data to the reservation dialog by pressing the button "Copy from profile" (see picture above).

How you can control the access to such legacy data you will learn in the following chapter on user rights.

➡ If you prefer to part with such aged data all at once select the function "Delete CC data from all profiles" (see above).

Accessing previous CC data

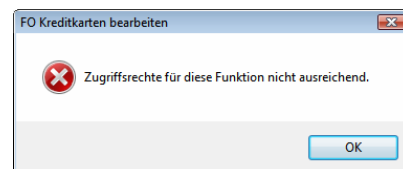
Manage the access to credit card data via user rights

Via the protel user administration you can manage and control precisely who can access the sensitive credit card data at all - and what he or she may do with it.

We recommend granting limited access to a minimum of people: Only those who actually HAVE to work with credit cards (e.g. not the staff member of the housekeeping) should be allowed to have access.

Primarily, there are four user rights that are linked to the subject of PCI-Compliance:

Right No.	Name	Effect / Recommendation
370	FO reservation: Read CC from profile	Controls the view of credit card data in the guest profile (register card "Pers. Data"). This right should be denied all users.
371	FO reservation: Write CC to profile	Controls the transmission of credit card data from the reservation dialog ([CC] → Reservation additional information) to the guest profile (register card "Pers. Data"). This right should be denied all users.
373	FO reservation: Show CC number	Controls the view of the credit card number in the reservation dialog ([CC] → Reservation additional information). ▶ Even WITHOUT this right the number of the guest profile can be seen and handled. This right should be denied all users.
822	FO Credit cards	Controls the access to the reservation additional information from the reservation dialog (via button [CC]):



Only those users who actually have to work with this data should be granted access.

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Define the access rights for each user group

Open protel SD:

Manager → User administration → dialog "User administration"

protel SD

→ Manager

→ User administration

On the left hand side of the dialog "User administration" click the user group, whose rights you wish to edit and then the button [Authorities] to open the dialog "Group rights for ...":

protel SD

→ Manager

→ User administration

→ Group rights for ...

In the dialog "Group rights for..." scroll through the list of "permitted features" on the left hand side.

Mark the rights you are going to withdraw (keep [ctrl] key pressed to mark several rights simultaneously).

Click the button [Prohibit] to transfer the selected rights to the list of "prohibited features" (on the right hand side).

Confirm by clicking [OK].

Control access by log files

Each access is automatically logged and recorded by protel. These event protocols can be reviewed at any time and provide detailed information about who performed which operations in protel.

This log-function is always activated; it cannot be deactivated.

The various reports you can find in protel FO:

Office → Reporting → ("All reports sorted by name") → action protocol [action]

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If you have any questions or would like to get more information, please contact us! We'd be happy to help you!

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