



PCI DSS Validation FAQ

When utilizing Stax' PCI Validation support, 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.

To learn more about PCI Compliance and the steps to take:

Visit [Support.StaxPayments.com/pci-compliance](https://support.staxpayments.com/pci-compliance)

What is PCI (Payment Card Industry) Compliance?

PCI security standards are technical and operational requirements set by the **Payment Card Industry Security Standards Council** to protect cardholder data. The major credit card networks (Visa, MasterCard, etc...) are responsible for enforcing cardholder information security.

General Questions



I recently signed up with Stax.

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 **\$79.99/month 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 Stax. 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.

Set Up 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 [Support.StaxPayments.com/pci-compliance](https://support.staxpayments.com/pci-compliance) and have your Merchant ID.



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.

Account Questions



How can I access the applicable PCI portal?

You can access the PCI portal by visiting the below Support Article for the applicable steps: [Support.StaxPayments.com/pci-compliance](https://support.staxpayments.com/pci-compliance).



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

If you would like to group your accounts together, please reach out to Stax Customer Support for assistance. 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?

You can find the applicable PCI support numbers by visiting
[Support.StaxPayments.com/pci-compliance](https://support.staxpayments.com/pci-compliance)



Will I receive any emails from the PCI team?

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

*Look for the word "PCI" in email subject lines.