# Self-Assessment Questionnaire (SAQ) for BankAxept Self-Checkout Points

Each merchant or retailer must answer this Self-Checkout Point Self-Assessment Questionnaire (SAQ) and send it to Bits at [terminalsert@bits.no](mailto:terminalsert@bits.no), before Self-Checkout Points are implemented. The title of the e-mail, which this document shall be attached to, shall be “Self-Checkout Points SAQ at <insert Merchant name>”.

# Merchant and product details

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| --- | --- | --- | --- | --- |
| **Part 1: Merchant/retail information** | | | | |
| Merchant Name: |  | | | |
| Contact Name: |  | | Title: |  |
| Telephone: |  | | E-mail: |  |
| Business Address: |  | | | |
| Postal code: |  | | City: |  |
| Country: |  | | | |
| URL: |  | | | |
| **Part 2: Electronic Cash Register (Self-Checkout Point) Vendor and product information** | | | | |
| ECR Vendor Name: |  | | | |
| Contact Name: |  | | Title: |  |
| Telephone: |  | | E-mail: |  |
| Business Address: |  | | | |
| Postal Code: |  | | City: |  |
| Country: |  | | | |
| URL: |  | | | |
| ECR Model: | |  | | |
| ECR Model Version: | |  | | |
| ECR Application Name and version number: | |  | | |
| **Part 3: Self-Checkout Terminal information** | | | | |
| **EMV POS terminal information** | | | | |
| Manufacturer name: | |  | | |
| Model: | |  | | |

# Self-Assessment Questionnaire

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| **#** | **Requirement** | **Compliance status** | **Description** |
| SCP-01a | There must always be a merchant representative present, who is responsible for Self-Checkout Points and who is available upon request and in error situations. The merchant representative must keep Self-Checkout Points under surveillance. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-01b | Compensatory measures if the merchant representative is not present for a period:   * Identification of each customer that enters the merchant facilities with access to Self-Checkout Terminals * Merchant representative must be attended at least 25 % of daily opening hours   Example of compensatory measures: Use of turnstile where the customer opens the gate using a digital merchant key issued by using strong customer authentication, e.g., BankID.  Compensatory measures must be approved by Bits. | In place  Not applicable | [Please provide a short description on how this has been fulfilled.] |
| SCP-02 | The Self-Checkout Terminal shall not be accessible to cardholders or to the public when the merchant is closed. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-03 | The Self-Checkout Point must be placed indoor within the merchant’s facilities. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-04 | The merchant must perform a check for fraudulent devices at Self-Checkout Terminals at least every eight hours during opening hours, starting with the first check when the merchant opens. The check shall be based on security guidance received from the Terminal Manufacturer and/or Terminal Vendor. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-05 | The Self-Checkout Terminal must be locked or in other way attached to the Self-Checkout Point, or alarmed, to avoid theft and unauthorised replacement. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-06 | When the cardholder serves the cashier function and performs the card payment himself at a Self-Checkout Point, only purchase transactions are allowed and following functionalities can be supported:   * Chip * Contactless * QR   Following functionalities are not allowed in this mode:   * Reversal * Signature (BankAxept POS Backup solution) * Referral   This requirement shall be confirmed by your Terminal Vendor. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |
| SCP-07 | Cardholder receipts must be provided in accordance with existing rules for attended terminals. | In place  Not in place | [Please provide a short description on how this has been fulfilled.] |

# Attestation of Compliance

This document including appendix is to be completed by the Merchant who has implemented a Self-Checkout Point solution, as a declaration of the Self-Checkout Point compliance status with the requirements in BankAxept Security Requirements for Self-Checkout Points. Complete all relevant sections and submit the document including the appendix to Bits.

Based on the results noted in this Self-Assessment Questionnaire including appendix, (insert Company Name) asserts the following compliance status for the product identified in Part 2 of this document and that is based on the products specified in Part 3 of this document as **Compliant**: All requirements in this Self-Checkout Point SAQ are marked “in place”.

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| **Signature of Merchant Executive Officer ↑** | **Date**: |
| **Executive Officer Name**: | **Title**: |

# Appendix

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| Description of the solution | [Please describe the location of the merchant representative, the location of the Self-Checkout Points and how the merchant reprentative is able have the Self-Checkout Points under surveillance.] |
| Picture | [Please insert a picture showing the Self-Checkout Point] |