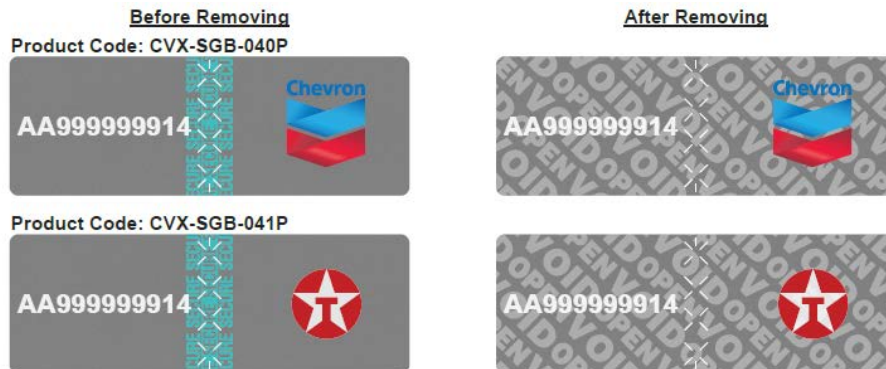# Anti-Tamper Security Seals and Hologram Labels
Quick Reference Guide

It is each site's responsibility to take all possible preventative measures to help ensure the integrity of your customer's credit card transactions. Using Anti-Tamper Security Seals and Hologram Labels helps prevent credit card fraud by easily detecting potential breaches. Apply Anti-Tamper Security Seals to all of your pump dispensers and Hologram Labels on external dispenser card readers and inside Point-of-Sale (POS) terminals. See the instructions below to learn how to apply, monitor, and use these seals and labels correctly.
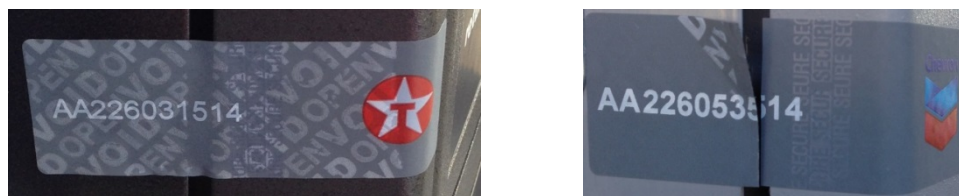
Anti-Tamper Security Seals:

Best Practices:

➢ Inspect all Anti-Tamper Security Seals multiple times a day (for example at shift change) for signs of tampering.

➢ Replace Anti-Tamper Security Seals when they are worn, faded, or cracked.
➢ If Anti-Tamper Security Seals are cut or display the message "VOID OPEN," immediately call maintenance or inspect the dispenser for possible skimming devices. If a skimming device is found, DO NOT remove the device. Follow instructions in your current MS-218 Guide. Below are examples of tampered seals.

➢ Lock supplies of Anti-Tamper Security Seals. Do not give seals to any non-employee, and restrict access whenever possible.
➢ Record the placement and removal of each seal by logging the unique serial number and other pertinent information. This helps you monitor and detect possible counterfeit seals. Below is an example of a log.

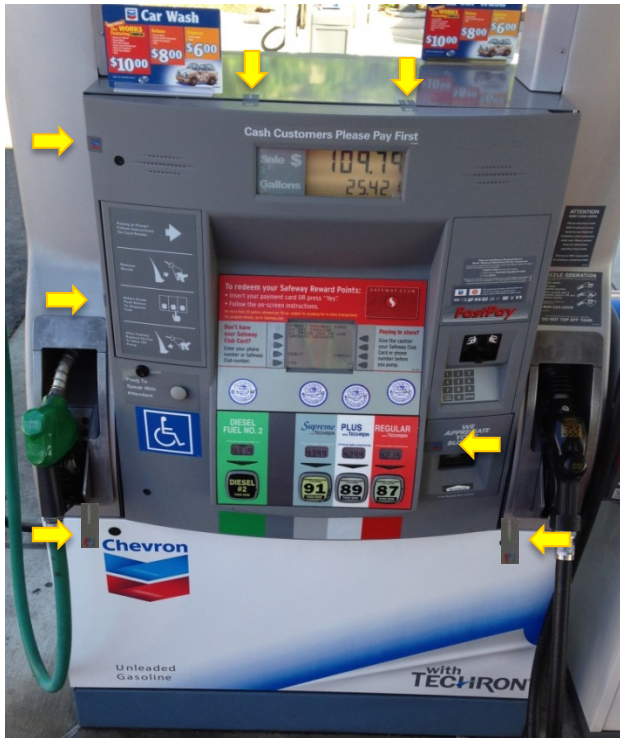| DISPENSER	SEAL LOCATION	SERIAL #	DATE OF PLACEMENT	REASON FOR CHANGE	DETAILS OF INSPECTION	EMPLOYEE
1	TOP LEFT	12345	4/4/2012	CHANGE RECEIPT TAPE	SEAL WAS INTACT	John Q. Public
4	BOTTOM RIGHT	56789	5/4/2012	SEAL OLD/TORN	NO TAMPERING	Jane Doe
3	TOP RIGHT	98564	10/10/2012	TAMPERED/VOID	NO DEVICE FOUND	John Q. Public

➢ Ensure that the Anti-Tamper Security Seals are fully affixed to the surface of the dispenser by cleaning the placement zones with 99% isopropyl alcohol. After cleaning the placement zones, thoroughly dry each area with a clean towel before affixing the seals.
   o Seals may have difficulty affixing to heavily textured surfaces. This only affects a few dispenser models, however if you are experiencing this issue click on the document provided here to see NovaVision's recommended solutions.

Heavily Textured
Options.pdf

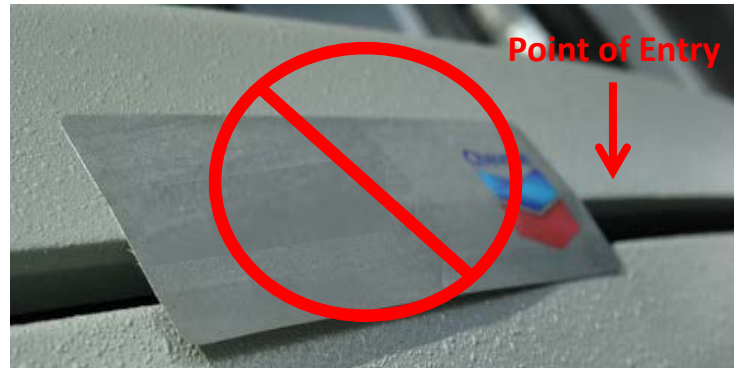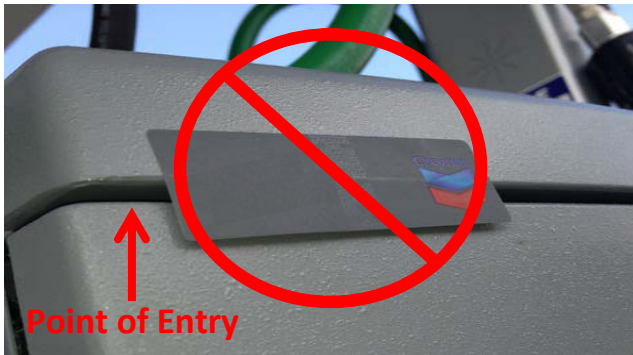Anti-Tamper Security Seal Placement Instructions:

- ➢ Know the type of dispensers at your station to help ensure the most effective location placement of Anti-Tamper Security Seals.
- ➢ Place Anti-Tamper Security Seals at all points of entry. Below are photos showing placement examples.

Not all types of dispensers are pictured above. If you have questions about proper placement of Anti-Tamper Security Seals for your specific dispenser type, please contact your Business Consultant or the Chevron Fraud Department at (925) 842-6023.
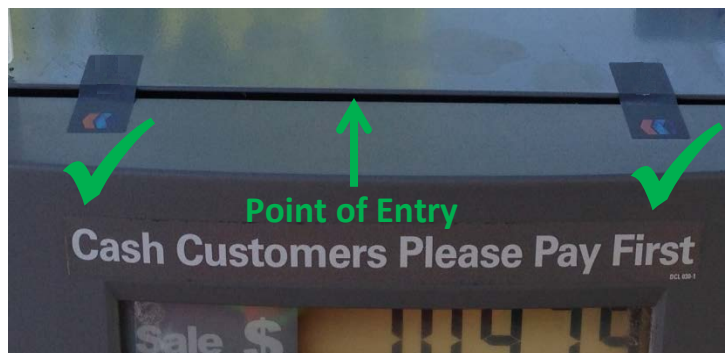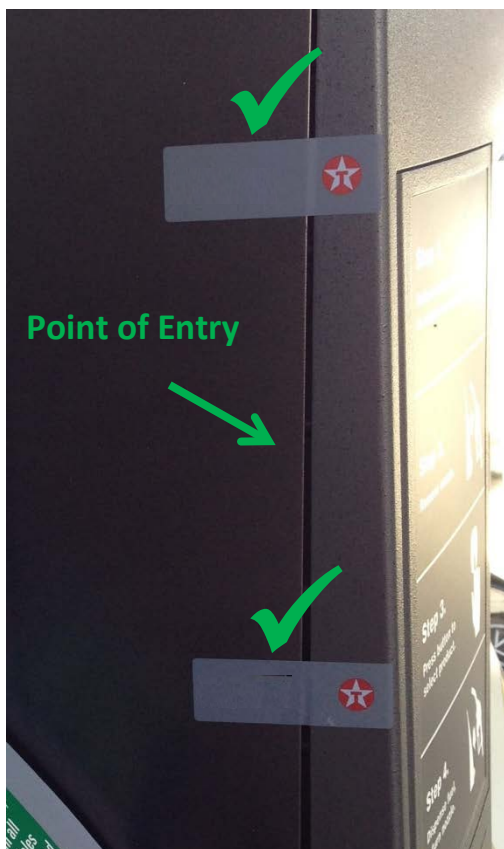
- DO NOT place Anti-Tamper Security Seals on the hinge side of the dispenser doors or receipt doors because you may not be able to detect a potential breach.
- ALWAYS place Anti-Tamper Security Seals perpendicular to the point of entry for maximum security. Below are examples of incorrect and correct seal placement.

Incorrect Placement

These seals are parallel to the point of entry which is incorrect.

Correct Placement

These seals are perpendicular to the point of entry which is correct.

Updated: June 2015
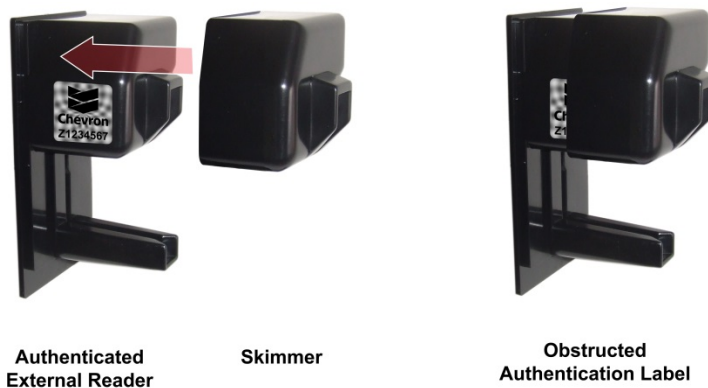
Hologram Labels:

Best Practices:

- ➢ Hologram Labels applied on the inside POS terminals should be visible at all times to the cashier.
- ➢ Inspect Hologram Labels on external dispenser card readers multiple times a day (for example at shift change) for signs of tampering, or other damage or obstruction.
- ➢ Replace Hologram Labels when they appear worn or peeled.
- ➢ Hologram Labels are designed to leave holographic dots or a hologram pattern if they have been tampered with or removed. If you see these signs, inspect the POS card reader for a skimming device. If a skimming device is found, DO NOT remove the device. Follow instructions in your current MS-218 Guide. Below are examples of tampered labels.

- ➢ Lock supplies of Hologram Labels. Do not give labels to any non-employee, and restrict access whenever possible.

Hologram Label Placement Instructions:

- ➢ Place one Hologram Label on each external dispenser card reader. Below are photos showing proper label placement and skimming devices.

Authenticated   Skimmer   Obstructed
External Reader   Authentication Label

- ➢ Place one Hologram Label on each inside POS terminal. Below are photos showing proper placement and tampered labels.

Updated: June 2015