

FAQ – Frequently Asked Questions

Mastercard Terminal Quality Management (TQM)

Version 1.0 – February 2019

Who operates TQM?

Since 2009 Mastercard has outsourced TQM operations to TÜV SÜD UK Ltd based in Fareham in the U.K. Only TÜV SÜD UK acts on behalf of Mastercard for TQM.

Should you wish to apply for TQM please contact them at: mastercard.tqm@tuv-sud.co.uk

Within the Mastercard's Processes and Programs when does my product require a TQM label or PPN (Project Plan Number)?

While the TQM label is not required to get a Mastercard or EMVCo C2 product approval the TQM Label or Project Plan Number (PPN) is a pre-requisite for any Acquirers going into M-TIP process with the Vendor's product. This is therefore the responsibility of the terminal vendor to apply for TQM.

Where can I download the latest TQM Process Guide, Requirements and applications forms?

<https://www.tuv-sud.co.uk/uk-en/industry/telecommunications-information-technology/payment-systems/terminal-approvals/mastercard-tqm>

When shall I initiate the TQM process for my product?

Mastercard recommends Vendors to initiate TQM immediately after they get the EMVCo L1 approval of their product.

Why should I maintain the validity of my product's TQM label?

The TQM label shall be maintained valid as long as acquirers wish to deploy the product(s) in the field.

When shall I apply for an End-of-life TQM label?

The Vendor may request an end-of-life TQM label for their product(s) if the production of this related product has completely stopped in all its manufacturing facilities.

How long does a TQM application take?

The lead time is 3-6 months depending upon audit outcome (Major non-conformities found during an audit have 3 months to be resolved and closed), Lead time is also dependent upon how quickly a vendor responds to any queries raised by the Technical Certifiers during their assessment(s).

When shall I renew my product's TQM labels?

3 months prior to the expiry dates (Validity date) shown on the statement of compliance (SoC).

- **No changes**

If there have been no changes to the design, product or manufacturing of the products since your last submittal, you can compete & return a No change declaration (NCD).

Please note that you will require one declaration for each product. You will also be required to submit an NCD for the VOD. Your configuration management records will be validated at the next audit.

- **If there have been some changes**

You will need to submit TIDs & a VOD along with the supporting documents.

How long does a renewal application take?

If a 'No change declaration (NCD)' can be used & next audit dates are agreed, renewal applications can be completed in 4 weeks.

Our Company owns 5 distinct products with 5 different L1 LoAs, do I need to apply for 5 distinct labels?

You can submit one application referencing all 5 products.

You will need to submit L1 LoAs for every product.

What is the validity of a Project Plan Number (PPN)?

A PPN is valid for 6 months. It is issued by the Certification Body when the vendor commits to audit dates for both Design and manufacturing facilities. However, the audit shall be executed within the next 3 months the PPN is issued.

What is the validity of the Statement of compliance (SoC)

All labels listed in the statement of compliance have a 1 year validity. Vendors shall contact the certification body to renew their labels in due time.

I have 2 design centers (R&D) and 4 manufacturing facilities, shall I request an audit for all design centers and manufacturing facilities?

Yes, all Vendor's facilities shall be audited.

One of our R&D Center has granted a Rank A (next audit in 3 years) after having been audited, but my Statement of Compliance (SoC) is valid for one year only, may I know why?

There is no relationship between the audit frequency and the SoC validity. The SoC is valid for a maximum of 12 months as some fees shall be paid to the certification body on a yearly basis. The audit frequency is determined by the Rank granted per vendor's site(s).

Test Bench Questions: Could you give us examples or vendor references for "physical test benches" or "some contactless cards"?

There are 3 options to monitor contactless read range level of any produced contactless products:

- EMVCo CCPS test Bench – for that please contact EMVCo directly.
- Reference Cards – this is at the Vendor's own discretion. Some Mastercard Card Vendors may provide contactless cards (type A or Type B). Mastercard cannot give any contact details. Vendors shall contact card vendors directly.
- A tool measuring the retro-modulation and field intensity – there are a few tool providers providing such software and hardware that can be introduced/used in some production environments, they can be found on internet. There are also some Mastercard accredited laboratories selling such tools. Please contact them directly.