

# Payment Card Industry (PCI) Data Security Standard

# **Attestation of Compliance for Onsite Assessments – Service Providers**

Version 3.2.1

Revision 2

September 2022



# **Document Changes**

Date	Version	Description
September 2022	3.2.1 Revision 2	Updated to reflect the inclusion of UnionPay as a Participating Payment Brand.



### **Section 1: Assessment Information**

#### Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information								
Part 1a. Service Provider Organization Information								
Company Name:	AvidXchange Inc.		DBA (doing business as):	N/A				
Contact Name:	Christina Quaine	Title:	Chief Information Security Officer, SVP Technology Operations					
Telephone:	313-319-7837	E-mail:	cquai m	ne@avi	dxchange.co			
Business Address:	1210 AvidXchang	je Lane	City:	Charlotte				
State/Province:	NC Country: USA				Zip:	28206		
URL:	avidxchange.com							

Part 1b. Qualified Security Assessor Company Information (if applicable)								
Company Name:	Agio Inc.	Agio Inc.						
Lead QSA Contact Name:	Virginia Carty		Title:	Associate Director, Cyber & Compliance				
Telephone:	919-812-0770	E-mail:	virginia.carty@agio.com					
Business Address:	292 Madison Ave Floor 22	City:	New York					
State/Province:	NY	Country: USA		Zip:	10017			
URL:	https://agio.com							



Pai	Part 2. Executive Summary								
P	Part 2a. Scope Verification								
Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):									
Nar	ne of service(s) assessed:	Acc	ounts payable automation soluti	ons a	and services				
Тур	Type of service(s) assessed:								
Hos	sting Provider:	Mar	naged Services (specify):	Pay	ment Processing:				
	Applications / software		Systems security services		POS / card present				
	Hardware		IT support		Internet / e-commerce				
	Infrastructure / Network		Physical security		MOTO / Call Center				
	Physical space (co- location)		Terminal Management System		ATM				
	Storage		Other services (specify):		Other processing (specify):				
	Web		Not applicable. AvidXchange		Not applicable.				
	Security services		is not a managed service provider.		AvidXchange does not process credit card				
	3-D Secure Hosting Provider		provider.		transactions.				
	Shared Hosting Provider								
	Other Hosting (specify):								
	Not applicable. AvidXchange is not a hosting provider.								
	Account Management		Fraud and Chargeback		Payment Gateway/Switch				
	Back-Office Services		Issuer Processing		Prepaid Services				
	Billing Management		Loyalty Programs		Records Management				
	Clearing and Settlement		Merchant Services		Tax/Government Payments				
	Network Provider								
	Others (specify): N/A								
an e	Note: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable								

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#### Part 2a. Scope Verification (continued) Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply): Name of service(s) not Not applicable. All PCI-relevant services were assessed as part of the assessed: ROC. Type of service(s) not assessed: **Hosting Provider:** Managed Services (specify): **Payment Processing:** Applications / software Systems security services POS / card present ☐ Internet / e-commerce ☐ Hardware IT support ☐ Infrastructure / Network Physical security MOTO / Call Center □ ATM Physical space (co-☐ Terminal Management System location) Storage П Other services (specify): Other processing (specify): ☐ Web Not applicable. All PCI-Not applicable. relevant services were AvidXchange does not Security services assessed as part of the process credit card 3-D Secure Hosting transactions. ROC. Provider Shared Hosting Provider Other Hosting (specify): Not applicable. All PCIrelevant services were assessed as part of the ROC. ☐ Account Management Fraud and Chargeback Payment Gateway/Switch П ☐ Back-Office Services Issuer Processing **Prepaid Services** П ☐ Billing Management Loyalty Programs **Records Management** Clearing and Settlement Merchant Services Tax/Government Payments □ Network Provider Others (specify): Not applicable. All PCI-relevant services were assessed as part of the ROC. Provide a brief explanation why any checked services Not applicable. All PCI-relevant services were were not included in the assessment: assessed as part of the ROC. Part 2b. Description of Payment Card Business Describe how and in what Established in Charlotte, NC, in 2000, AvidXchange Inc. (AvidXchange) is a technology company specializing in accounts payable automation solutions. capacity your business AvidXchange aims to help its clients cut costs, improve visibility, and increase stores, processes, and/or efficiencies across its accounts payable operations. AvidXchange supports more transmits cardholder data. than 8,000 middle-market companies by coordinating bill payments to the over 965,000 suppliers (vendors, service providers, etc.) within the AvidPay network, amounting to over 70,000,000 transactions annually. AvidXchange uses one-time-use credit cards, issued by Mastercard, to make payments to suppliers on behalf of AvidXchange's clients. Cards are usually issued for specific amounts for each individual transaction, and expiry dates are set close



to the date of issuance. Payments are typically processed as soon as the card number is provided to AvidXchange. Cards are issued in the name of the business (AvidXchange's client), and because AvidXchange's processes do not support recurring payments, card numbers are different every time and are never reused. AvidXchange makes payments via a variety of payment methods:

- Twilio and NICE services and software are leveraged to make automated payments to suppliers' IVR systems and traditional phone calls directly to the supplier/payee. Call recordings are captured and retained by both Twilio and NICE.
- Fax CHD payments leverage OpenText, a web-based e-fax client.
- Payments made via web portals are submitted through applications, and systems are entirely operated and maintained by individual suppliers.
- Some payments are made via SFTP. In this use case, AvidXchange uploads text or Excel files containing CHD to servers maintained by suppliers.
- Some suppliers request that card numbers be emailed to them. In those
  cases, AvidXchange will provide a link via email that allows the supplier to
  retrieve a token. (AvidXchange leverages TokenEx for tokenization services.)
  When the supplier clicks the emailed link, the response back to the supplier is
  delivered straight to the client's browser via an inline frame.
- Suppliers have the ability, through the portal, to click and view the full card number.
- Some payments are triggered automatically via business logic and submitted to NMI for processing of payments.

Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.

AvidXchange uses one-time-use credit cards, issued by Mastercard, to make payments to suppliers on behalf of AvidXchange's clients. Cards are usually issued for specific amounts for each individual transaction, and expiry dates are set close to the date of issuance. Payments are typically processed as soon as the card number is provided to AvidXchange. Cards are issued in the name of the business (AvidXchange's client), and because AvidXchange's processes do not support recurring payments, card numbers are different every time and are never reused. AvidXchange makes payments via a variety of payment methods:

- Twilio and NICE services and software are leveraged to make automated payments to suppliers' IVR systems and traditional phone calls directly to the supplier/payee. Call recordings are captured and retained by both Twilio and NICE.
- Fax CHD payments leverage OpenText, a web-based e-fax client.
- Payments made via web portals are submitted through applications, and systems are entirely operated and maintained by individual suppliers.
- Some payments are made via SFTP. In this use case, AvidXchange uploads text or Excel files containing CHD to servers maintained by suppliers.
- Some suppliers request that card numbers be emailed to them. In those
  cases, AvidXchange will provide a link via email that allows the supplier to
  retrieve a token. (AvidXchange leverages TokenEx for tokenization services.)
  When the supplier clicks the emailed link, the response back to the supplier is
  delivered straight to the client's browser via an inline frame.
- Suppliers have the ability, through the portal, to click and view the full card number.
- Some payments are triggered automatically via business logic and submitted to NMI for processing of payments.



#### Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Example: Retail outlets	3	Boston, MA, USA
Azure environment	1	East US (Virginia, USA)
AvidXchange offices	2	Sandy, UT, and Charlotte, NC

#### Part 2d. Payment Applications Yes ⊠ No Does the organization use one or more Payment Applications? Provide the following information regarding the Payment Applications your organization uses: **Payment Application** Version Application Is application **PA-DSS Listing Expiry** Name Number Vendor PA-DSS Listed? date (if applicable) N/A N/A N/A N/A N/A

#### Part 2e. Description of Environment

Provide a <u>high-level</u> description of the environment covered by this assessment.

For example:

- Connections into and out of the cardholder data environment (CDE).
- Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.

The following payment channels were validated as part of this assessment:

- Twilio and NICE services and software are leveraged to make automated payments to suppliers' IVR systems, and traditional phone calls are made directly to the supplier/payee. Call recordings are captured and retained by both Twilio and NICE.
- Fax CHD payments leverage OpenText, a web-based e-fax client.
- Payments made via web portals are submitted through applications, and systems are entirely operated and maintained by individual suppliers.
- Some payments are made via SFTP. In this use case, AvidXchange uploads text or Excel files containing CHD to servers maintained by suppliers.
- Some suppliers request that card numbers be emailed to them. In those cases, AvidXchange will provide a link via email that allows the supplier to retrieve a token. (AvidXchange leverages TokenEx for tokenization services.) When the supplier clicks the emailed link, the response back to the supplier is delivered straight to the client's browser via an inline frame.
- Suppliers have the ability, through the portal, to click and view the full card number.
- Some payments are triggered automatically via business logic and submitted to NMI for processing of payments.

The following direct connections to outside entities were reviewed as part of this assessment:

- NICE Call center software used to make CHD payments and record phone calls
- TokenEx Tokenization services for CHD



- NMI, Comdata, and WEX Virtual credit card processing
- Twilio Solution integrated with automated IVR process used to submit CHD payments and record phone calls

The following critical technologies were deemed in-scope for this assessment:

- Azure-hosted PCI environment
- Azure subscription-based segmentation
- Workstations (Windows 10)
- Firewall + IDS/IPS (Check Point)
- Meraki WAPs and Air Marshal
- Arctic Wolf (SIEM)
- Servers (Windows Server 2016)
- Load balancers, WAF, application gateway (Microsoft Azure)
- VPN (Cisco AnyConnect)
- Portnox
- Two-factor authentication (Microsoft Authenticator)
- AvidPay (B2B hub for payment operations)
- TLS and SFTP
- Remote Desktop Protocol
- Active Directory

Does your business use network segmentation to affect the scope of your PCI DSS	⊠ Yes	☐ No
environment?		
(Refer to "Network Segmentation" section of PCI DSS for guidance on network		
segmentation)		



Part 2f. Third-Party Service Providers								
	Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?							
If Yes:								
Name of QIR Company:		N/A						
QIR Individual Name:		N/A						
Description of services provide	ded by QIR:	N/A						
Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?								
If Yes:			1					
Name of service provider:	Description of services provided:							
Microsoft (Azure)	Cloud hosting for CDE							
NICE Ltd.	Call center software used to make CHD payments and record phone calls							
TokenEx	Tokenization services for CHD							
WEX	Virtual credit car	rd processing						
OpenText	Fax solution use	ed to send CHD payments						
Comdata	omdata Virtual credit card processing							
NMI	Virtual credit card processing							
Twilio Solution integrated with automated IVR process used to submit CHD payments and record phone calls								
Excela	Virtual card prod	cessing						
Note: Requirement 12.8 applies to all entities in this list								



#### Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as "Not Tested" or "Not Applicable" in the ROC.
- **Partial** One or more sub-requirements of that requirement were marked as "Not Tested" or "Not Applicable" in the ROC.
- None All sub-requirements of that requirement were marked as "Not Tested" and/or "Not Applicable" in the ROC.

For all requirements identified as either "Partial" or "None," provide details in the "Justification for Approach" column, including:

- Details of specific sub-requirements that were marked as either "Not Tested" and/or "Not Applicable" in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

**Note:** One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service A	ssessed:	Accou	Accounts payable automation solutions and services; issuer processing					
			Details of Requirements Assessed					
PCI DSS Requirement	Full	Partial	None	Justification for Approach  (Required for all "Partial" and "None" responses. Identify which subrequirements were not tested and the reason.)				
Requirement 1:				1.1.6.b, 1.1.6.c - No insecure services, protocols, or ports are allowed.  1.3.6 - No system components store cardholder data.				
Requirement 2:				<ul><li>2.2.2.b, 2.2.3 - No insecure services, daemons, or protocols are allowed.</li><li>2.6 - AvidXchange is not a shared hosting provider.</li></ul>				
Requirement 3:				3.1.b–3.1.c, 3.2, 3.4, 3.5, 3.6 - AvidXchange does not store CHD. 3.2.1, 3.2.3 - AvidXchange is never in possession of full track data, PINs, or PIN blocks. 3.3 - No employees have access to visual displays of PAN (paper or electronic).				
Requirement 4:		$\boxtimes$		4.2.a - End-user messaging technologies are not used to transmit CHD.				
Requirement 5:				5.1.2 - All in-scope systems capable of running AV have an AV solution installed.				



	Details of Requirements Assessed							
				Justification for Approach				
PCI DSS Requirement	Full	Partial	None	(Required for all "Partial" and "None" responses. Identify which sub requirements were not tested and the reason.)				
Requirement 6:				6.3.2.b, 6.4.5.3.b - AvidXchange did not make any PCI-applicable code changes that would affect the security of CHD during the assessment period. 6.4.4 - Accounts for development/test/QA are separate from those used for production and only exist in a separate development environment. 6.4.6 - No significant changes were made in the period of time covered by this assessment.				
Requirement 7:	$\boxtimes$							
Requirement 8:				8.1.5 - No third parties have access to AvidXchange's PCI environment. 8.1.6.b, 8.2.1.d, 8.2.1.e, 8.2.3.b, 8.2.4.b, 8.2.5.b - AvidXchange does not create or support nonconsume				
				customer/user accounts.  8.5.1 - AvidXchange is not a shared hosting provider and does not have access to customer accounts or environments.  8.7 - AvidXchange does not maintain databases containing CHD.				
Requirement 9:				<ul> <li>9.1.2 - No publicly accessible locations are in scope.</li> <li>9.5–9.8 - AvidXchange does not maintain media containing CHD.</li> <li>9.9 - AvidXchange does not capture CHD via swipe devices.</li> </ul>				
Requirement 10:				10.2.1 - No AvidXchange employees have access to full CHD.  10.8.1.b - AvidXchange did not experience an inscope security control failure in the previous year.				
Requirement 11:				<ul> <li>11.1.d - Wireless IDS/IPS or NAC is not used to detect rogue WAPs.</li> <li>11.2.1 - This requirement was not tested during the assessment.</li> <li>11.2.3 - No significant changes have been made in the period of time covered by this assessment.</li> <li>11.3.1.b, 11.3.2.b - The penetration test was performed by a third party.</li> </ul>				
Requirement 12:	$\boxtimes$							
Appendix A1:				AvidXchange is not a shared hosting provider.				
Appendix A2:			$\boxtimes$	AvidXchange does not leverage POS POI terminals using SSL/early TLS.				



## **Section 2: Report on Compliance**

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	June 30, 2023
Have compensating controls been used to meet any requirement in the ROC?	☐ Yes ⊠ No
Were any requirements in the ROC identified as being not applicable (N/A)?	⊠ Yes □ No
Were any requirements not tested?	⊠ Yes □ No
Were any requirements in the ROC unable to be met due to a legal constraint?	☐ Yes ⊠ No



## **Section 3: Validation and Attestation Details**

#### Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated June 30, 2023.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (*check one*):

	<b>Compliant:</b> All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall <b>COMPLIANT</b> rating; thereby AvidXchange Inc. has demonstrated full compliance with the PCI DSS.								
	<b>Non-Compliant:</b> Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall <b>NON-COMPLIANT</b> rating, thereby AvidXchange Inc. has not demonstrated full compliance with the PCI DSS.								
	Target Date for Compliance:	N/A							
		with a status of Non-Compliant may be required to complete the Action nt. Check with the payment brand(s) before completing Part 4.							
	Compliant but with Legal exception: One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.								
	If checked, complete the folio	owing:							
	Affected Requirement	Details of how legal constraint prevents requirement being met							
Part	3a. Acknowledgement of S	itatus							
_	atory(s) confirms: ck all that apply)								
$\boxtimes$	The ROC was completed according to the <i>PCI DSS Requirements and Security Assessment Procedures</i> , Version 3.2.1 Revision 2, and was completed according to the instructions therein.								
$\boxtimes$	All information within the abo my assessment in all materia	ove-referenced ROC and in this attestation fairly represents the results of all respects.							
	I have confirmed with my pay sensitive authentication data	yment application vendor that my payment system does not store after authorization.							
$\boxtimes$	I have read the PCI DSS and	d I recognize that I must maintain PCI DSS compliance, as applicable to							

If my environment changes, I recognize I must reassess my environment and implement any

my environment, at all times.

additional PCI DSS requirements that apply.

 $\boxtimes$ 



#### Part 3a. Acknowledgement of Status (continued)

No evidence of full track data<sup>1</sup>, CAV2, CVC2, CVN2, CVV2, or CID data<sup>2</sup>, or PIN data<sup>3</sup> storage after transaction authorization was found on ANY system reviewed during this assessment.

ASV scans are being completed by the PCI SSC Approved Scanning Vendor Qualys Inc.

#### Part 3b. Service Provider Attestation



Signature of Service Provider Executive Office	Date:	June 30, 2023	
Service Provider Executive Officer Name:	Christina Quaine	Title:	Chief Information Security Officer, SVP Technology Operations

#### Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment, describe the role performed:

The QSA validated evidence submitted by the service provider and performed interviews and observations to satisfy all applicable PCI DSS requirement testing procedures.

## Bart R. McDonough

Signature of Duly Authorized Officer of QSA Company ↑	Date: June 30, 2023
Duly Authorized Officer Name: Bart R. McDonough	QSA Company: Agio Inc

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)				
If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	Not applicable			

Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

<sup>&</sup>lt;sup>2</sup> The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

<sup>&</sup>lt;sup>3</sup> Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.



### Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any
		YES	NO	Requirement)
1	Install and maintain a firewall configuration to protect cardholder data			N/A
2	Do not use vendor-supplied defaults for system passwords and other security parameters			N/A
3	Protect stored cardholder data			N/A
4	Encrypt transmission of cardholder data across open, public networks			N/A
5	Protect all systems against malware and regularly update anti-virus software or programs			N/A
6	Develop and maintain secure systems and applications			N/A
7	Restrict access to cardholder data by business need to know			N/A
8	Identify and authenticate access to system components			N/A
9	Restrict physical access to cardholder data			N/A
10	Track and monitor all access to network resources and cardholder data			N/A
11	Regularly test security systems and processes			N/A
12	Maintain a policy that addresses information security for all personnel			N/A
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers			N/A
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections			N/A











