



Credit Card Data Scrub Utility

Frequently Asked Questions

1. Does the Credit Card Data Scrub Utility only address the Accounts Receivable (AR) fields on the customer credit card tab?

No, the utility addresses all Order Entry, Accounts Receivable, Accounts Payable, and Bank Services records that currently contain Credit Card information.

2. What will happen to information stored in optional fields, comments, references and descriptions for orders, shipments and invoices in OE? How should this type of data be managed?

The utility will not address Optional Fields that may have been used for storing Credit Card data. You can use Optional Fields in many different ways and trying to account for and modify data in Optional Fields is beyond the capability of the Scrub utility. You or your channel partner will need to write SQL query/scripts or manually remove such information.

3. Can the utility be “run” without the assistance of a business partner?

Yes. Customers can choose to scrub credit card data from their databases without the aid of a partner. However, we strongly advise you to make a backup of your Sage ERP Accpac database (s) before running this utility. Furthermore, if you choose to export the Credit Card info, a password will be required to protect/encrypt the exported data file. The password will NOT be stored by Sage ERP Accpac and Sage will not have the ability to extract it at a later date. The person exporting the data will be responsible for keeping the password in a safe and retrievable location. We always recommend taking advantage of the expertise of your business partner for assistance with running utilities such as this, which can impact your Sage ERP Accpac database.

4. What versions of Sage ERP Accpac are compatible with the Credit Card Data Scrub Utility?

The utility will be compatible with all supported versions of Sage ERP Accpac, including Versions 5.4, 5.5 and 5.6.

5. How do I manage fields in SageCRM or other applications, where I have added fields for credit cards and stored information?

The Credit Card Data Scrub utility is only compatible with Sage ERP Accpac. For other applications, you will need to manually purge credit card information.

6. How about third party products third party software that allows the input of credit card information?

The utility is only for Sage ERP Accpac Order Entry, Accounts Receivable, Accounts Payable, and Bank Services records. If the third party application writes to its own tables, this utility will not purge credit card data from those tables. Customers and/or partners will need to consult the provider of the third party software for assistance, or manually remove data.

7. I have several companies in Sage ERP Accpac. Is there anything special I need to know about the utility?

Yes. You must run the utility separately for each company that contains credit card information. Make certain to backup all company databases before running the utility.

8. Does running the Credit Card Data Utility make my company exempt from PCI compliance requirements?

No. If you continue to accept credit cards as payment in your business, you are required to submit a Self-Assessment Questionnaire (SAQ). On that form you will state that you do not store credit card information in your payment application, assuming you don't store credit card numbers in any other applications you use. For more information on PCI Compliance, please visit <http://sageaccpacinfo.stg.spinsix.net/pci/>.

For any further questions, please contact SageAccpacpm@sage.com.

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