Global Vendor Certification Program

Frequently Asked Questions

1 August 2022

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Document Purpose

The purpose of this document is to answer commonly asked questions about the Global Vendor Certification Program (GVCP) under Mastercard's Card Production Security Standards.

Reference Document

The **Security Rules and Procedures** is available on [Mastercard Connect™](#) for further references (refer to section 2.3 and Appendix C for more information).

Global Vendor Certification Program

The following list of questions is designed to assist issuers and card production vendors with Card Production Security Standards compliance requirements.

Q: What do card production activities consist of?

Card production activities consist of card manufacture services, card personalization services, and other specialized services performed in connection with card production (refer to Appendix C for card production services in the *Security Rules and Procedures*). This includes the treatment and safeguarding of cards, printing, embossing, encoding, and mailing as well as any phase of the production and distribution of cards or card account information.

Q: Who is required to ensure that all card production activities are performed in compliance with Card Production Security Standards and Card Design Standards?

Issuers and card production vendors must ensure that all card production activities are performed in compliance with *Card Production Security Standards* and *Card Design Standards*, as applicable.

Q: Which PCI Security Standards apply to card production activities and where are they located?

The security requirements for card production activities are defined in the PCI Card Production & Provisioning Physical Security Requirements and in the PCI Card Production & Provisioning Logical Security Requirements. The PCI Card Production Logical and Physical Security Requirements can be found on the PCI Security Standards Council (PCI SSC) website under the **Card Production** filter at www.pcisecuritystandards.org/document_library.

Q: Which version of the PCI Card Production & Provisioning Security Requirements is currently in effect?

Version 3.0 of the PCI Card Production & Provisioning Security Requirements were published in January 2022 and will become effective 1 October 2022. However, assessments may continue to be performed using version 2.0 of the PCI Card Production & Provisioning Security Requirements until 31 December 2022.

Q: What is the Mastercard Global Vendor Certification Program (GVCP)?

The Mastercard GVCP defines and enforces security requirements that provide a high-security environment within which third party vendors perform card manufacture, personalization, and provisioning services on behalf of Mastercard issuers.

Q: What is GVCP certification?

GVCP certification indicates that a vendor has demonstrated compliance with the PCI Card Production & Provisioning Physical & Logical Security Requirements and is authorized to provide card production services to Mastercard issuers. Mastercard *Security Rules and Procedures* require issuers that outsource their card production activities to only utilize GVCP certified vendors.

Q: What entities require GVCP certification?

Vendors that perform card production activities for Mastercard issuers (such as card manufacturing, personalization, provisioning, and specialized production services) require GVCP certification. Issuers that perform card production activities for themselves or their affiliate members are not subject to GVCP certification.

Q: What PCI Security Standards apply to GVCP certification?

The PCI Card Production & Provisioning Physical Security Requirements and the PCI Card Production & Provisioning Logical Security Requirements apply to GVCP certification. These security requirements are separate documents and can be found on the PCI SSC website at www.pcisecuritystandards.org/document_library.

Q: How do I begin the GVCP certification process?

To begin the GVCP certification process, vendors should send an email to gvcp-helpdesk@mastercard.com that includes their company name, facility location, service(s) to be provided and their contact information.

Q: What are the key milestones for GVCP certification?

The key milestones for GVCP certification include:

- forms completion
- program fees (contact gvcp-helpdesk@mastercard.com for associated fees)
- compliance assessment
- audit finding, reporting, and remediation
- certification
- annual certification renewal

Q: How long does it take a vendor to achieve GVCP certification?

The length of time required to achieve GVCP certification may vary from vendor to vendor. The duration is influenced by the maturity of the vendor's security environment and ability to complete essential milestones in a timely manner.

Q: After GVCP certification is achieved, how does a vendor maintain their certification?

To maintain GVCP certification, a vendor must complete their renewal certification requirements annually.

Q: How do I determine if an auditor is qualified to assess card production security?

Card production security assessments must be performed by a PCI SSC-approved Card Production Security Assessor (CPSA). A list of CPSA security organizations can be found on the PCI SSC website at www.pcisecuritystandards.org/assessors_and_solutions/card_production_security_assessors.

Q: How can I validate that a card production facility is GVCP certified?

To validate whether a card production facility is GVCP certified, Mastercard AN 1157 Vendors for Card Production Services is published monthly and confirms that vendors are certified for card production services they provide. The Certified Vendors listing is available on the Technical Resource Center on Mastercard Connect™.

Q: Where can I find additional information about GVCP?

Mastercard GVCP Standards can be found in section 2.3 Card Production Security Standards of the *Security Rules and Procedures*. In addition, the *Card Design Standards* manual and GVCP policies and procedures published in the *Card Vendor Certification Standards* manual can be found on Mastercard Connect™.

Issuers and vendors with questions about GVCP as it relates to Mastercard's Card Production Security Standards should contact gvcp-helpdesk@mastercard.com.