

Business Resource Centre

Operating Guide

Contents

- 1. Welcome 3
- 2. Accessing the BRC 3
- 3. Customer Summary..... 4
- 4. Transactions..... 6
- 5. Reports7
- 6. Chargebacks..... 8
- 7. Statements and Invoices 8
- 8. Support..... 9
- 9. FAQs..... 9

1. Welcome

Thank you for choosing BOI Payment Acceptance UK (BOIPA UK). We value your business and are fully committed to making card acceptance easy for you and your customers. In this guide you will find information about our online reporting portal - Business Resource Centre (BRC) - that will help you manage the reporting and admin side of your card payments.

2. Accessing the BRC

In order to access your information via the BRC the first step is to create a Username and Password. On successfully signing up to BOIPA UK you will receive a welcome email from our customer support team. This email will provide details of your Customer Number. You need your Customer Number and the last 4 digits of your Bank Account (provided on your merchant application) in order to create an account on the BRC

Welcome and thank you for choosing BOI Payment Acceptance!

We are pleased to confirm that we received all the required data to perform the risk checks and verify your identity. You successfully passed this step that is part of our regulatory requirements as a professional Payments Institution. We are now in the process of finalising your account setup.

One of the many benefits of choosing BOI Payment Acceptance for your card processing needs is our Business Resource Centre. This is your online portal that holds all the necessary information to your account, including daily transaction details, electronic statements and monthly account billing.

Please visit the portal right away to set up your customer profile and to directly add the link to your bookmarks for easy access: <https://boipa.com/business>

To login in for the first time click on the "Create an account" link and enter your account number: IE..... and the last 4 digits of the Bank Account provided on your merchant application.

We will contact you very shortly to confirm your final account activation and to inform you about the next step. If you need any additional information or clarification in the meantime please do not hesitate to contact our Support team: 1800 806 670 or support@BOIPA.com.

We are looking forward to sustainably supporting your business!

Yours sincerely,

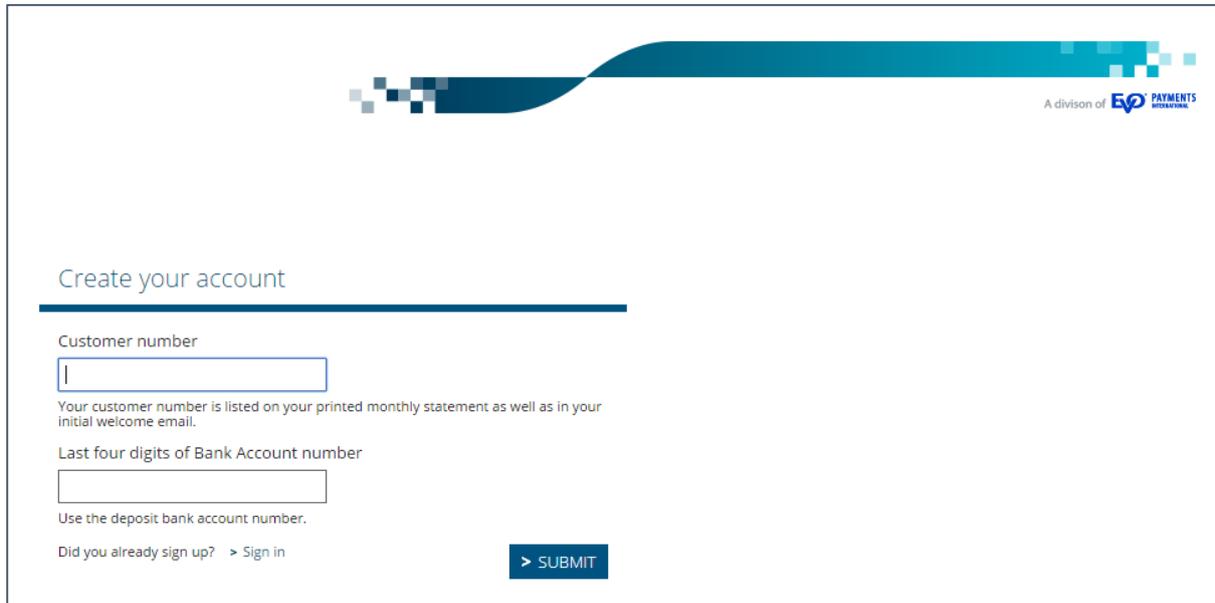
Customer Support

To create the BRC account you need to go the following URL <https://boipa.co.uk/business> and the link > [Create an account](#). If you lose your details contact the BOIPA UK support team for a replacement.

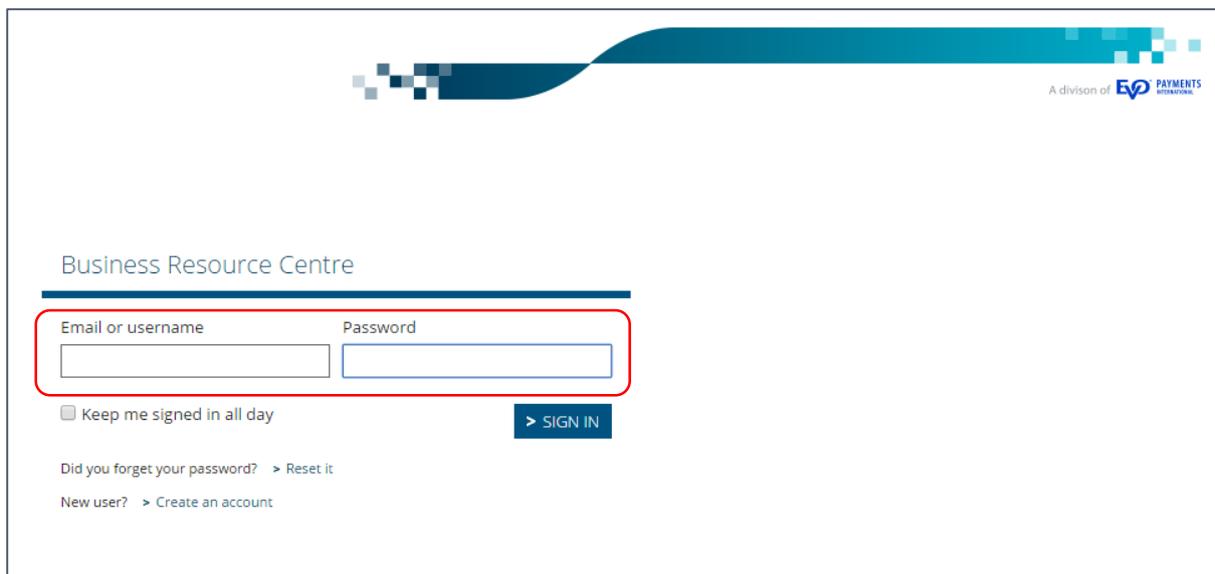


The screenshot shows the login page for the Business Resource Centre. At the top right, it says "A division of EVO PAYMENTS INTERNATIONAL". The page title is "Business Resource Centre". There are two input fields: "Email or username" and "Password". Below the "Email or username" field is a checkbox labeled "Keep me signed in all day". To the right of the "Password" field is a blue button labeled "> SIGN IN". Below the "Email or username" field, there is a link "Did you forget your password? > Reset it". At the bottom left, there is a red-bordered box containing the text "New user? > Create an account".

This will bring up the Create Account page where you must enter your Customer Number and the last 4 digits of your Bank Account in order to create your BRC login credentials i.e. Username and Password.



When you go to the URL <https://boipa.co.uk/business> the next time you simply enter this Username and Password to access the BRC. Bookmark this link on your PC so you can return to the site quickly and easily.



There are 6 links within the BRC which will now be described in turn.

3. Customer Summary

Once logged in to the BRC the initial home page provides a summary of the customer information. This includes 3 sub sections:

- Customer Details incl. address and contact information that BOIPA UK have on file
- Financial Details incl. account details on file for debiting and crediting funds
- Details of the products and services incl. pricing details and contract term

Customer Summary

You are currently viewing account information for:

IE0000

Customer details

Customer Business Name	<input type="text"/> d	Trading as	<input type="text"/>
Registered Address	<input type="text"/> <input type="text"/> <input type="text"/> IRELAND	Primary Trading Address	<input type="text"/> <input type="text"/> <input type="text"/> IRELAND
Contact	<input type="text"/>	Business VAT ID	<input type="text"/>
Contact Tel No.	<input type="text"/>	Business website	<input type="text"/>
Email	<input type="text"/>		
Beneficial Owner	<input type="text"/>	Title	Director

Within this section you can also select the account details you wish to view should your primary account be linked to others. You can also download and view a PDF version of your full BOIPA UK contract.

Financial details

Your credit account will be used for all credits and settlement payments owing to you. Charges will be made to your debit account in accordance with your approved payment instruction.

Business Credit Account

Bank Name	Bank of Ireland	Payment Method	Gross
IBAN	<input type="text"/>	BIC	<input type="text"/>
Currency	€ - Euro		

Business Debit Account

Bank Name	Bank of Ireland	Debit Payment Method	Direct Debit
IBAN	<input type="text"/>	BIC	<input type="text"/>
Currency	€ - Euro	Chargeback Debits	Standard

Your Products & Services

This agreement is for all your products and services from Bank of Ireland Payment Acceptance for debit or credit payments through

Pricing Plan	BOIPA Tailor Made 7 (Ready Made Workaround)
Security	Card Not Present Enabled
Card Schemes	Visa, Mastercard & Maestro
Terminal Agreement minimum Term	18 Months

4. Transactions

The Transactions Tab allows you to search through your transactions. There are 2 options:

1. Search by a particular day using the date format DD/MM/YYYY
2. Search by a transaction reference number

Should you also have multiple outlets within an account you can also select the appropriate outlet ID.

The search result can then be easily printed or exported in either Excel or CSV format.

Date	Amount	MSC Amount	Card Number	Unique Transaction Reference	Card Brand	Charge Type	Transaction Reference Number
15/12/2015 10:17:09	€200.00	€0.16			Visa	Sale Transaction	
15/12/2015 12:17:39	€403.00	€0.16			Visa	Sale Transaction	
15/12/2015 15:01:22	€64.65	€1.10			Visa	Sale Transaction	
15/12/2015 14:34:35	€425.00	€3.19			Visa	Sale Transaction	
15/12/2015 14:43:32	€500.00	€0.25			Visa	Sale Transaction	
15/12/2015 12:32:57	€1,475.00	€0.16			Visa	Sale Transaction	
15/12/2015 16:04:51	€65.00	€0.98			Visa	Sale Transaction	
15/12/2015 16:43:59	€49.00	€0.16			Visa	Sale Transaction	
15/12/2015 13:11:40	€238.00	€2.26			MasterCard	Sale Transaction	
15/12/2015 10:28:42	€175.00	€0.16			Visa	Sale Transaction	

5. Reports

The Report Tab allows you to review multiple transactions within a specific data range. The maximum date range is 31 days and the search range must be completed using the date format DD/MM/YYYY.

The report will be exported to Excel and will display the following fields.

TransactionID
OutletID
TerminalID
Date
Type
Amount
MSCAmount
InterchangeAmount
CardNumber
UniqueTransactionReference
CardBrand
CardBrandDesc
ChargeType
TypeId
ChargeDesc
CardType
Product
Region
TransactionReferenceNumber
TransactionID

6. Chargebacks

The Chargebacks Tab allows you to review details of any chargebacks within a specific data range. The maximum date range is 30 days and the search range must be completed using the date format DD/MM/YYYY.

The screenshot shows the 'Chargebacks' page in the merchant dashboard. At the top, there is a navigation menu with links for HOME, TRANSACTIONS, REPORTS, CHARGEBACKS (which is highlighted), STATEMENTS & INVOICES, SUPPORT, FAQs, and SIGN OUT. Below the navigation is the 'Chargebacks' title and a note: 'Chargeback searches are limited to 30 day periods.' There is a 'Customer ID' dropdown menu with 'IE0' selected. Below that are two date input fields labeled 'Date From' and 'Date To'. At the bottom right of the search area is a blue button labeled '> VIEW CHARGEBACKS'.

7. Statements and Invoices

This Tab provides Statements and Invoices history for the last 3 reporting periods.

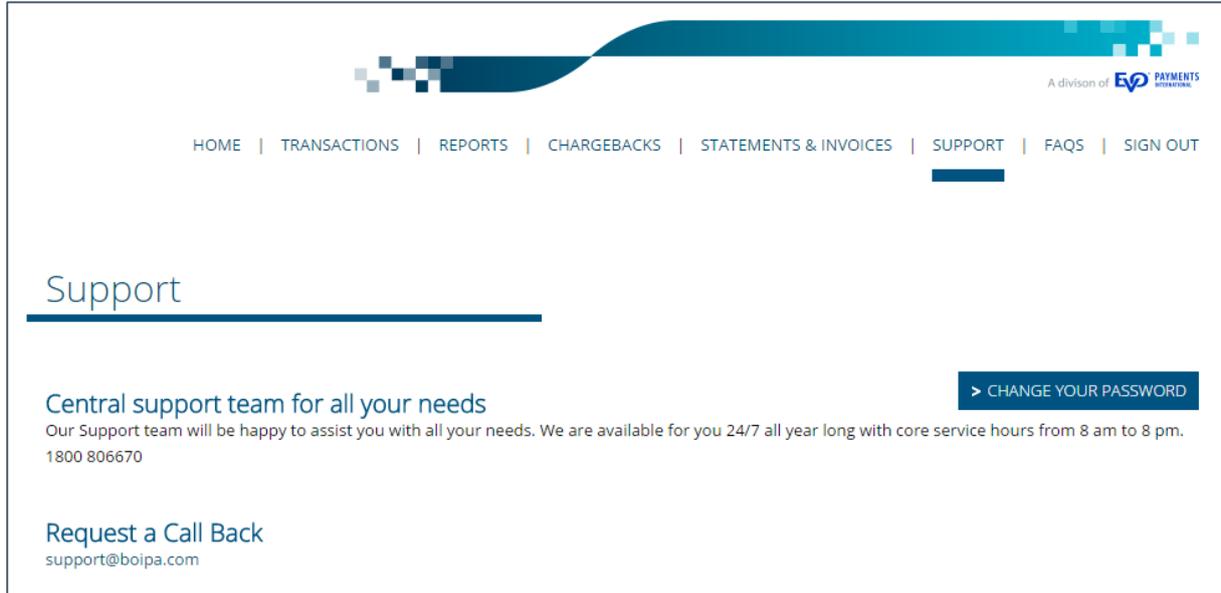
Note: We recommend that all merchants save copies of their statements & invoices in a secure location for future reference.

The screenshot shows the 'Statements & Invoices' page in the merchant dashboard. At the top, there is a navigation menu with links for HOME, TRANSACTIONS, REPORTS, CHARGEBACKS, STATEMENTS & INVOICES (which is highlighted), SUPPORT, FAQs, and SIGN OUT. Below the navigation is the 'Statements & Invoices' title. There is a dropdown menu for 'You are currently viewing statements for' with 'IE0' selected. Below this are two columns of links. The 'Statements' column has links for '> December 2015', '> November 2015', and '> October 2015'. The 'Invoices' column has links for '> IE0000000000 [redacted] 34 (December 2015)', '> IE0000000000 [redacted] 34 (November 2015)', and '> IE0000000000 [redacted] 34 (October 2015)'.

A sample copy of a BOIPA UK invoice is copied overleaf.

8. Support

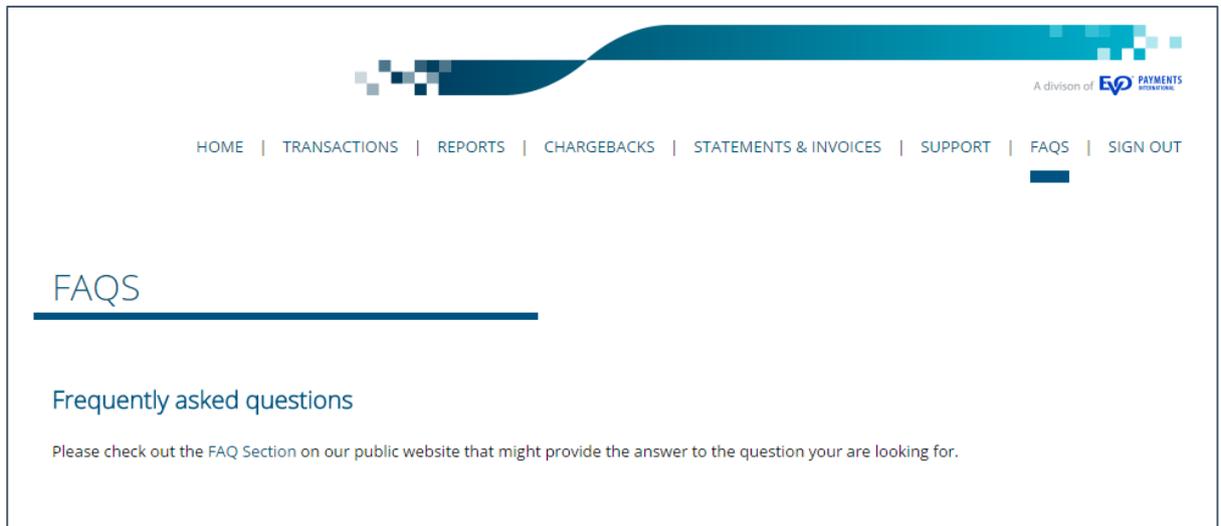
The Support Tab provides details of the BOIPA UK customer support number (0800 0325658) and email address support@BOIPA.com.



The screenshot shows the 'Support' page of the BOIPA UK website. At the top right, it says 'A division of EVO PAYMENTS INTERNATIONAL'. The navigation menu includes: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'SUPPORT' link is highlighted with a dark blue bar. Below the navigation, the page title 'Support' is underlined. The main content area features the heading 'Central support team for all your needs' and a button labeled '> CHANGE YOUR PASSWORD'. Below this, it states: 'Our Support team will be happy to assist you with all your needs. We are available for you 24/7 all year long with core service hours from 8 am to 8 pm. 1800 806670'. At the bottom left, there is a link for 'Request a Call Back' with the email address 'support@boipa.com'.

9. FAQs

This Tab provides a link to the BOIPA UK web site (www.BOIPA.co.uk) where some customer FAQs are listed. For more detailed information please refer to your Customer Operating Instructions Guide.



The screenshot shows the 'FAQs' page of the BOIPA UK website. At the top right, it says 'A division of EVO PAYMENTS INTERNATIONAL'. The navigation menu includes: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'FAQS' link is highlighted with a dark blue bar. Below the navigation, the page title 'FAQS' is underlined. The main content area features the heading 'Frequently asked questions' and a paragraph: 'Please check out the FAQ Section on our public website that might provide the answer to the question your are looking for.'

SERVICE AREA

FRAUD PREVENTION

RISK AND COMPLIANCE

YOUR TERMINALS

FREQUENTLY ASKED QUESTIONS

Frequently asked questions

Here we have answered the questions most frequently asked by our customers. If your question isn't listed, or if you want more information, simply get in touch with our support team.

WHEN WILL MY TRANSACTIONS BE FUNDED TO MY CURRENT ACCOUNT? ▼

WHAT SHOULD I DO IF I DO NOT RECEIVE MY FUNDS IN THE REGULAR TIMEFRAME? ▼

HOW DO I RECEIVE MY ACCOUNT STATEMENT OR MY INVOICE? ▼

HOW DO I GET BILLED FOR THE PROVIDED SERVICES? ▼

WHAT TO DO IF MY TERMINAL DISPLAY SHOWS 'CALL' OR 'CALL CENTRE'? ▼

WHO SHOULD I CONTACT FOR SUPPORT IN BECOMING PCI DSS COMPLIANT? ▼

HOW EASY IS IT TO COMPLETE PCI VALIDATION USING SIMPLE PCI DSS? ▼

MY BUSINESS HAS MULTIPLE LOCATIONS, IS EACH LOCATION REQUIRED TO CERTIFY? ▼

EVO Payments International GmbH, Branch UK, trading as BOI Payments Acceptance UK is licensed by the Federal Financial Supervisory Authority BaFin (Bundesanstalt für Finanzdienstleistungsaufsicht) in Germany and is regulated by the Financial Conduct Authority (No. 656608).

Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc. Registered in England & Wales (No. 7022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE.