BOI UK Payment Acceptance

Business Resource Centre

Operating Guide

A division of EVO PAYMENTS INTERNATIONAL

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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.

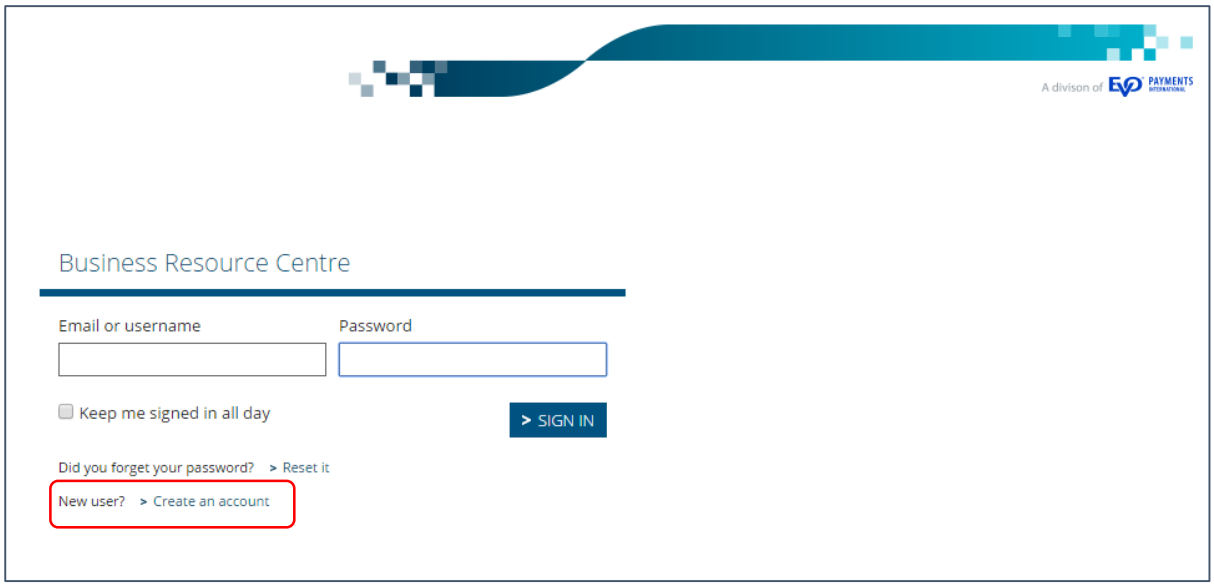
We will contact you very shortly to confirm your final account activation and to inform you about the next step. If you need any additional information or clarification in the meantime please do not hesitate to contact our Support team: 1800 806 670 or support@BOIPA.com.

We are looking forward to sustainably supporting your business!

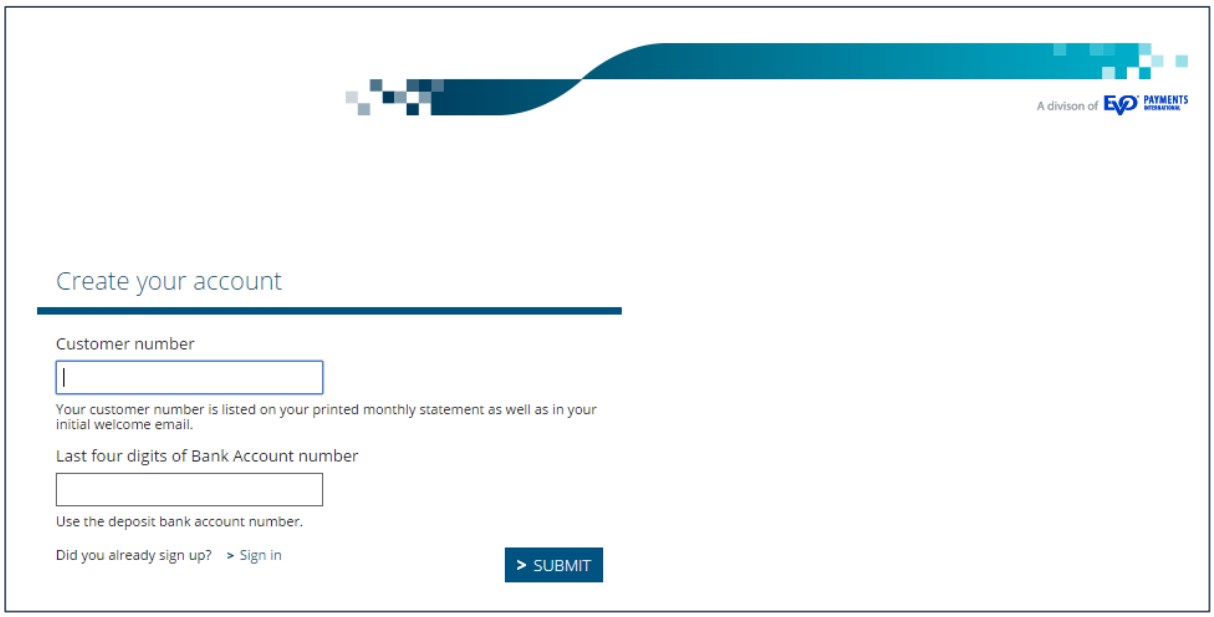
Yours sincerely,

Customer Support

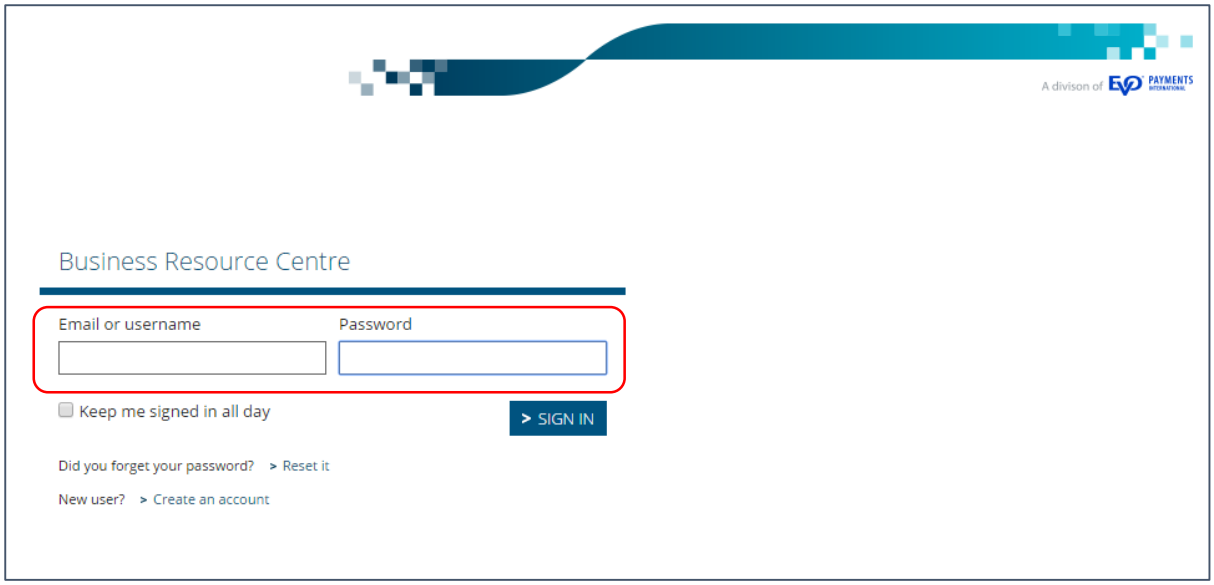
To create the BRC account you need to go the following URL https://boipa.co.uk/business and the link > Create an account. If you lose your details contact the BOIPA UK support team for a replacement.



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 logon 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.

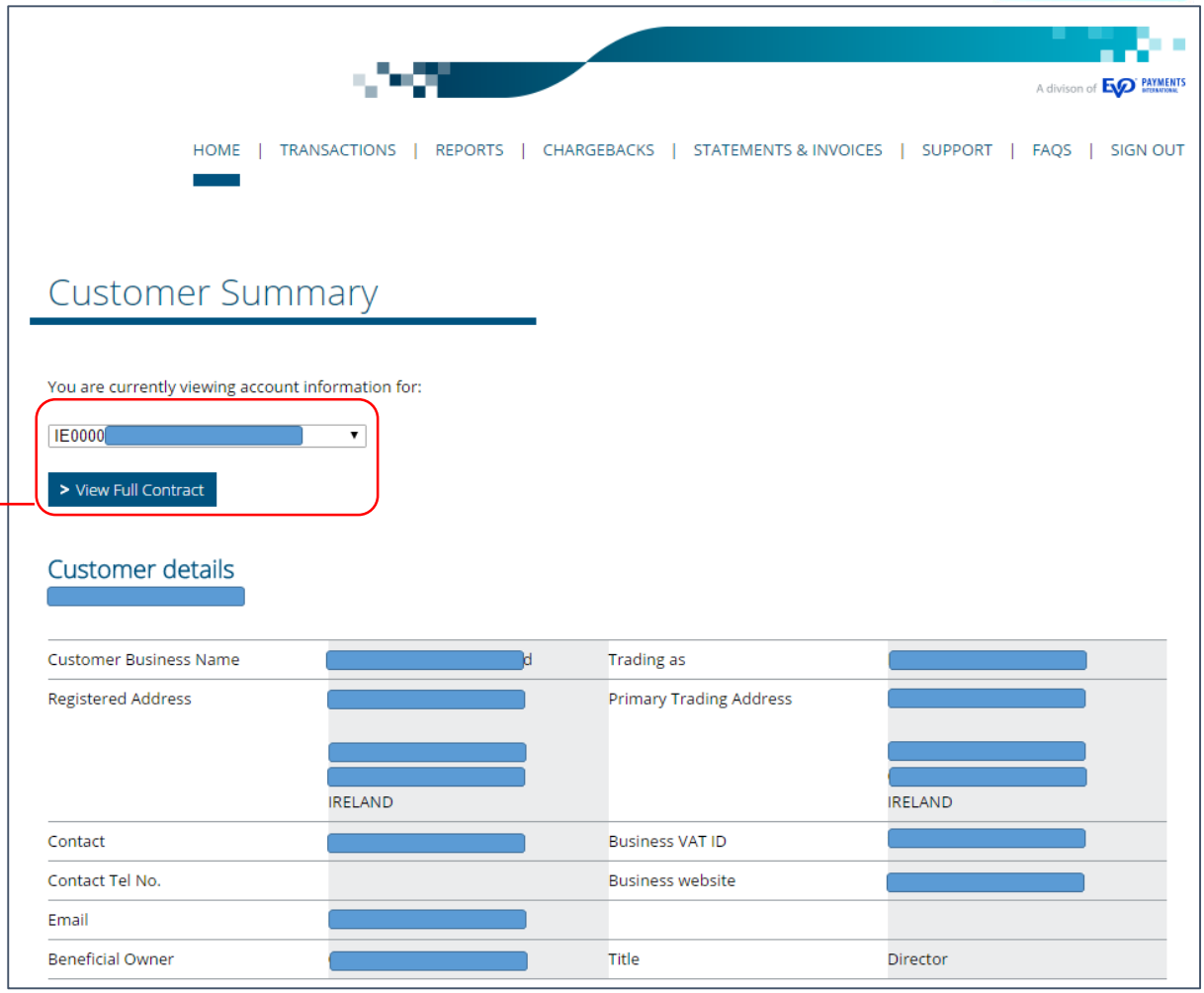


There are 6 links within the BRC which will now be described in turn.

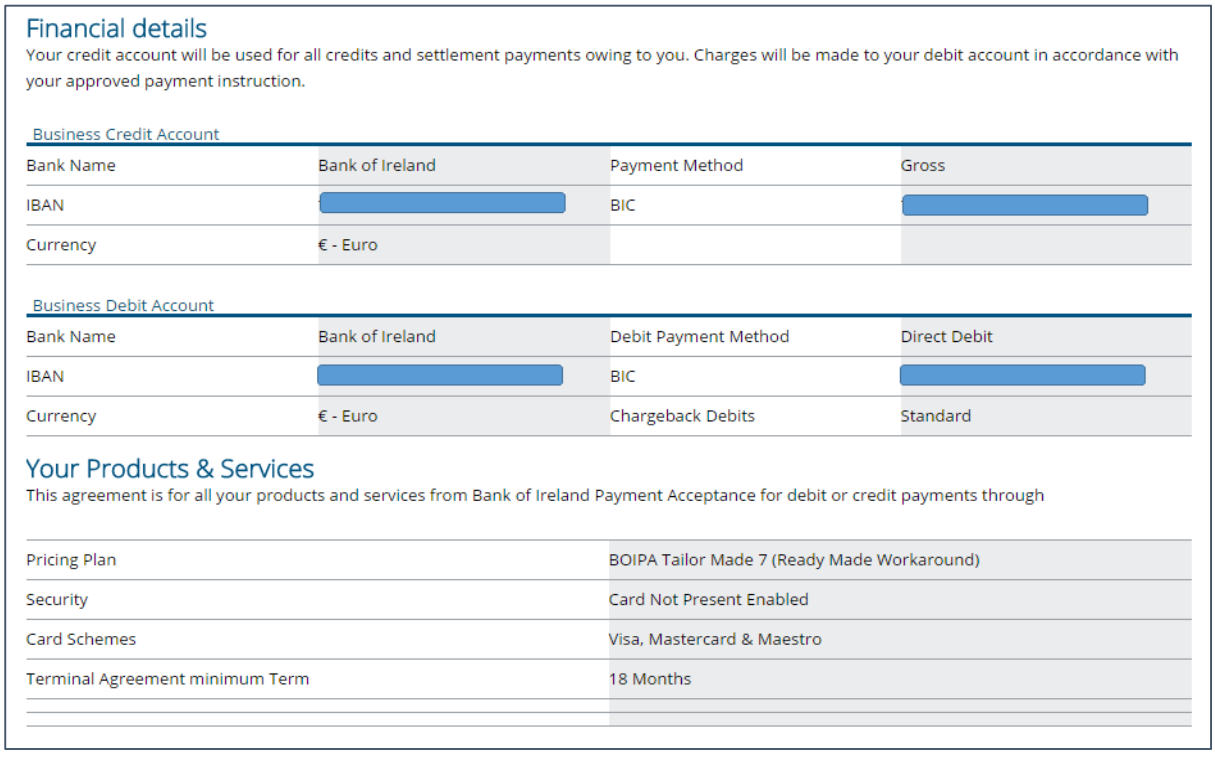
3. Customer Summary

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



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.

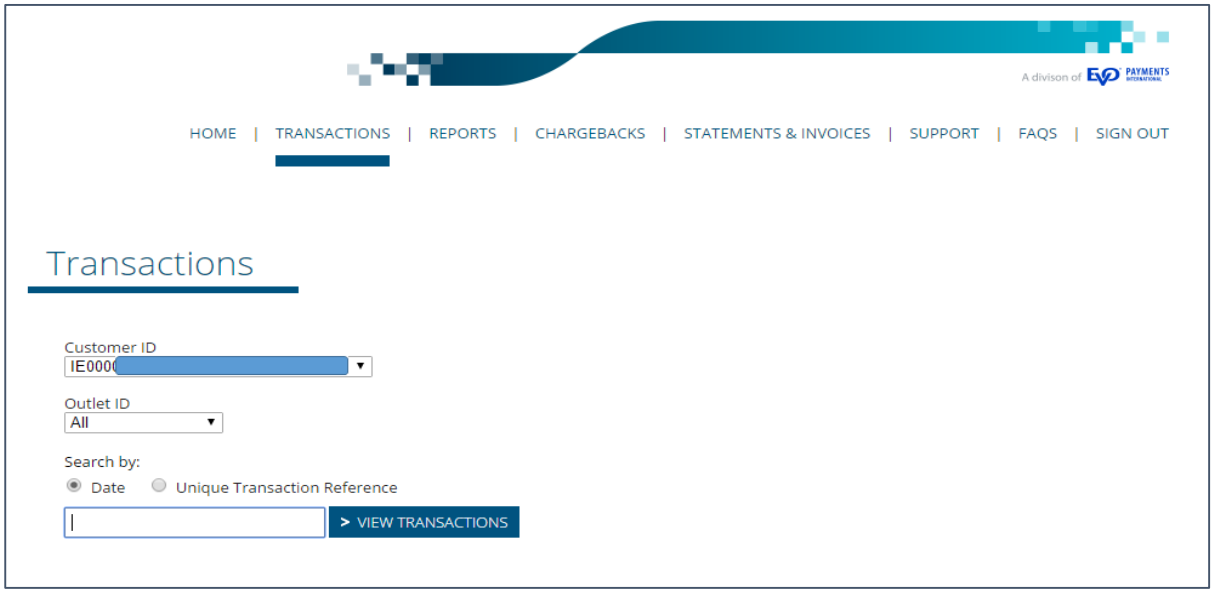


4. Transactions

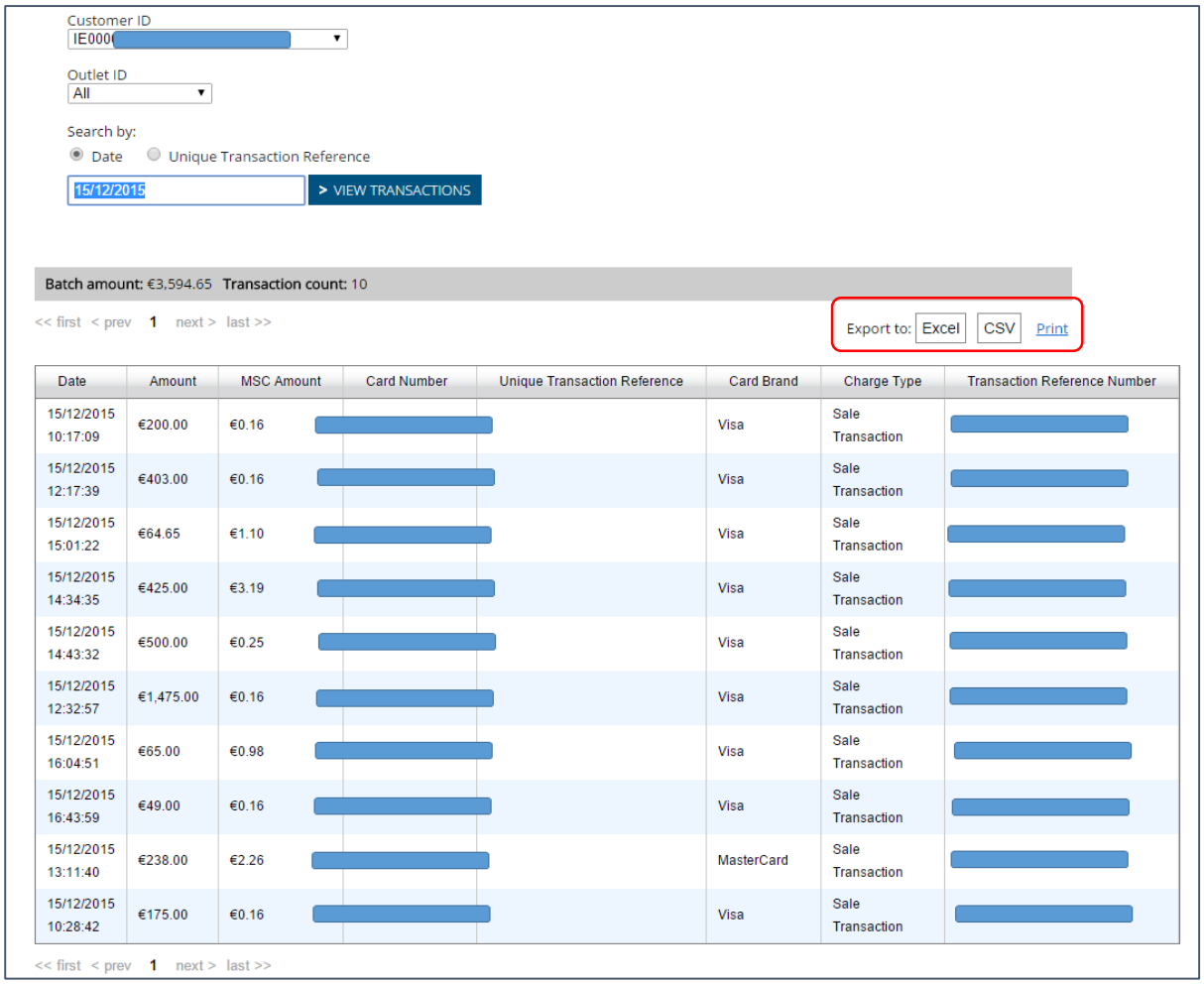
The Transactions Tab allows you to search through your transactions. There are 2 options:

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.



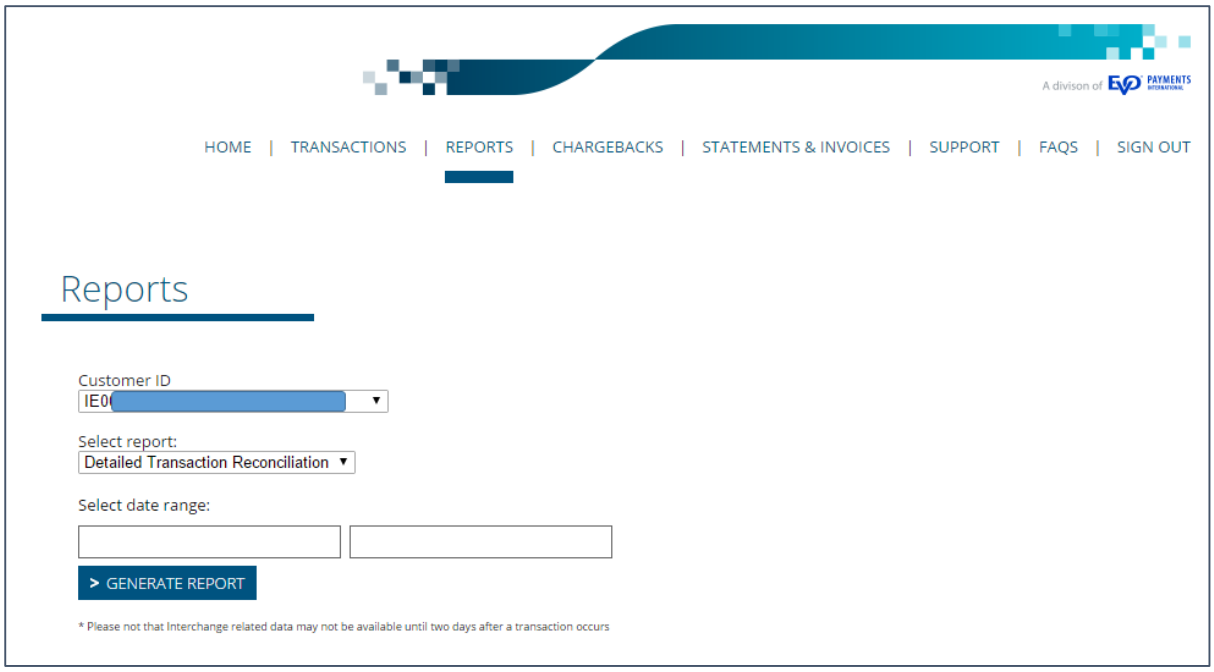
The search result can then be easily printed or exported in either Excel or CSV format.



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.

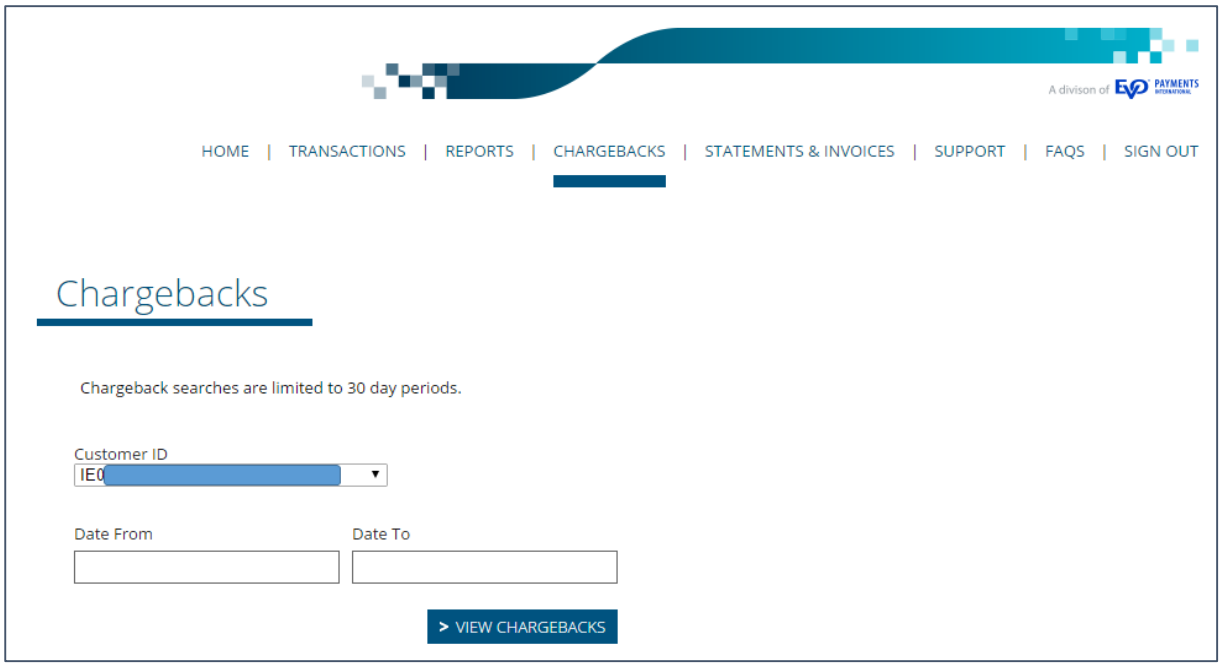


The report will be exported to Excel and will display the following fields.

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

6. Chargebacks

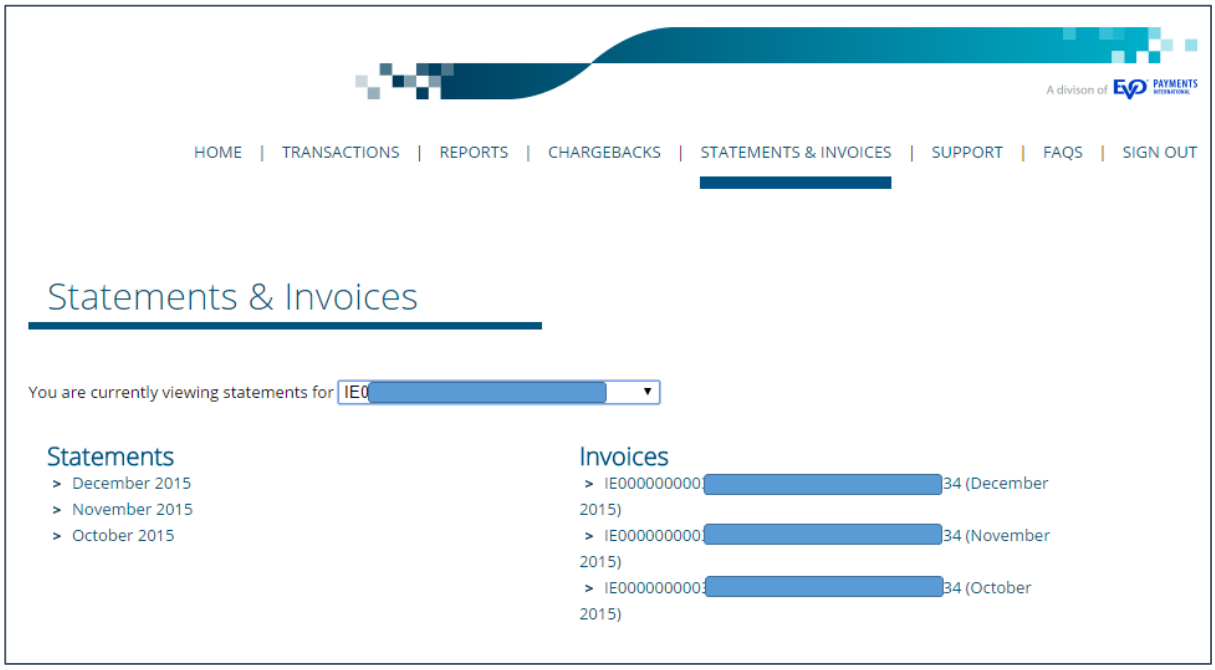
The Chargebacks Tab allows you to review details of any chargebacks within a specific data range. The maximum date range is 30 days and the search range must be completed using the date format DD/MM/YYYY.



7. Statements and Invoices

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

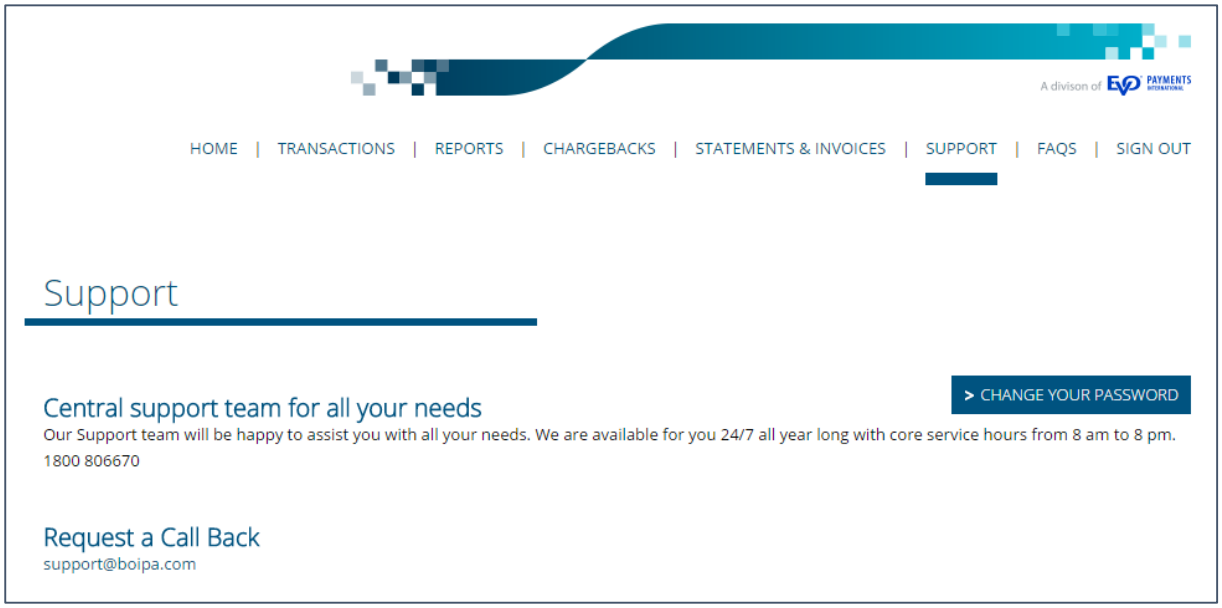
Note: We recommend that all merchants save copies of their statements & invoices in a secure location for future reference.



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

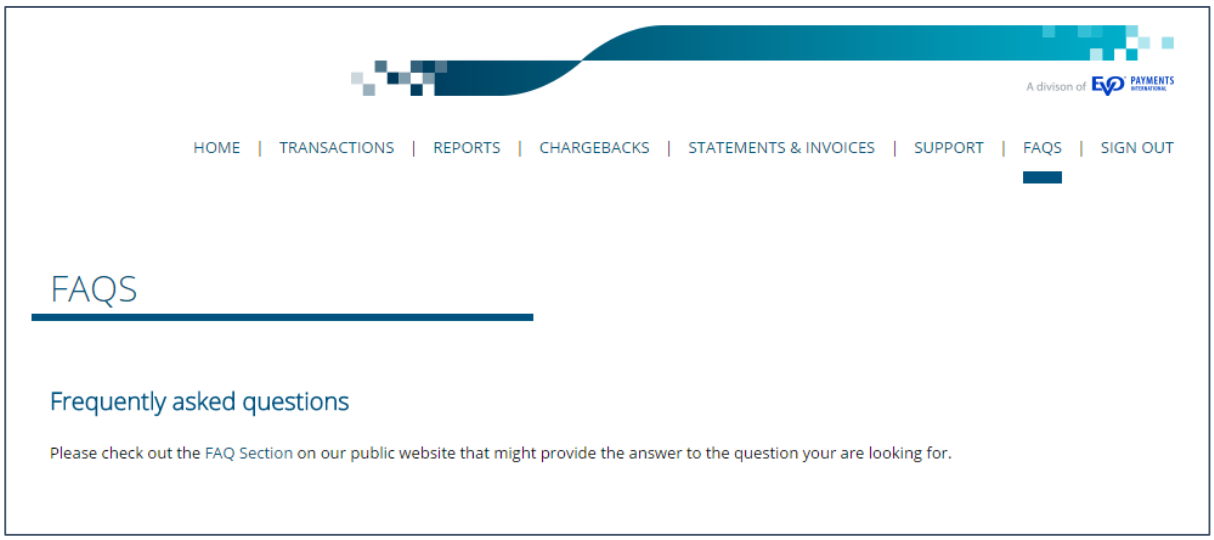
8. Support

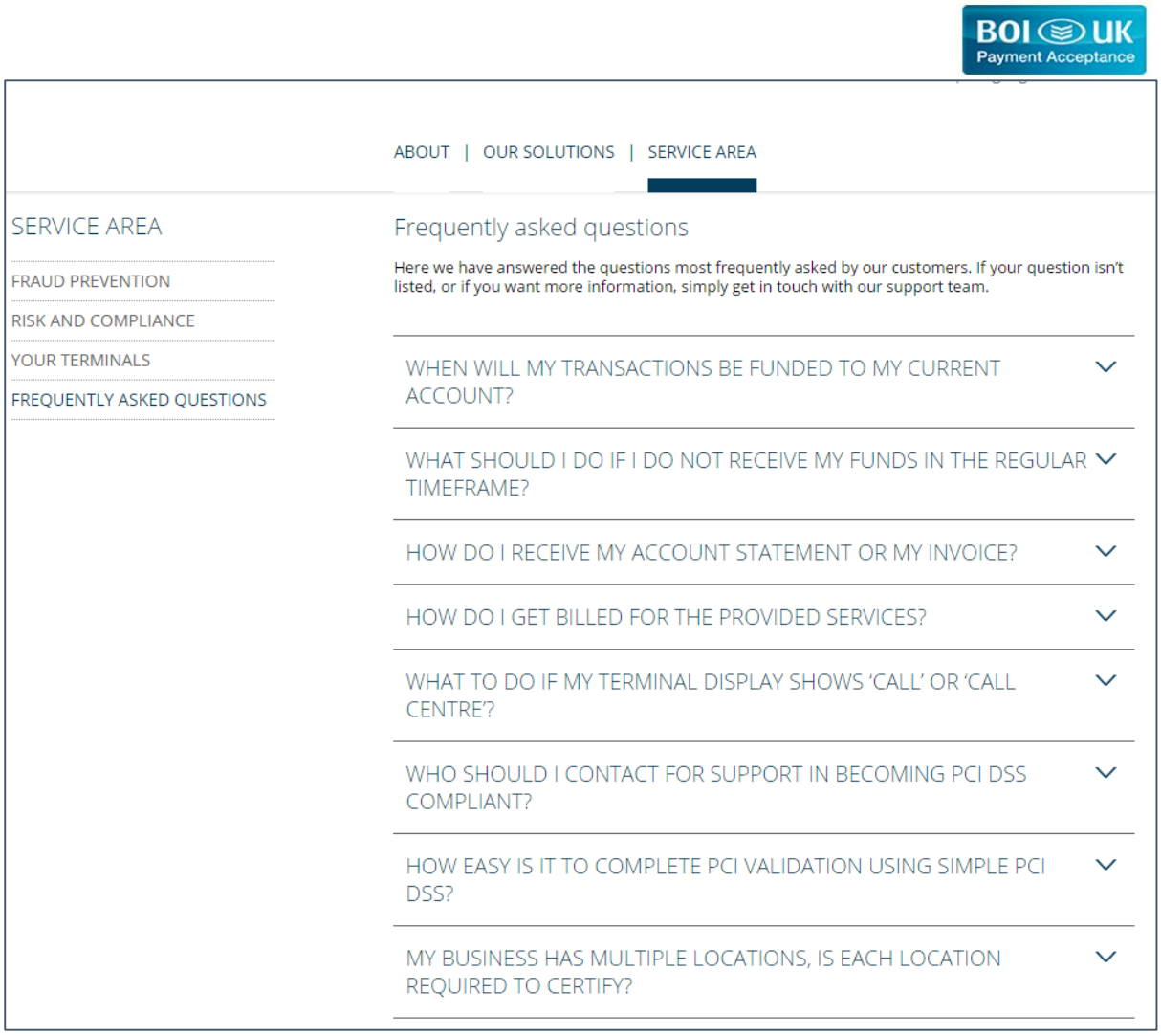
The Support Tab provides details of the BOIPA UK customer support number (0800 0325658) and email address support@BOIPA.com.



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.





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