Business Resource Centre

Operating Guide

April 2019

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1. Welcome

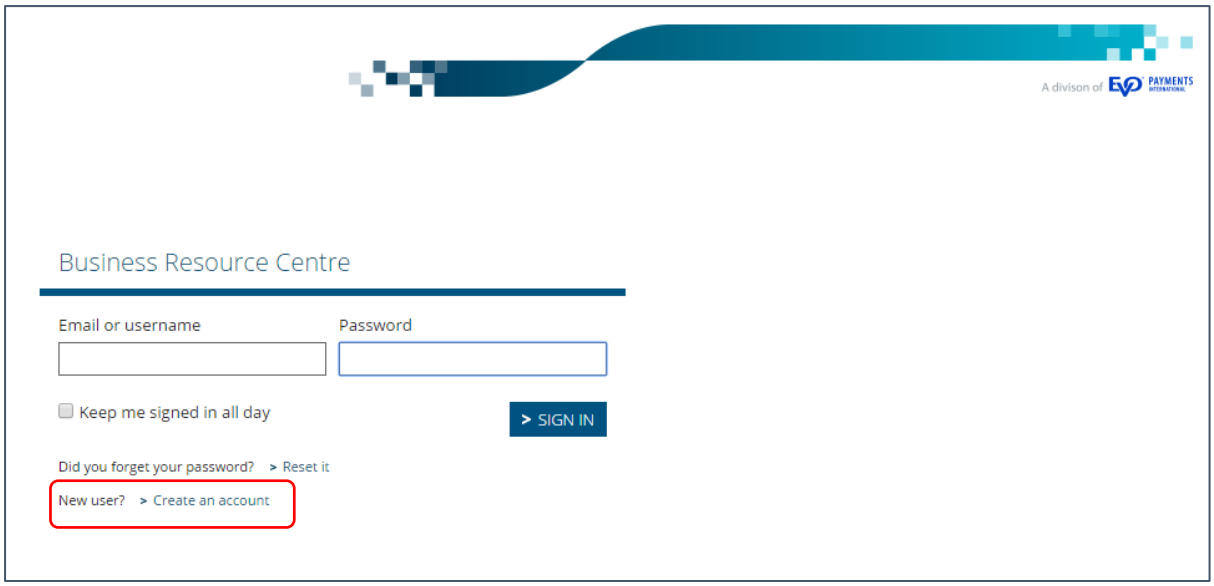
Thank you for choosing EVO Payments. We value your business and are fully committed to making card acceptance easy for you and your customers. In this guide you will find information about our online reporting portal - Business Resource Centre (BRC) - that will help you manage the reporting and admin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

2. Accessing the BRC

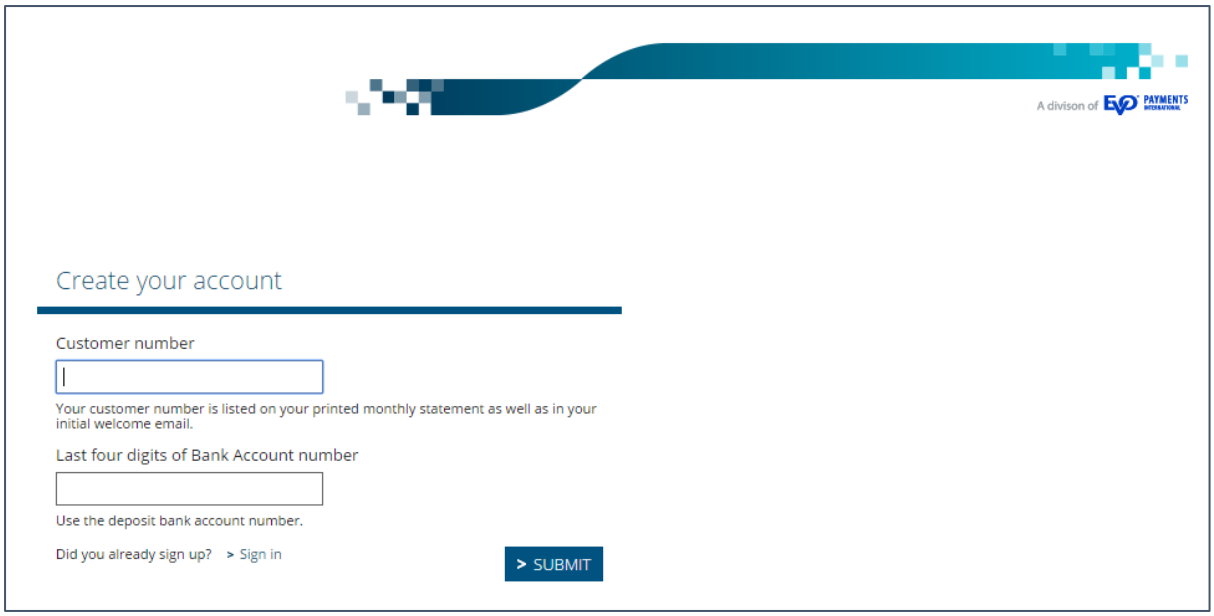
In order to access your information via the BRC the first step is to create a Username and Password. On successfully signing up to EVO Payments UK you will receive a welcome email from our customer support team. This email will provide details of your **Customer Number**. You need your Customer Number 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 EVO Payments International.
One of the many benefits of choosing EVO Payments International for your payment acceptance needs is our Business Resource Centre (BRC). This is your online portal that holds all the necessary information to your account, including daily transaction details, electronic statements and monthly account billing. You can access the BRC portal through a link from our web site
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://portal.evopayments.eu/business
To login in for the first time click on the "Create an account" link and enter your account number: GB..... and the last 4 digits of the Bank Account provided on your Payment Acceptance Agreement.
In order to protect your business from the threat of card fraud each EVO Payments International customer may be requested to attest, or certify, their PCI DSS compliance on an annual basis. PCI DSS is an information security standard for all businesses that handle credit and debit cards from the major card schemes. Annual certification is a simple process that involves 3 elements to be completed via our PCI DSS web portal:
1. Complete your PCI profile
2. Complete self-assessment questionnaire
3. Attest your compliance
The set up of your account and the way that you accept cards for your business will be assessed in order to determine your PCI DSS obligations. If you are required to actively participate in the programme, you will be contacted via email in the coming weeks to introduce you to our 'Simple PCI DSS' program and web portal. The service is run in conjunction with Sysnet Global Solutions. Should you experience any difficulty with any aspect of the PCI process please do not hesitate to contact us.
We are looking forward to supporting your business!
Yours sincerely,
Customer Support
00442037883419
uksupport@evopayments.com

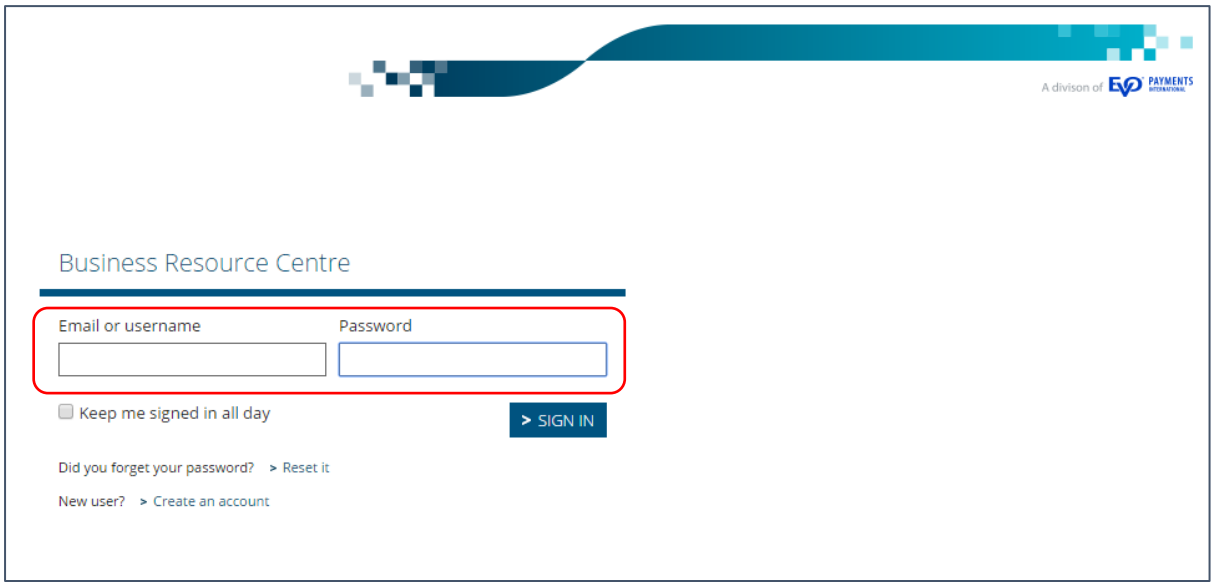
To create the BRC account you need to go the following URL https://portal.evopayments.eu/business and the link > Create an account. If you lose your details contact the EVO PAYMENTS support team for a replacement.



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://portal.evopayments.eu/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.



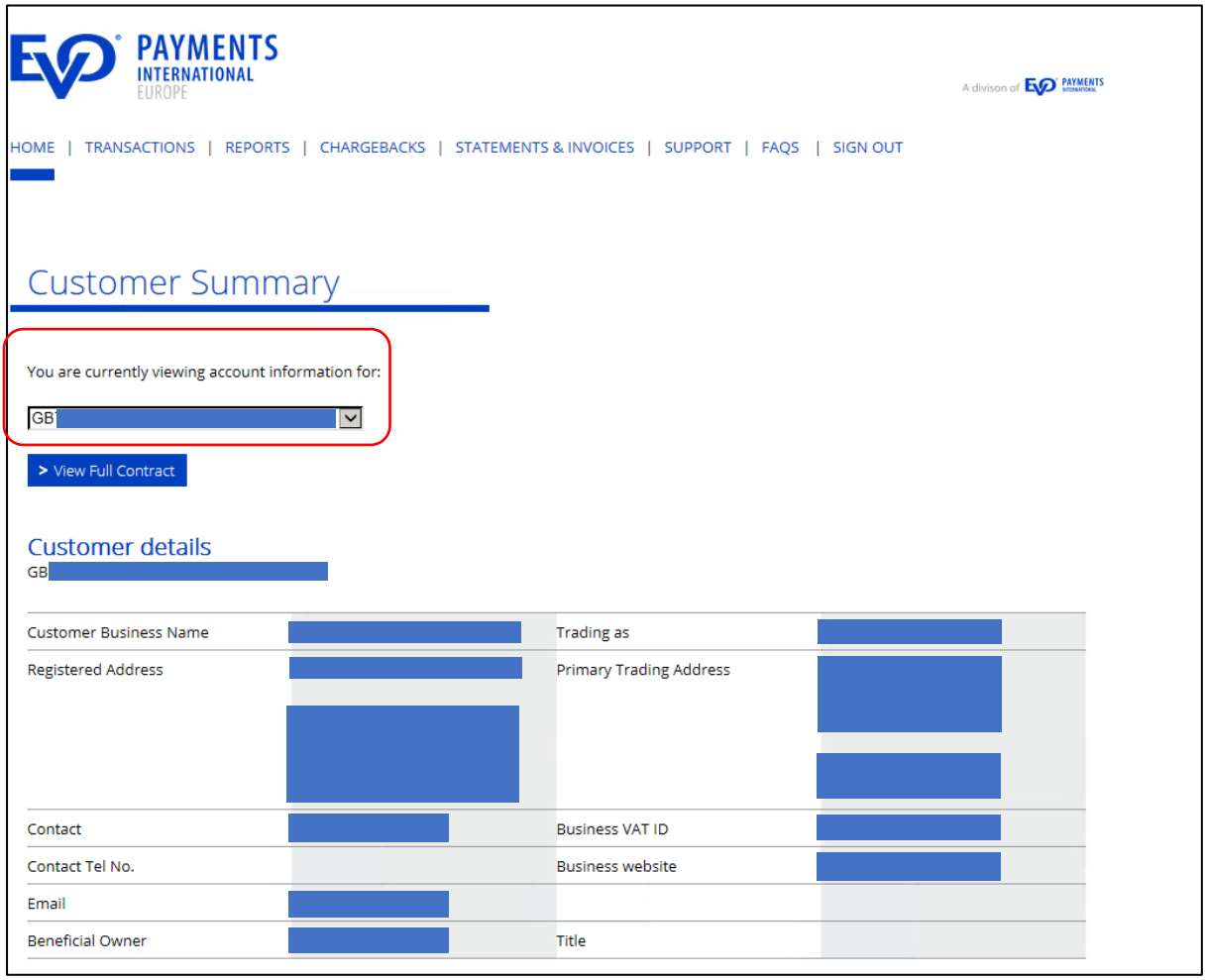
There are 6 links within the BRC which will now be described in turn.

3. Customer Summary

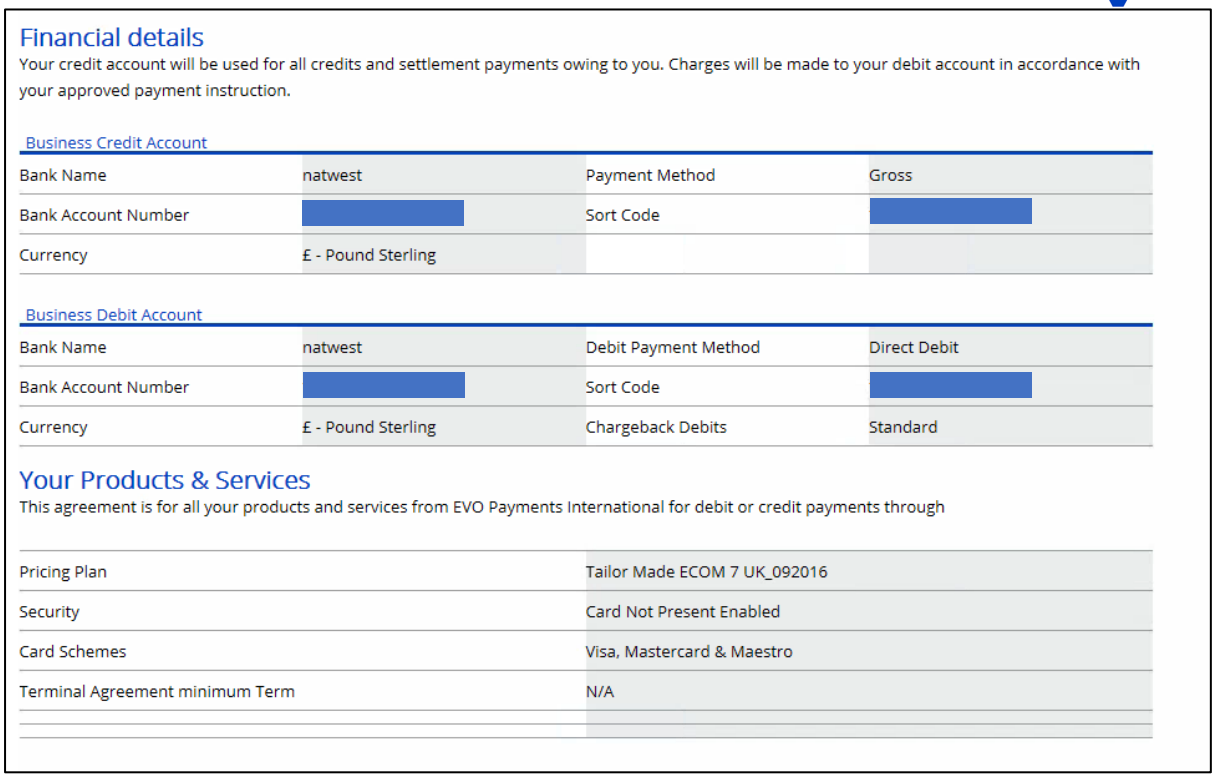
Once logged in to the BRC the initial home page provides a summary of the customer information. This includes 3 sub sections:

- Customer Details incl. address and contact information that EVO Payments 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 EVO Payments 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	natwest	Payment Method	Gross
Bank Account Number	[redacted]	Sort Code	[redacted]
Currency	£ - Pound Sterling		

Business Debit Account

Bank Name	natwest	Debit Payment Method	Direct Debit
Bank Account Number	[redacted]	Sort Code	[redacted]
Currency	£ - Pound Sterling	Chargeback Debits	Standard

Your Products & Services

This agreement is for all your products and services from EVO Payments International for debit or credit payments through

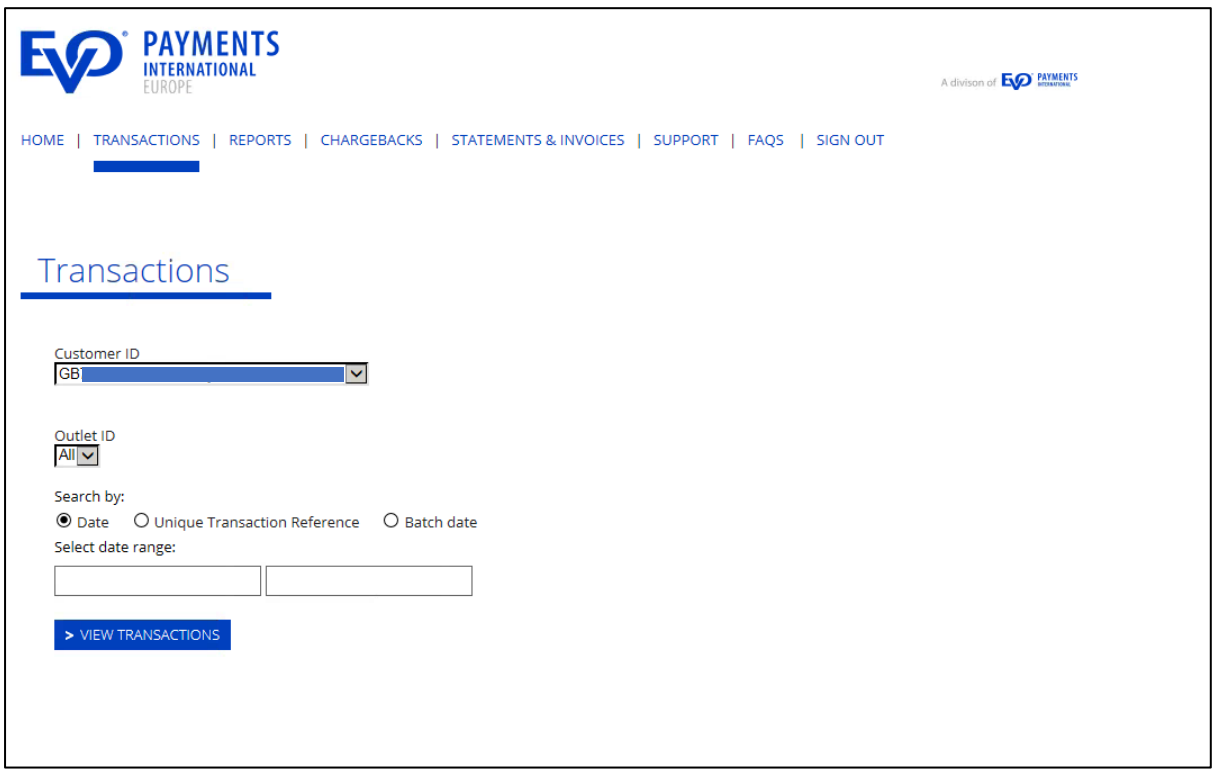
Pricing Plan	Tailor Made ECOM 7 UK_092016
Security	Card Not Present Enabled
Card Schemes	Visa, Mastercard & Maestro
Terminal Agreement minimum Term	N/A

4. Transactions

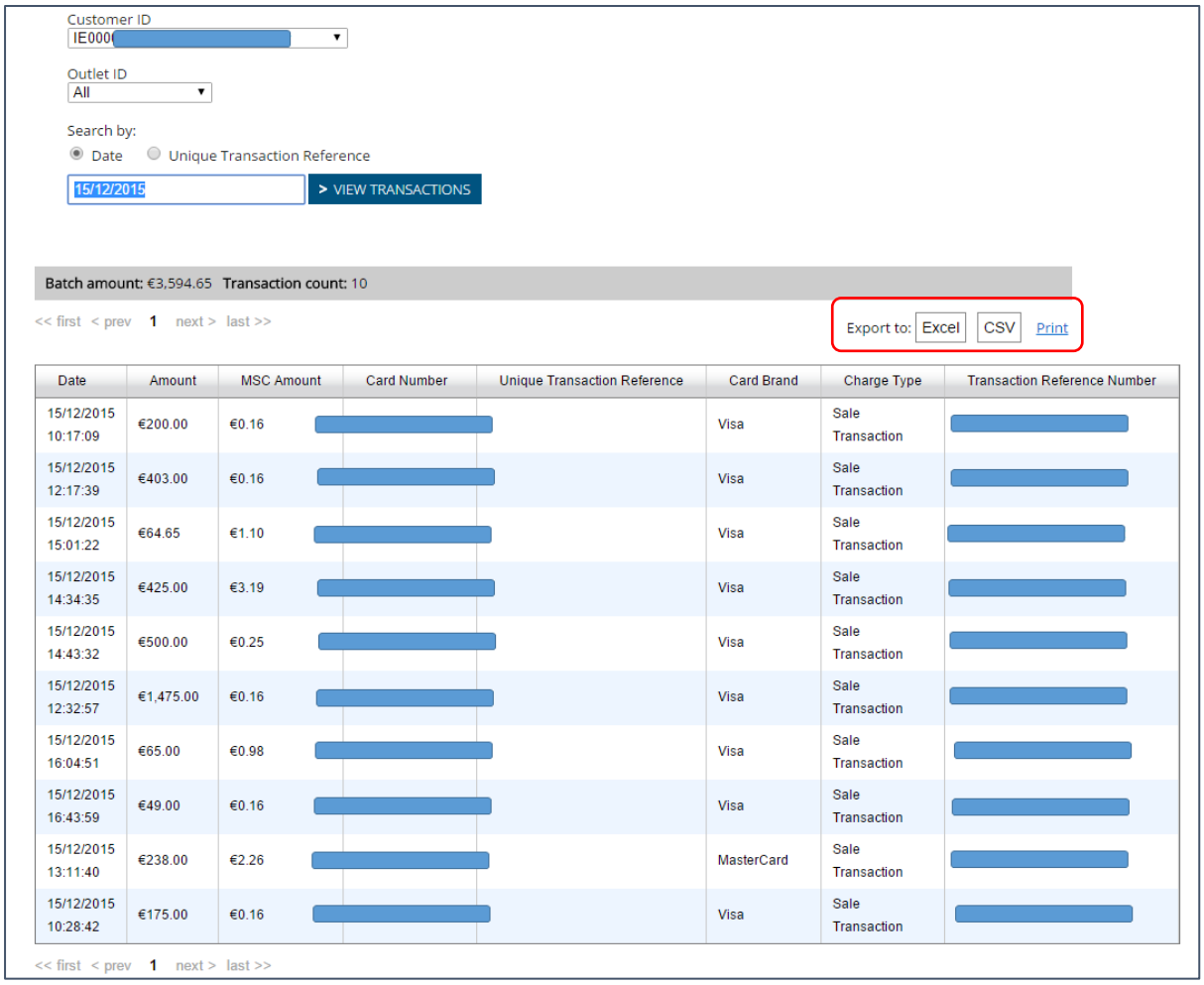
The Transactions Tab allows you to search through your transactions. There are 2 options:

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.

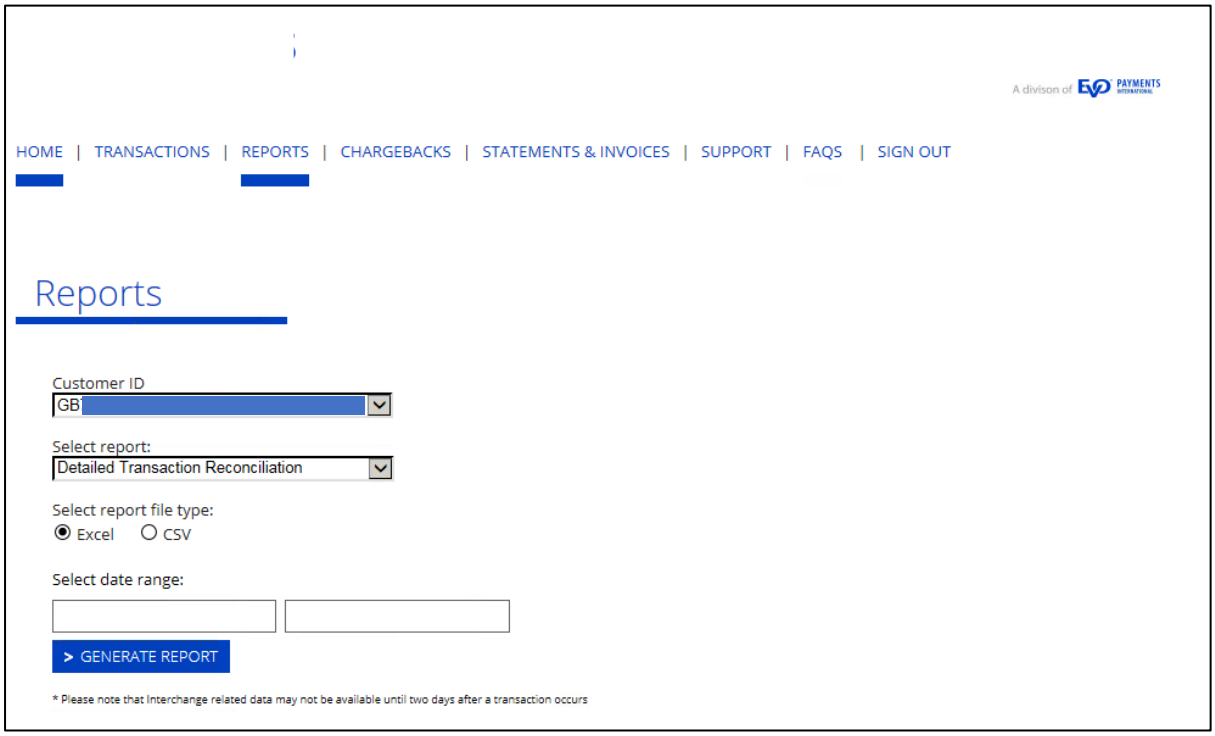


The search result can then be easily printed or exported in either Excel or CSV format.



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.

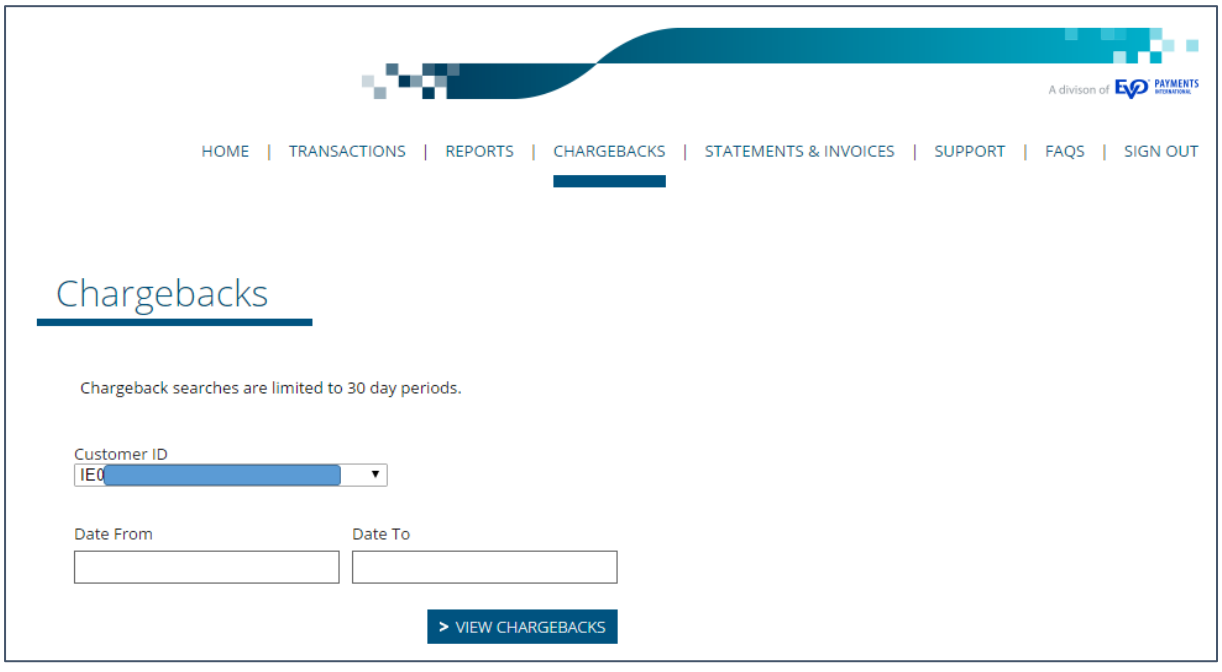


The report will be exported to Excel and will display the following fields.

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

6. Chargebacks

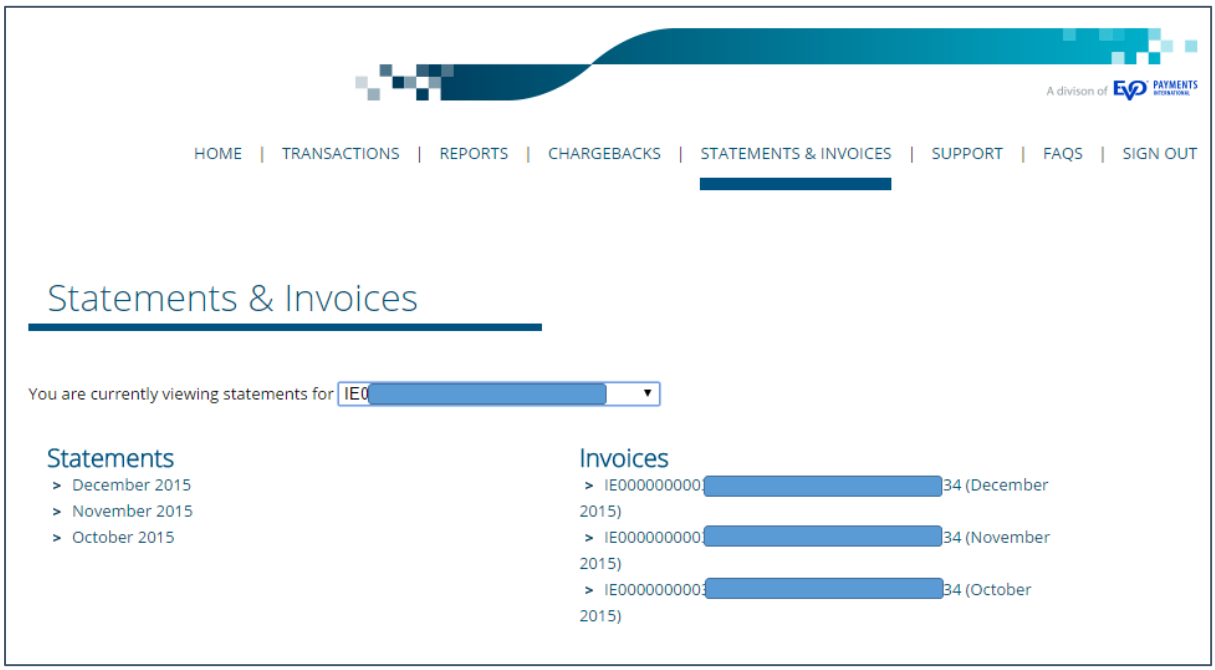
The Chargebacks Tab allows you to review details of any chargebacks within a specific data range. The maximum date range is 30 days and the search range must be completed using the date format DD/MM/YYYY.



7. Statements and Invoices

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

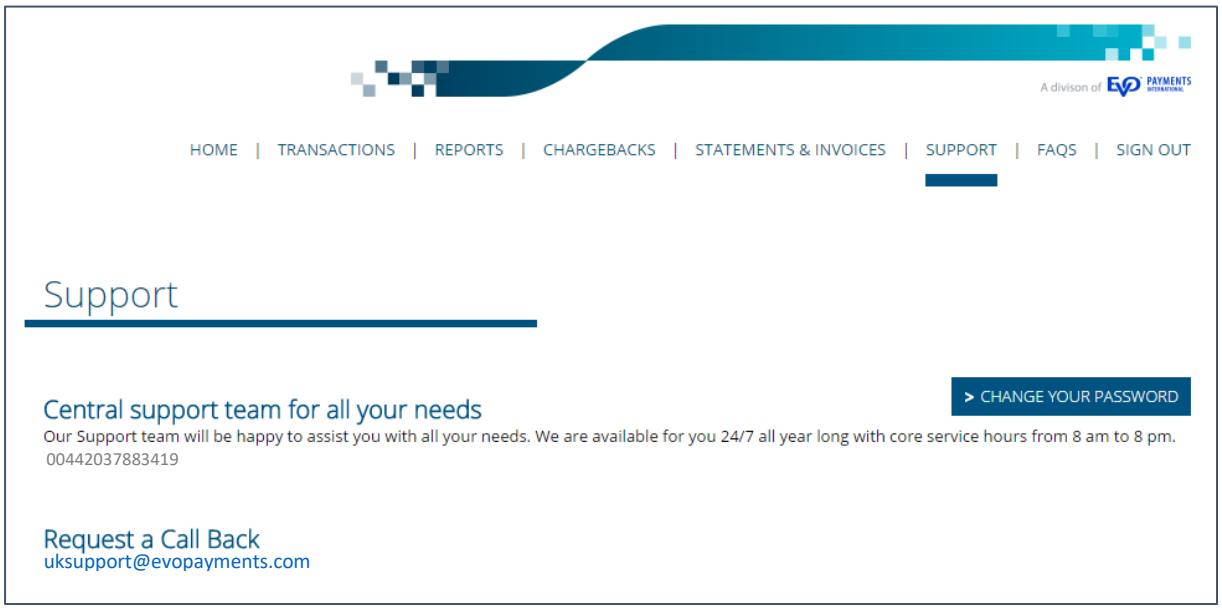
Note: We recommend that all merchants save copies of their statements & invoices in a secure location for future reference.



A sample copy of an EVO Payments invoice is copied overleaf.

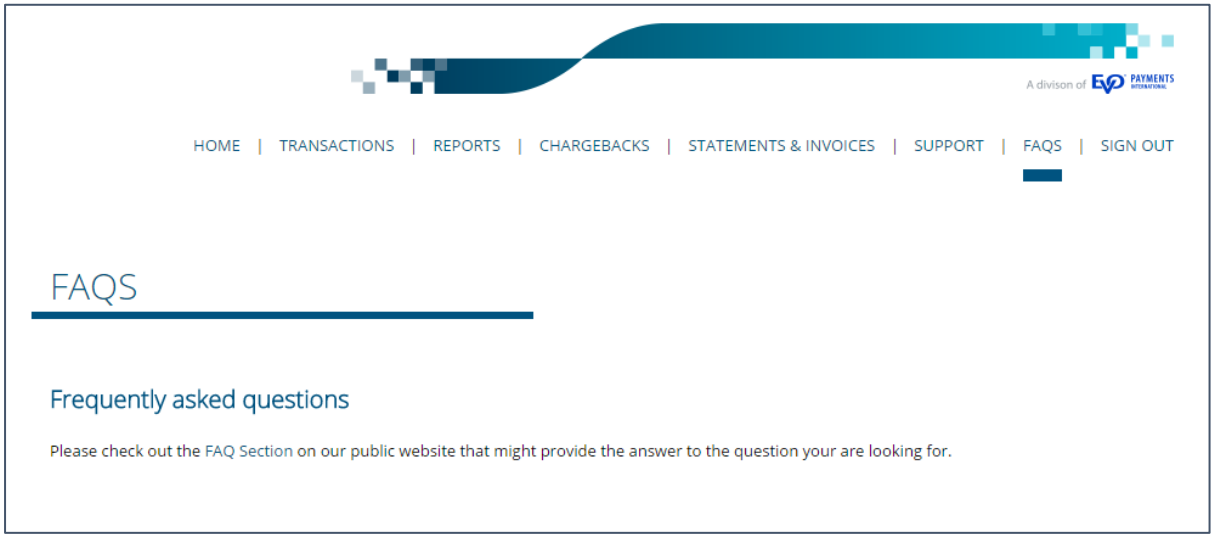
8. Support

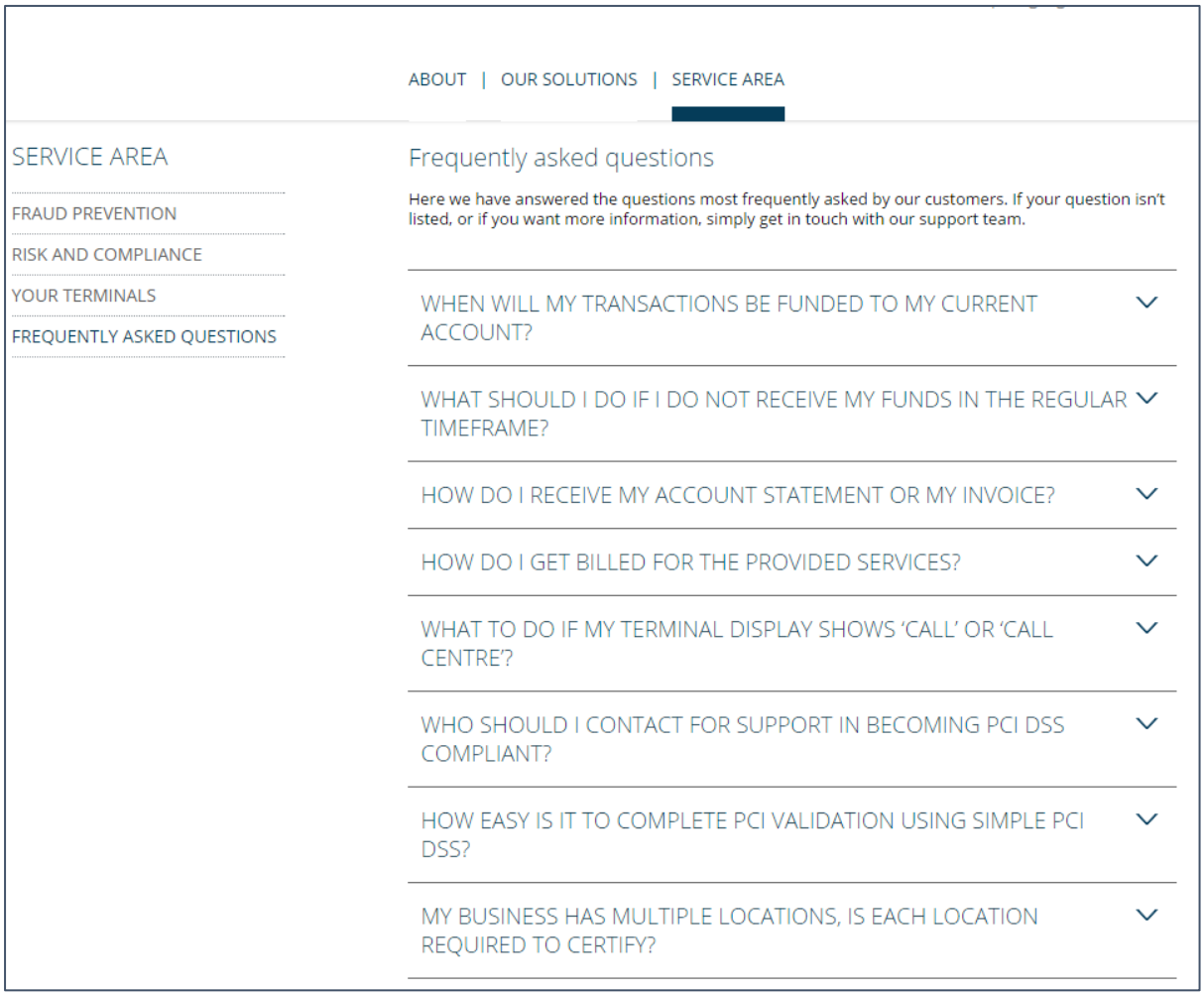
The Support Tab provides details of the EVO Payments customer support number (0800 032 5658) and email address uksupport@evopayments.com.



9. FAQs

This Tab provides a link to the EVO Payments web site (www.evopayments.eu) where some customer FAQs are listed. For more detailed information please refer to your Customer Operating Instructions Guide.





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