



Simplifying Payments
around the globe

Business Resource Centre

Operating Guide

April 2019



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Simplifying Payments AROUND THE GLOBE
130+ CURRENCIES ACROSS 50 MARKETS WORLDWIDE



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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.

Business Resource Centre

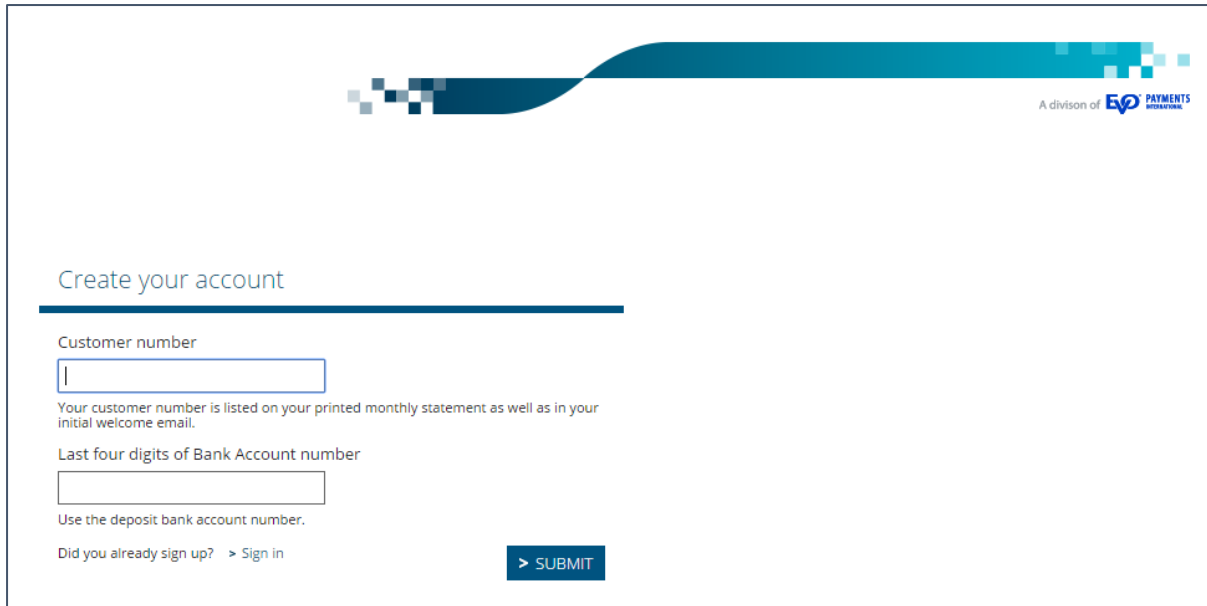
Email or username Password

Keep me signed in all day > SIGN IN

Did you forget your password? > Reset it

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 logon credentials i.e. Username and Password.



Customer number

Your customer number is listed on your printed monthly statement as well as in your initial welcome email.

Last four digits of Bank Account number

Use the deposit bank account number.

Did you already sign up? [> Sign in](#)

[> SUBMIT](#)

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.



Business Resource Centre

Email or username Password

Keep me signed in all day

[> SIGN IN](#)

Did you forget your password? [> Reset it](#)

New user? [> Create an account](#)

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

EVO PAYMENTS INTERNATIONAL EUROPE
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HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

Customer Summary

You are currently viewing account information for:

GB

> View Full Contract

Customer details

GB

Customer Business Name		Trading as	
Registered Address		Primary Trading Address	
Contact		Business VAT ID	
Contact Tel No.		Business website	
Email			
Beneficial Owner		Title	

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.

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[HOME](#) | [TRANSACTIONS](#) | [REPORTS](#) | [CHARGEBACKS](#) | [STATEMENTS & INVOICES](#) | [SUPPORT](#) | [FAQS](#) | [SIGN OUT](#)

Transactions

Customer ID
GB [REDACTED]

Outlet ID
All [REDACTED]

Search by:
 Date Unique Transaction Reference Batch date

Select date range:
[REDACTED] [REDACTED]

[> VIEW TRANSACTIONS](#)



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

Customer ID
IE0000

Outlet ID
All

Search by:
 Date Unique Transaction Reference

15/12/2015 > VIEW TRANSACTIONS

Batch amount: €3,594.65 Transaction count: 10

<< first < prev 1 next > last >>

Export to:

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	

<< first < prev 1 next > last >>

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.

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HOME | TRANSACTIONS | **REPORTS** | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

Reports

Customer ID
GB

Select report:
Detailed Transaction Reconciliation

Select report file type:
 Excel CSV

Select date range:

> GENERATE REPORT

* Please note that Interchange related data may not be available until two days after a transaction occurs



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.

HOME | TRANSACTIONS | REPORTS | **CHARGEBACKS** | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

Chargebacks

Chargeback searches are limited to 30 day periods.

Customer ID
IE0

Date From Date To

[> 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.

HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

Statements & Invoices

You are currently viewing statements for

Statements

- > December 2015
- > November 2015
- > October 2015

Invoices

- > IE000000000: [redacted] 34 (December 2015)
- > IE000000000: [redacted] 34 (November 2015)
- > IE000000000: [redacted] 34 (October 2015)

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.

HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

Support

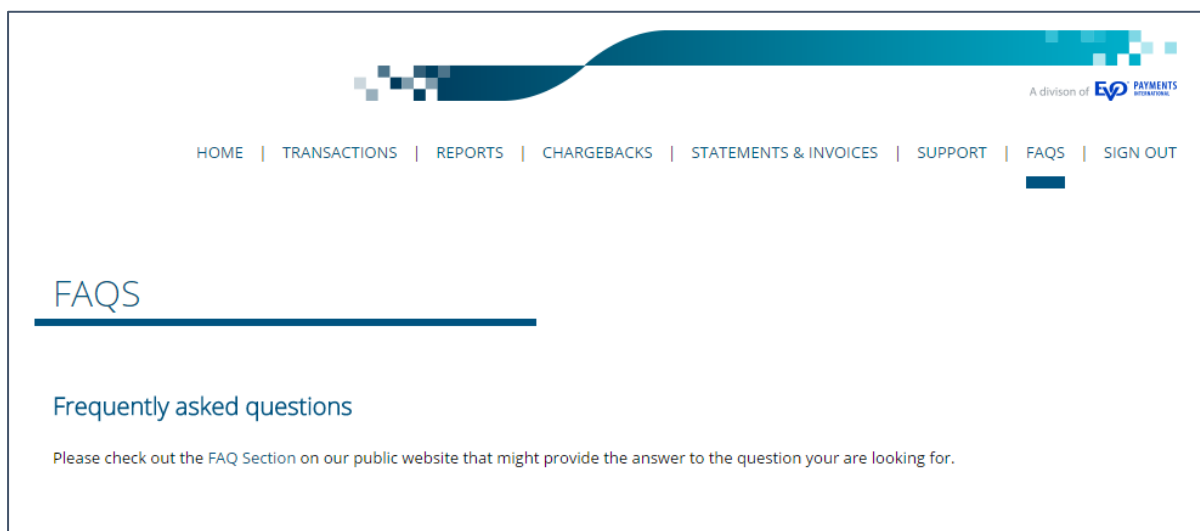
Central support team for all your needs [> CHANGE YOUR PASSWORD](#)

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. 00442037883419

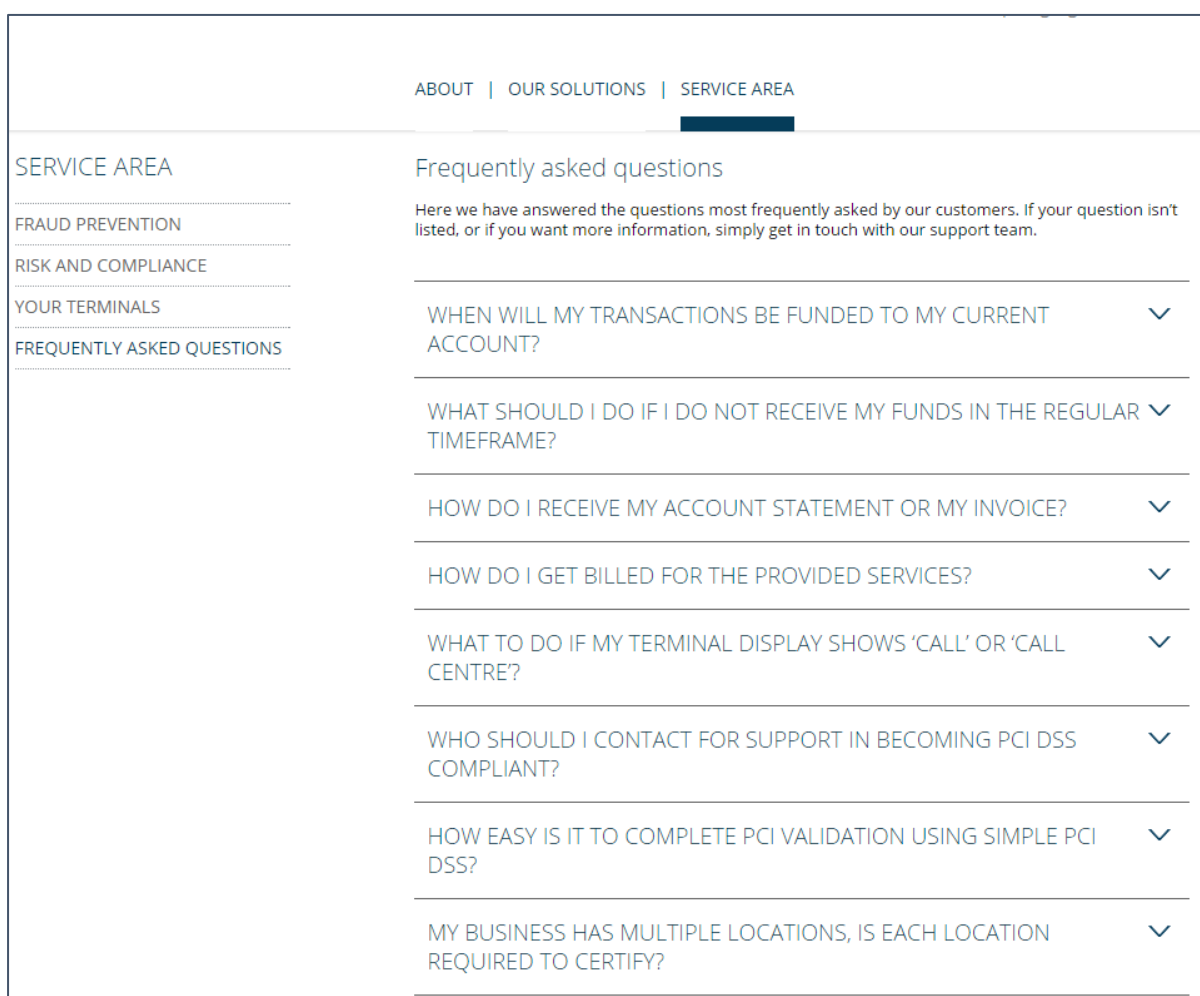
Request a Call Back
uksupport@evopayments.com

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.



The screenshot shows the top navigation bar of the EVO Payments website. The navigation menu includes: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | **FAQS** | SIGN OUT. Below the navigation bar, the page title "FAQS" is displayed with a horizontal line underneath. The main heading is "Frequently asked questions". A sub-heading reads: "Please check out the FAQ Section on our public website that might provide the answer to the question your are looking for."



The screenshot shows the "SERVICE AREA" page of the EVO Payments website. The navigation bar includes: ABOUT | OUR SOLUTIONS | **SERVICE AREA**. On the left side, there is a sidebar menu with the following items: SERVICE AREA (highlighted), FRAUD PREVENTION, RISK AND COMPLIANCE, YOUR TERMINALS, and FREQUENTLY ASKED QUESTIONS. The main content area is titled "Frequently asked questions" and contains the following text: "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." Below this text is a list of eight frequently asked questions, each followed by a downward-pointing chevron icon:

- 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?



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