



EVO Business Resource Centre Simplifying Payments Around The Globe User Guide

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**Simplifying Payments
around the globe**
Business Resource Centre Operating Guide



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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.

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

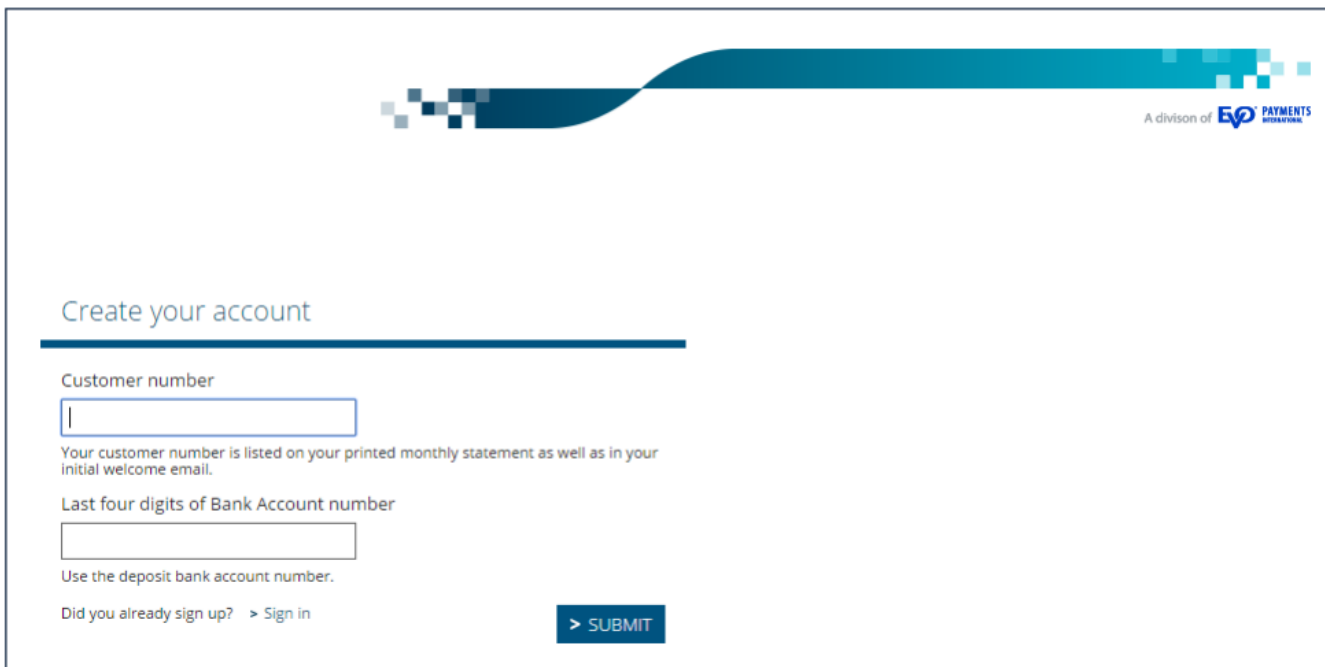
00442037883419

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.



Create your account

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

Did you forget your password? > Reset it

New user? > Create an account

> SIGN IN

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

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

Customer Summary

You are currently viewing account information for:

GB

[View Full Contract](#)

Customer details

GB

Customer Business Name	<input type="text"/>	Trading as	<input type="text"/>
Registered Address	<input type="text"/>	Primary Trading Address	<input type="text"/>
	<input type="text"/>		<input type="text"/>
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	<input type="text"/>

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	<input type="text"/>	Sort Code	<input type="text"/>
Currency	£ - Pound Sterling		

Business Debit Account

Bank Name	natwest	Debit Payment Method	Direct Debit
Bank Account Number	<input type="text"/>	Sort Code	<input type="text"/>
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

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.

EVO PAYMENTS INTERNATIONAL EUROPE

A division of **EVO PAYMENTS INTERNATIONAL**

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

Transactions

Customer ID
GB

Outlet ID
All

Search by:
☒ Date ☐ Unique Transaction Reference ☐ Batch date

Select date range:

> 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: Excel CSV Print

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 >>

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.

[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

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' section of the EVO Payments dashboard. At the top, there is a navigation bar with links: HOME, TRANSACTIONS, REPORTS, CHARGEBACKS (highlighted), STATEMENTS & INVOICES, SUPPORT, FAQs, and SIGN OUT. Below the navigation bar, the 'Chargebacks' title is displayed. A note states: 'Chargeback searches are limited to 30 day periods.' Below this, there is a 'Customer ID' dropdown menu with 'IE0' selected. There are two date input fields labeled 'Date From' and 'Date To'. At the bottom right, there is a blue button labeled '> VIEW CHARGEBACKS'.

Statements and Invoices

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

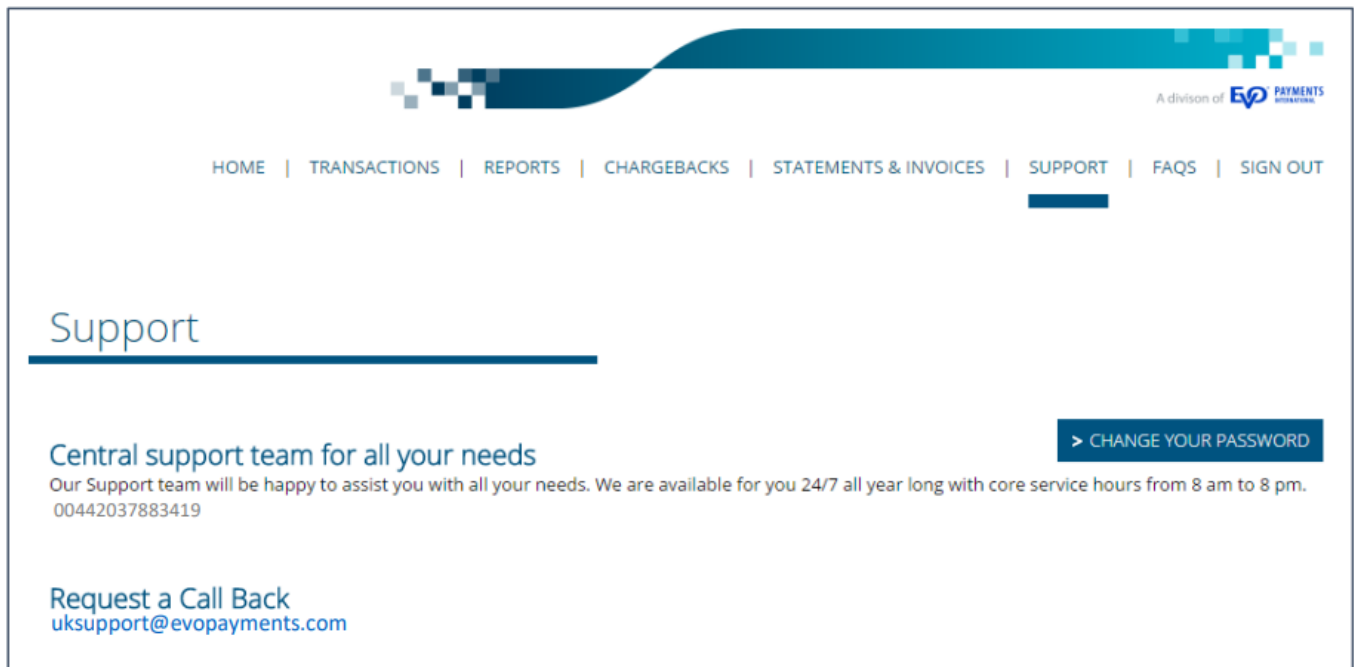
Note: We recommend that all merchants save copies of their statements & invoices in a secure location for future reference.

The screenshot shows the 'Statements & Invoices' section of the EVO Payments dashboard. At the top, there is a navigation bar with links: HOME, TRANSACTIONS, REPORTS, CHARGEBACKS, STATEMENTS & INVOICES (highlighted), SUPPORT, FAQs, and SIGN OUT. Below the navigation bar, the 'Statements & Invoices' title is displayed. A note states: 'You are currently viewing statements for IE0'. Below this, there are two columns: 'Statements' and 'Invoices'. The 'Statements' column lists three periods: December 2015, November 2015, and October 2015. The 'Invoices' column lists three invoices: IE0000000000 (34 (December 2015)), IE0000000000 (34 (November 2015)), and IE0000000000 (34 (October 2015)).

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

Support

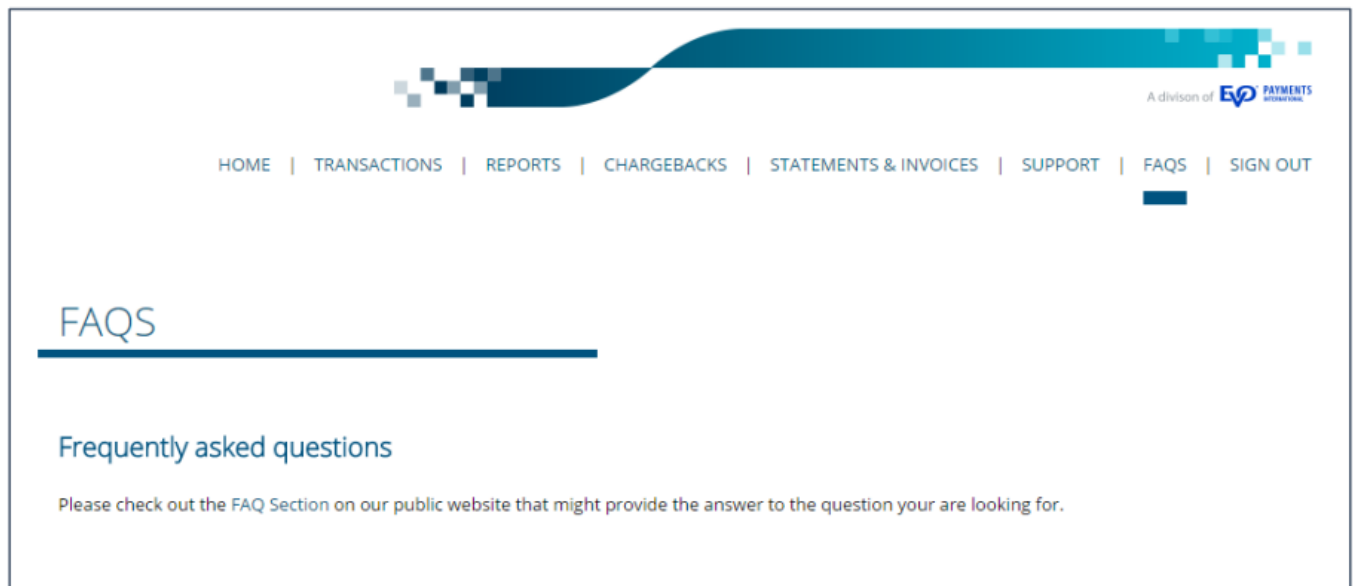
The Support Tab provides details of the EVO Payments customer support number (0800 032 5658) and email address uksupport@evopayments.com.



The screenshot shows the 'Support' page of the EVO Payments interface. At the top, there is a navigation bar with links: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'SUPPORT' link is highlighted with a blue underline. Below the navigation bar, the page title 'Support' is displayed in a large, dark blue font, followed by a horizontal blue line. The main content area features the heading 'Central support team for all your needs' in bold. Below this, a paragraph 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. 00442037883419'. To the right of this text is a blue button with white text that says '> CHANGE YOUR PASSWORD'. At the bottom left, there is a section titled 'Request a Call Back' with the email address uksupport@evopayments.com.

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 'FAQs' page of the EVO Payments interface. At the top, there is a navigation bar with links: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'FAQS' link is highlighted with a blue underline. Below the navigation bar, the page title 'FAQS' is displayed in a large, dark blue font, followed by a horizontal blue line. The main content area features the heading 'Frequently asked questions' in bold. Below this, a paragraph states: '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?	▼





Documents / Resources

[EVO Business Resource Centre Simplifying Payments Around The Globe](#) [pdf] User Guide

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References

- [EVO Home - EVO Payments](#)

-  www.evopayments.eu
-  [Business Resource Centre](#)

Manuals+.