

BoC Bill 商戶自助平台 - 用戶使用手冊

目錄

一、 權限設定.....	2
二、 登錄平台.....	3
三、 修改密碼.....	3
四、 賬號註冊.....	4-5
五、 忘記密碼.....	5-6
六、 系統操作.....	
(一) 交易管理.....	
1. 交易查詢及退款申請 (CHAIN_REFUND_MAKER)	7-8
2. 退款申請取消 (CHAIN_REFUND_MAKER)	8-9
3. 退款記錄查詢 (CHAIN_REFUND_MAKER)	9-10
4. 退款申請審核 (CHAIN_REFUND_APPROVER)	10-12
5. 退款記錄查詢 CHAIN_REFUND_APPROVER)	12-13
(二) 商戶服務.....	
1. 索取材料.....	14
2. 報表下載.....	14

一、權限設定

應用權限	權限擁有功能
CHAIN_REFUND_MAKER	<ul style="list-style-type: none"> ❖ 交易查詢及退款申請 <ul style="list-style-type: none"> ● 查詢 ● 交易詳情 ● 退款記錄 ● 退款申請 ❖ 退款申請取消 <ul style="list-style-type: none"> ● 查詢 ● 取消申請 ● 全部取消 ❖ 退款記錄查詢 <ul style="list-style-type: none"> ● 查詢 ● 導出
CHAIN_REFUND_APPROVER	<ul style="list-style-type: none"> ❖ 退款申請審核 <ul style="list-style-type: none"> ● 查詢 ● 同意退款 ● 全部同意 ● 拒絕退款 ● 全部拒絕 ❖ 退款記錄查詢 <ul style="list-style-type: none"> ● 查詢 ● 導出
CHAIN_REFUND_MAKER CHAIN_REFUND_APPROVER	<ul style="list-style-type: none"> ❖ 索取材料 <ul style="list-style-type: none"> ● 提交 ❖ 報表下載 <ul style="list-style-type: none"> ● 提交 ● 下載

二、登錄平台

網址: <https://iservice.boccc.com.hk/FWP/>



三、修改密碼

1. 登錄後點擊[修改密碼]

輸入[原密碼]以及[新密碼]及[確認新密碼]點擊[確定]



四、賬號註冊

1. 在主頁點擊[賬號註冊]



2. 輸入電郵地址和驗證碼，點擊[下一步]



3. 點擊[獲取 SMS 驗證碼]
輸入 SMS 驗證碼和驗證碼，點擊[下一步]



4. 輸入賬號，密碼和確認密碼，點擊[下一步]

The screenshot shows the '賬號註冊' (Account Registration) page on the 'BoC Bill 商戶自助平台'. The progress bar at the top indicates four steps: 1. 電郵確認 (Email Confirmation), 2. SMS驗證碼確認 (SMS Verification Code Confirmation), 3. 設置賬號及密碼 (Set account and password), and 4. 完成 (Complete). Step 3 is currently active. The form contains the following fields and instructions:

- 電郵 (Email):** 請輸入您的電郵地址 (Please enter your email address).
- 賬號 (Account Number):** 請建立您的登錄賬號 (Please create your login account number).
- 密碼 (Password):** 密碼必須包括8到16個字符，需包含數字和字母，可以輸入特殊符號。 (Password must include 8 to 16 characters, must contain numbers and letters, and can include special characters).
- 確認密碼 (Confirm Password):** 密碼必須包括8到16個字符，需包含數字和字母，可以輸入特殊符號。 (Password must include 8 to 16 characters, must contain numbers and letters, and can include special characters).

At the bottom of the form, there are two buttons: '上一步' (Previous Step) and '下一步' (Next Step).

5. 賬號註冊成功後，可以到主頁登入平台



五、忘記密碼

1. 在主頁點擊[忘記密碼]



2. 輸入登錄賬號，電郵地址和驗證碼，點擊[下一步]

The screenshot shows the 'BoC Bill 商戶自助平台' registration interface. At the top, there are four progress indicators: 1. 修改密碼 (Change Password), 2. SMS驗證 (SMS Verification), 3. 設置密碼 (Set Password), and 4. 完成 (Complete). The current step is 'SMS驗證'. Below the progress bar, there is a prompt: '請輸入您的登錄賬號及電郵地址' (Please enter your login account and email address). There are three input fields: '登錄賬號' (Login Account) with the value '5y2n', '電郵地址' (Email Address), and '輸入驗證碼' (Enter Verification Code) with the value '5y2n'. At the bottom, there are two buttons: '上一步' (Previous Step) and '下一步' (Next Step).

3. 點擊[獲取 SMS 驗證碼]，輸入 SMS 驗證碼和驗證碼，點擊[下一步]

The screenshot shows the 'BoC Bill 商戶自助平台' registration interface. At the top, there are four progress indicators: 1. 修改密碼 (Change Password), 2. SMS驗證 (SMS Verification), 3. 設置密碼 (Set Password), and 4. 完成 (Complete). The current step is 'SMS驗證'. Below the progress bar, there is a prompt: 'SMS驗證碼會發送到您的電話號碼 852****567' (SMS verification code will be sent to your phone number 852****567). There are two input fields: '輸入SMS驗證碼' (Enter SMS Verification Code) and '輸入驗證碼' (Enter Verification Code) with the value '6s3u'. At the bottom, there are two buttons: '上一步' (Previous Step) and '下一步' (Next Step).

4. 輸入密碼和確認密碼，點擊[下一步]

The screenshot shows the 'BoC Bill 商戶自助平台' registration interface. At the top, there are four progress indicators: 1. 修改密碼 (Change Password), 2. SMS驗證 (SMS Verification), 3. 設置密碼 (Set Password), and 4. 完成 (Complete). The current step is '設置密碼'. Below the progress bar, there are two input fields: '新密碼' (New Password) and '再次輸入密碼' (Re-enter Password), both containing asterisks. To the right of each field is a note: '密碼必須包括9到16個字符，需包含數字和字母，可以輸入特殊符號。' (Password must include 9 to 16 characters, must contain numbers and letters, can include special characters). At the bottom, there are two buttons: '上一步' (Previous Step) and '下一步' (Next Step).

5. 重置密碼成功後，可以到主頁登入平台

The screenshot shows the 'BoC Bill 商戶自助平台' registration interface. At the top, there are four progress indicators: 1. 修改密碼 (Change Password), 2. SMS驗證 (SMS Verification), 3. 設置密碼 (Set Password), and 4. 完成 (Complete). The current step is '完成'. Below the progress bar, there is a large blue checkmark icon and the text '重置密碼成功' (Password reset successful). At the bottom, there is a button labeled '返回首頁' (Return Home).

六、系統操作

(一) 交易管理

1. 交易查詢及退款申請 (CHAIN_REFUND_MAKER)

(1) 查詢交易記錄

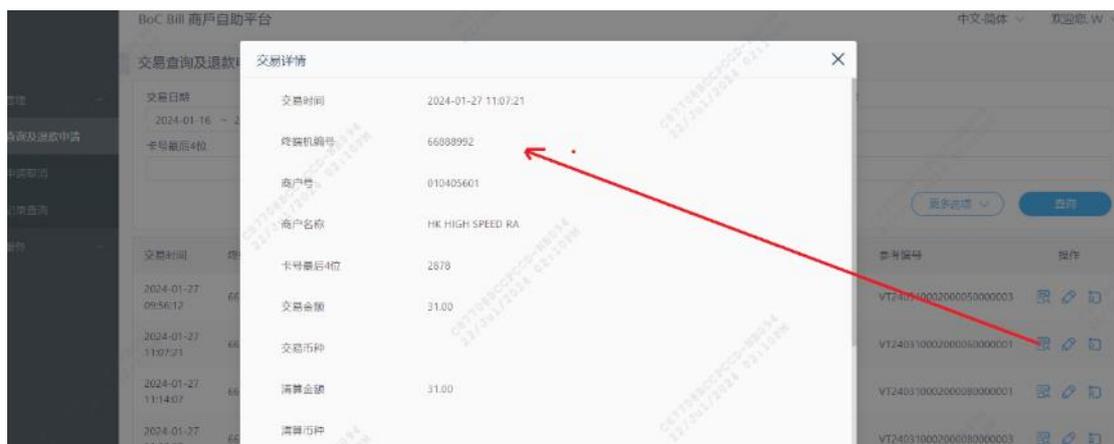
輸入查詢條件 (交易開始日期及交易結束日期必填, 商戶編號或終端機編號必須填寫其中之一), 點擊[查詢], 可以看到查詢結果

(注: CHAIN_REFUND_MAKER 角色用戶登錄, 只能查詢其旗下的所有普通商戶對應的 MID 的交易記錄)



(2) 查看交易詳情

點擊一條記錄中的[詳情]按鈕, 彈出詳情頁面



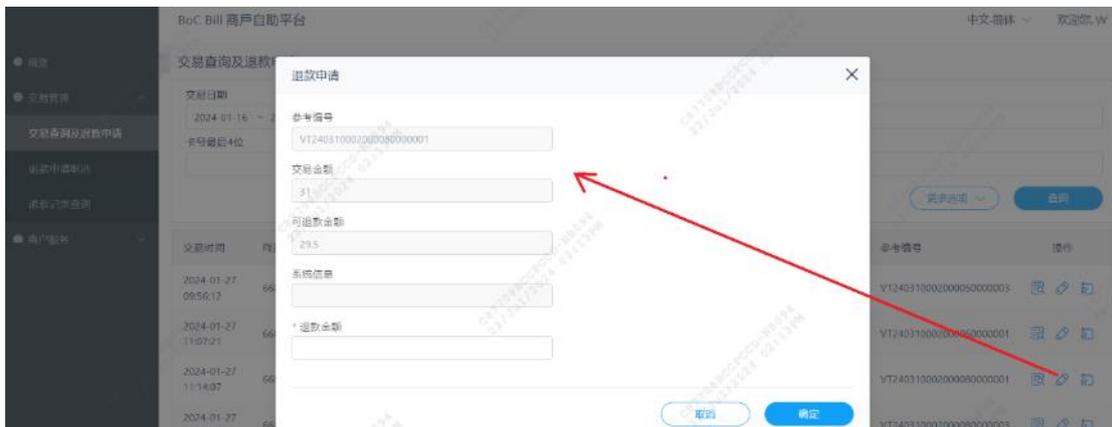
(3) 查詢退款記錄

點擊一條記錄中的[退款記錄]按鈕, 彈出退款記錄頁面



(4) 申請退款

點擊一條記錄中的[退款申請]按鈕，彈出退款申請頁面，填寫需要退款的金額，點擊[確定]



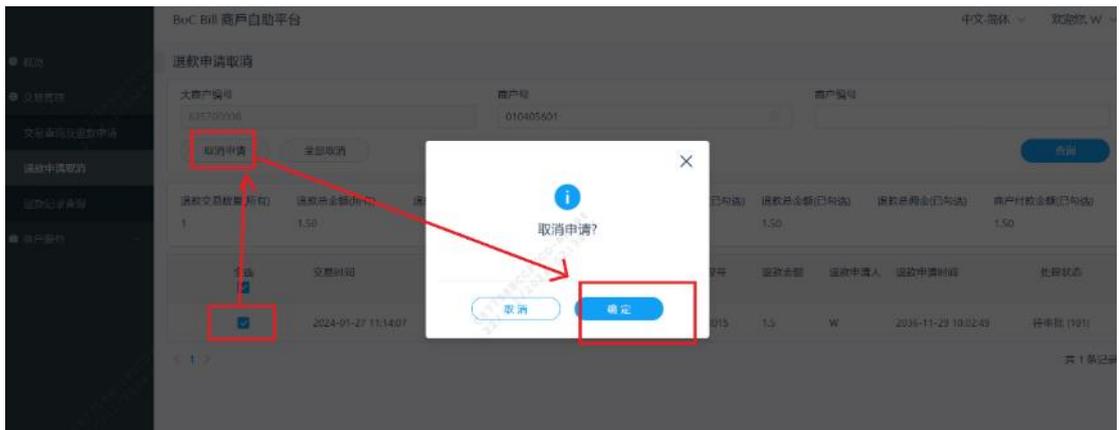
2. 退款申請取消 (CHAIN_REFUND_MAKER)

(1) 查詢交易記錄

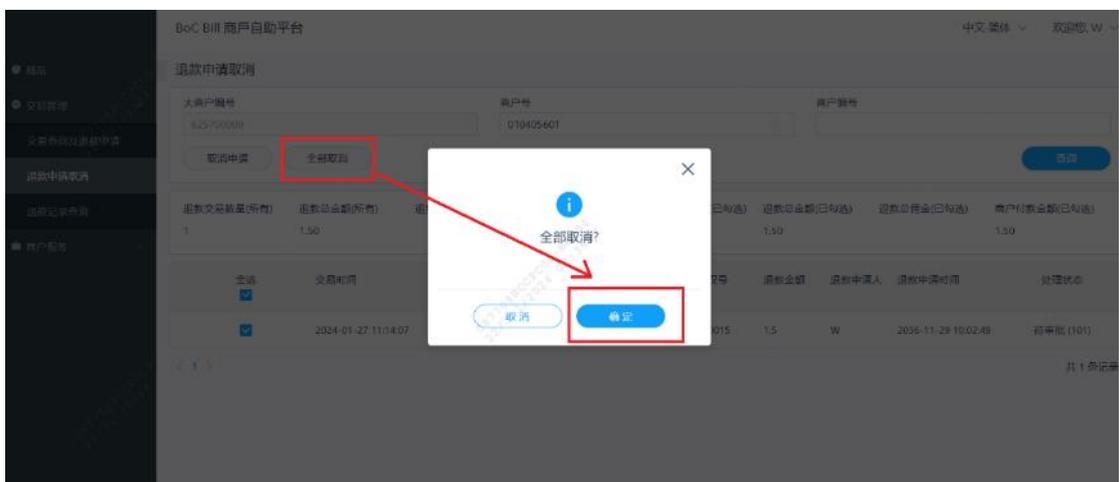
填入商戶號，或商戶編號，點擊[查詢]按鈕，查詢一條記錄。



(2) 勾選一條記錄然後點擊[取消申請]，然後點擊[確定]

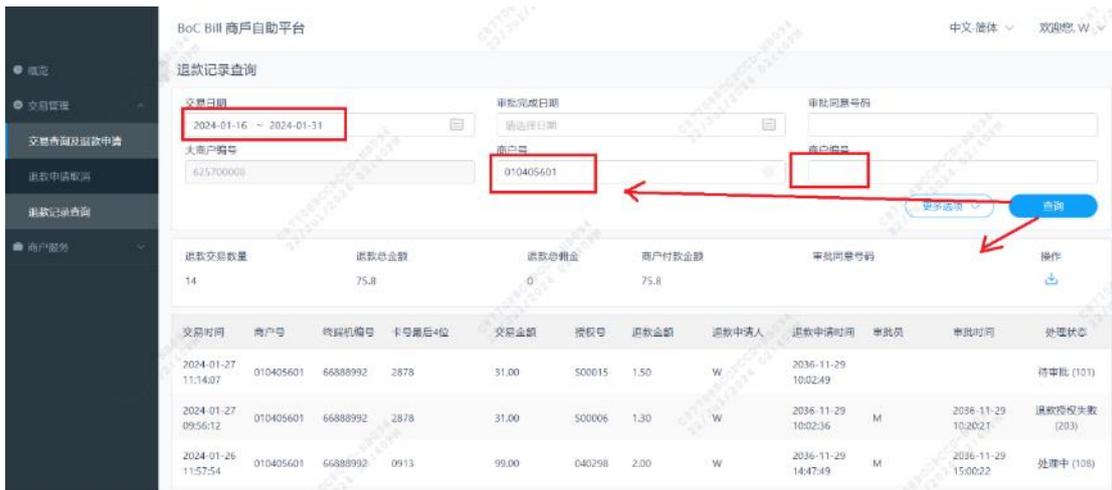


(3) 點擊[全部取消]，然後點擊[確定]



3. 退款記錄查詢 (CHAIN_REFUND_MAKER)

(1) 選擇[交易日期]，輸入[商戶號]或[商戶編號]，點擊[查詢]按鈕查詢交易記錄。



4. 退款申請審核 (CHAIN_REFUND_APPROVER)

(1) 查詢

輸入商戶編號或者商戶號碼，點擊[查詢]



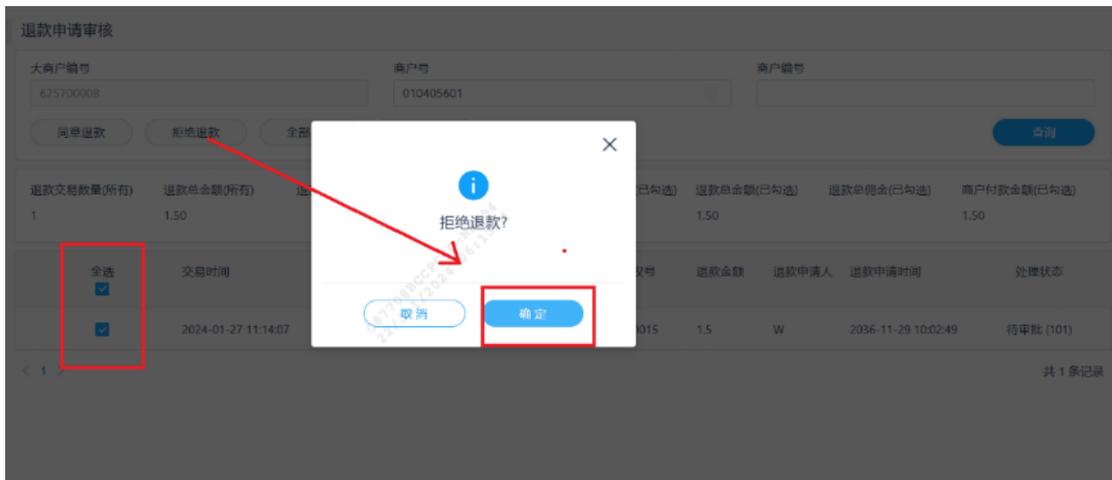
(2) 同意退款 (CHAIN_REFUND_MAKER)

選中需要退款的記錄，點擊[同意退款]，然後選擇退款方式，點擊[確定]



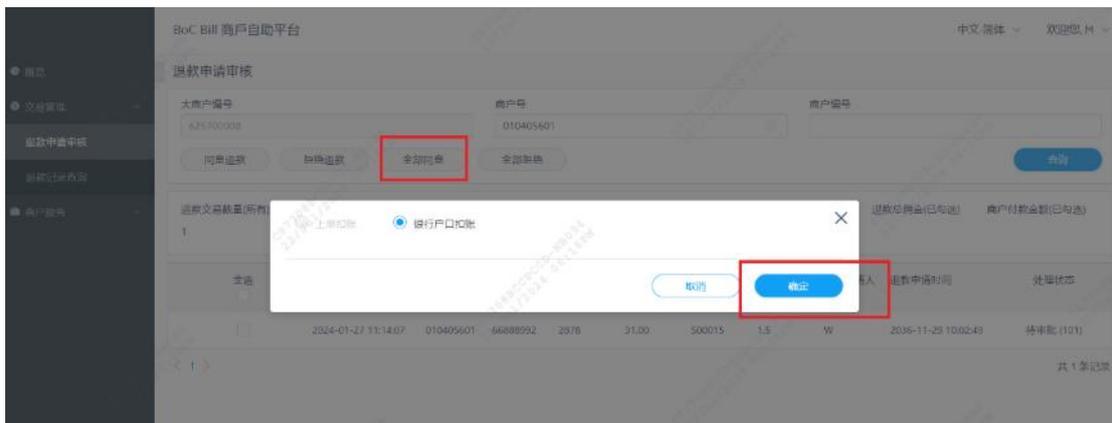
(3) 拒絕退款 (CHAIN_REFUND_MAKER)

選中需要退款的記錄，然後點擊[確定]



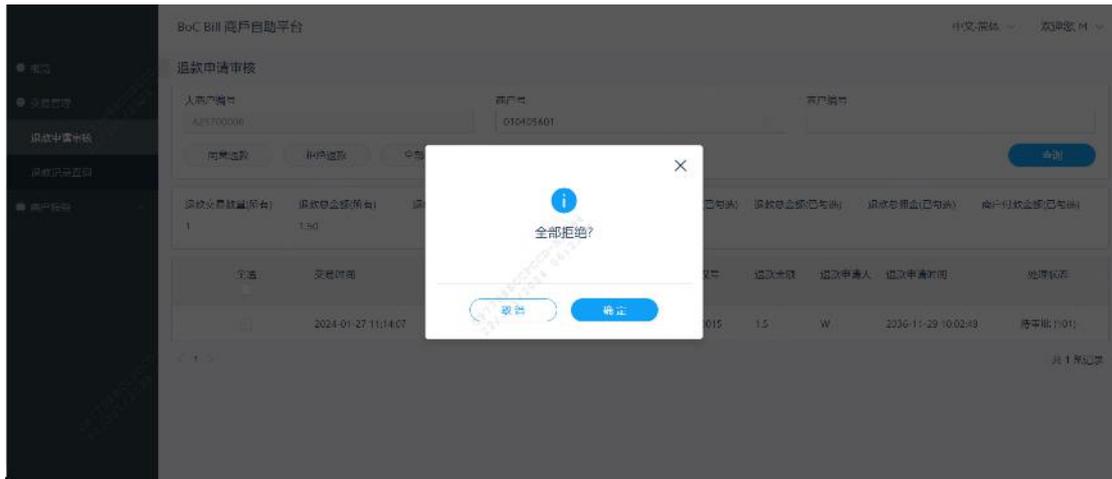
(4) 全部同意 (CHAIN_REFUND_APPROVER)

點擊[全部同意]，點擊[確定]



(5) 全部拒絕 (CHAIN_REFUND_APPROVER)

點擊[全部拒絕]，點擊[確定]



注:

- 香港商戶只支持銀行扣賬(SDDA) 退款方式
- 澳門商戶只支持上單扣退款方式

5. 退款記錄查詢 (CHAIN_REFUND_APPROVER)

(1) 查詢

輸入查詢條件 (交易開始日期及交易結束日期必填, 大商戶編號和商戶號碼必須填寫其中之一), 點擊[查詢]



(2) 導出

點擊[導出]按鈕, 導出所有的查詢記錄

BoC Bill 商戶自助平台 中文-简体 欢迎您 M

退款记录查询

交易日期
2024-01-16 ~ 2024-01-31

大商户编号
625700008

终端机编号

审批完成日期
请选择日期

商户号
010405601

退款方式

审批跨查号码

商户编号

处理状态

[更多选项](#) [查询](#)

退款交易数量	退款总金额	退款总佣金	商户付款金额	审批跨查号码	操作
14	75.8	0	75.8		

交易时间	商户号	终端机编号	卡号最后4位	交易金额	授权号	退款金额	退款申请人	退款申请时间	处理状态
2024-01-27 11:16:07	010405601	66886992	2878	31.00	500015	1.50	W	2036-11-25 10:07:49	符审批 (10)

點擊“导出”按钮，可以將此頁全部導出到CSV表格

(二) 商戶服務

1. 索取材料

(1) 輸入所需資料，點擊[提交]按鈕，用來索取對應材料。

The screenshot shows the 'BoC Bill 商戶自助平台' interface. On the left is a navigation menu with '索取材料' (Request Materials) selected. The main area is a form titled '請輸入所需材料:' (Please enter required materials:). The form includes fields for '商戶/分店號碼:' (Merchant/Branch No.), '商戶/分店地址:' (Merchant/Branch Address), '聯絡人姓名:' (Contact Name), and '聯絡人電話:' (Contact Phone). Below these are checkboxes for '电机紙' (Electricity Bill), '簽單' (Receipt), '回郵信封' (Return Envelope), and '入致紙' (Invoice). A note states '*只适用于使用中银行信用卡终端机之商戶' (Only applicable for merchants using China Bank credit card terminals). A '顯示材料' (Show Materials) button is present. At the bottom are '提交' (Submit) and '重置' (Reset) buttons.

2. 報表下載

(1) 選擇報表及報表日期，點擊[提交]後會跳轉到報表下載頁面。

The screenshot shows the 'BoC Bill 商戶自助平台' interface with '報表下載' (Report Download) selected in the navigation menu. The main area displays a list of report types: '集團報表' (Group Report), '商戶報表' (Merchant Report), and '報表日期' (Report Date). Under '集團報表', there are radio buttons for '綜合商戶月結單', '集團每月清算報表 (Excel)', 'Daily ChainStore Report (PDF)', and '集團報表 (Excel)'. Under '商戶報表', there are radio buttons for '入帳通知書', '特店交易明細日報表 (只供IMS商戶使用)', '交易明細報表', and '每月清算報表 (Excel)'. A '選擇報日期' (Select Report Date) field is present. A '提交' (Submit) button is highlighted with a red box. A red callout box points to the '提交' button with the text '點擊提交, 會跳轉到報表下載頁面' (Click Submit, will jump to the report download page). A note at the bottom states '*系統提供90天以內之報表, 月結報表會于每月首天產生' (The system provides reports within 90 days; monthly closing reports are generated on the first day of each month).

(2) 當點擊提交後，會來到報表下載頁面。

The screenshot shows the 'BoC Bill 商戶自助平台' interface with '報表下載' (Report Download) selected. The main area displays a table with columns: '報表' (Report), '報表日期' (Report Date), '報表擁有人' (Report Owner), and '有效的報表' (Valid Report). The table content is empty, and a message '找不到報表' (No reports found) is displayed. A '返回' (Return) button is visible. A red callout box points to the message with the text '若有報表, 則此處顯示可供下載的報表。' (If there are reports, this area will display reports available for download.).