BoC Bill Merchant Platform -

User Guide(Transactions Management)

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1. PLATFORM OPERATION

1. Transactions Management

- 1. Transactions Enquiry and Refund Application (CHAIN_REFUND_MAKER)
- (1) Transaction Record Enquiry

Choose [Transaction Date] range, then input [MID] or [Terminal ID] Click "Search" to submit the enquiry

(Remark: Login as "CHAIN_REFUND_MAKER" is able to check all transactions of the MIDs included under the Chain)

	BoC Bill Merchant Platform			English \vee	Welcome, rockkung 🗸
Overview	Transaction Enquiry & Refund				
Transactions	Transaction Date	MID		Terminal ID	
	2024-07-18 ~ 2024-08-01				
Transaction Enquiry & Refund	Card Number Last 4 Digits	Transaction Amount		Batch ID	
Cancel Refund Request					
Refund Record Enquiry				More Options	Search
Merchant Service	Transaction Terminal ID Merchan	Merchant Name Card Numb	er Transaction Transac	ction Authorization Reference	ce Operation
	Date Number	Last 4 Digits	Amount Curren	cy Code Number	

(2) Transaction Detail Enquiry

Click the "Details" button, transaction details will appear

\leftrightarrow \rightarrow C \sim https	s://iservice.boccc.com.hk/FWP/transactions/transaction_refund	्रे ९ ४ छ। स 🕏
	BoC Bill Merchant Platform	English 🗸 🦷 Welcome, rockkung
Overview	Transaction Enquiry & Refund	96 ⁰ 17 ⁰⁰
Transactions	Transaction Detail	× ×
Transaction Enquiry & Refund	2024-07 Transaction Date 2024-07-30 17:10:58	
Cancel Refund Request	Terminal ID 77902002	and a start of the
Refund Record Enquiry	Merchant Number 011603999	Search Search
💼 Merchant Service 🛛 🗸	Transaction Merchant	erence Number Operation
	Date Card Number Last 4 Digits 4559 17:10:58 Transaction Value 1.00	12130330006720000002 🔞 🔗 🎝

(3) Refund Record Enquiry

Click the "Refund Record" button, refund details will appear

	BoC Bill Merchant Platform		English \vee 🦳 Welcome, rockkung
Overview	Transaction Enquiry & Refund		
Transactions	Transaction Date	MID	Terminal ID
and the second	2024-07-18 ~ 2024-08-01	011603999000001	
Transaction Enquiry & Refund	Card Number Last 4 Digits	Transaction Amount	Batch ID
Cancel Refund Request			
Refund Record Enquiry			More Options V Search
💼 Merchant Service 🛛 🗸	Tra Refund Record		Number Operation
	Da ^r ,)***		······································
	20. Application Refund Request Refund 17: Time User Approval Time	Refund Refund Process Refund Amount Refund C Approval User Time	hannel Refund Status 0006720000002 😨 🔗 🗊

(4) Refund Application

Click the "Refund Request" button if the transaction required refund Enter the refund amount then click "OK"

	BoC Bill Mercha	nt Platform					English \vee V	Velcome, rocki	kung
Overview	Transaction End	uiry & Refund							
Transactions	Transaction Date		MID			Terminal II			
Transaction Enquiry & Refund	2024-07-18 ~ Card Number Last	2024-08-01 4 Digits	Transaction	99000001		Batch ID			
Cancel Refund Request		- 6 - A		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1			a start and a start and a start		
Refund Record Enquiry	Ref	und Request					More Options V	Search	
💼 Merchant Service 🛛 🗸	Transaction	rence Number 242130330006720000002					erence Number	Operatio	n
	Tran 2024-07-30 17:10:58	saction Value					4213033000672000000	2 🛛 🖉	ي م
and the second	2024-07-30 Refu 17:11:26 1	ndable Amount					421303300067200000	1 🛛 🖉	ភ
	2024-07-2! Syst 10:36:15	em Message					421203300066900000	1 🖪 🖉	ŔĴ
	2024-07-2: 06:41:05	fund Amount					421103150070800000	3 🗟 🖉	ŧ.
	2024-07-21 06:22:39						4211031500708000000	1 🗟 🖉	Ŕ
	2024-07-28 06:22:11				Cancel) ок	4211031500708000000	4 🖪 🖉	G

2. Cancel Refund Request (CHAIN_REFUND_MAKER)

(1) Enter [Merchant Number] or [Merchant ID], then click "Search" button

	BoC Bill Merchant Platform		English \smallsetminus	Welcome, rockkung 🗸
Overview	Cancel Refund Request			
Transactions	Chain ID	Merchant Number	Merchant ID	
10 10 10 10 10 10 10 10 10 10 10 10 10 1	201705713			
Transaction Enquiry & Refund	Cancel All			Search
Cancel Refund Request	Cancer			Search
Refund Record Enquiry	All Transaction Date Merchant	Terminal ID Card Transaction Authorization Refund	Request Request Time	Process Status
	Number	Number Amount Code Amount Last 4 Digits	Maker	
Merchant Service ~		6.20		

(2) Select the refund transaction and click "Cancel" When confirmation window appears, click "OK" to process

	BoC Bill Merchan	t Platform						English ${\scriptstyle\!$	Welcome, rockkung
Overview	Cancel Refund Re	equest							
Transactions Transaction Enquiry & Refund Cancel Refund Request	Chain ID 201705713 Cancel	Cancel All	M	erchant Number 011603999		Me	erchant ID		Search
Refund Record Enquiry Merchant Service ~	Total Refund Transactions(All) 1	Total Refund Amount(All) 1.00	Total Commission Amount(All) 0.02	Merchant Payment Amount(All) 0.98	Total Refund Transactions(Selected	Total Refund d) Amount(Select 1.00	T cted) A (Total Commission Amount(Selected)	Merchant Payment Amount(Selected) 0.98
	All	Transaction Date	822034024 12092024	i Cancel?	×	n Refund Amount	Request Maker	Request Time	Process Status
at a star		2024-07-30 17:10:	5		ASHE 03. 438	1	rockkung	2024-08-01 15:42:2	5 Submitted for approval (101)
67 ²²² 12 ¹⁰ 10 ¹⁰			Can						Total 1 item

(3) To cancel all refund requests, User can simply click "Cancel All" then "OK"

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									weicome, rockkung V
Overview	< Cancel Refund Re	equest							
Transactions Transaction Enquiry & Refund	Chain ID 201705713		И 	1erchant Number 011603999		•	lerchant IE		
Cancel Refund Request	Cancel	Cancel All							Search
Refund Record Enquiry	Total Refund Transactions(All)	Total Refund Amount(All)	Total Commission	Merchant Payment	Total Refund Transactions/Selecter	Total Refund		Total Commission	Merchant Payment
Merchant Service ~		1.00	0.02	0.98	1	1.00			0.98
	All	Transaction Date	82203845HE031A		× prizatio	n Refund Amount	Request Maker	Request Time	Process Status
ALCONCE AND		2024-07-30 17:10:5	21 m	Cancel All?	Welter 3. Not	1	rockkung	2024-08-01 15:42:2	Submitted for approval (101)
5-2-1-2-1-2-1-2-1-2-1-2-1-2-1-2-1-2-1-2-			Can						Total 1 items

- 3. Refund Record Enquiry (CHAIN_REFUND_MAKER)
- Choose [Transaction Date] range, then enter [Merchant Number] or [Merchant ID] Click "Search" to submit

	BoC Bill Merchant Platform			English V Welcome, rockkung V
Overview	Refund Record Enquiry			
Transactions	Transaction Date	Approval Date		Refund Approval ID
	2024-07-25 ~ 2024-08-01	Select Date		
Transaction Enquiry & Refund	Chain ID	Merchant Number		Merchant ID
Cancel Refund Request	201705713			A Contraction of the second se
Refund Record Enquiry				More Options V Search
💼 Merchant Service 🛛 🗠	Transaction Merchant Terminal ID	Card Number Last Transaction Authorization	n Refund Request	Request Time Request Approval Time Process
	Date Number	4 Digits Amount Code	Amount Maker	Approver Status

4. Refund Approval (CHAIN_REFUND_APPROVER)

(1) Enquiry

Enter [Merchant Number] or [Merchant ID], then click "Search"

	BoC Bill Merchant Platform			English	Welcome, barrylam V
Overview	< Refund Approval				
Transactions ^	Chain ID	Merchant Number		Merchant ID	
Refund Approval	201705713 Approve Refund Reject Refund	d Approve All Reject All			Search
Merchant Service ~	All Transaction Dat	e Merchant Terminal ID Card Number Number Last 4 Digits	Transaction Authorization Refur Amount Code Amo	nd Request Request Time unt Maker	e Process Status

(2) Approve Refund Request (CHAIN_REFUND_APPROVER)

Select the refund transaction and click "Approve Refund" When confirmation window appears, click "OK" to process

	BoC Bill Merchant Platform		English $$
Overview	Refund Approval		
Transactions	Chain ID Merch	ant Number Merchant ID	
Refund Approval Refund Record Enquiry	2017/057/13 0114 Approve Refund Reject Refund Approve All (Reject All	Search
Merchant Service ~	Total Refund Total Refund Total Commission Transactions(All) Amount(All) Amount(All) 1 1.00 0.02	Merchant Payment Total Refund Total Refund T Amount(All) Transactions(Selected) Amount(Selected) A 0.98 1 1.00 0	otal Commission Merchant Payment mount(Selected) Amount(Selected) .02 0.98
	All Transaction Date Merchant Termina	LID Card Transaction Authorization Refund Request	Request Time Process Status
at State		A STATE OF STATE	2024-08-01 15:42:26 Submitted for approval (101)
	< 1 >	Cancel OK	Total 1 item

(3) Reject Refund Request (CHAIN_REFUND_APPROVER)

Select the refund transaction and click "Reject Refund" When confirmation window appears, click "OK" to process

	BoC Bill Merchant	: Platform						English $ \smallsetminus $	Welcome, barrylam 🗸
Overview	Refund Approval								
Transactions Refund Approval Refund Record Enquiry	Chain ID 201705713 Approve Refund	Reject Refund	Me 0 Approve All	rchant Number 11603999 Reject All			Merchant IE		Search
Merchant Service 🛛 👻	Total Refund Transactions(All) 1 All	Total Refund Amount(All) 1.00 Transaction Date	Total Commission Amount(All) 0.02	Merchant Payment Amount(All) 0.98	Total Refund Transactions(Selecte 1 X prizatio	Total Refun ed) Amount(Se 1.00	d lected) Request	Total Commission Amount(Selected) 0.02 Request Time	Merchant Payment Amount(Selected) 0.98 Process Status
	< 1 >	2024-07-30 17:10:5	Cance	Reject Refund?	4500 100 100 100 100 100 100 100 100 100	Amount 1	Maker	2024-08-01 15:42:	26 Submitted for approval (101) Total 1 items

(4) Approve all Refund Requests (CHAIN_REFUND_APPROVER)

To approve all refund requests, click "Approve All" then "OK"

	BoC Bill Mercha	ant Platform	and the second second				English \vee	Welcome, barrylam
Overview	Refund Approv	al						
Transactions	Chain ID 201705713		M	erchant Number 011603999		Merchant		
Refund Approval	Approve Refun	d Reject Refund	Approve All	Reject All				Search
▲ Merchant Service ~	Total Refund Transactions(All) 1	Total Refund Amount(All) 1.00	Total Commission Amount(All) 0.02	Merchant Payment Amount(All) 0.98	Total Refund Transactions(Selec	Total Refund ted) Amount(Selected) 1.00	Total Commission Amount(Selected) 0.02	Merchant Payment Amount(Selected) 0.98
	All	Transaction Date	Merchant Term	ninal ID Card T	ransaction Authoriza	tion Refund Reques	t Request Time	Process Status
					Cancel	ок	2024-08-01 15:4;	2:26 Submitted for approval (101)
	< 1 >			a ^r	Cancel	ОК		Total 1 ite

(5) Reject all Refund Requests (CHAIN_REFUND_APPROVER)

To reject all refund requests, click "Reject All" then "OK"

							_		
	BoC Bill Merchant	Platform						English $$	Welcome, barrylam \sim
Overview	Refund Approval								
• Transactions	Chain ID		1	Merchant Number		Me	rchant ID		
Refund Approval	Approve Refund	Reject Refund	Approve All	011603999 Reject All					Search
💼 Merchant Service 🛛 🗠	Total Refund	Total Refund	Total Commission	Merchant Payment	Total Refund	Total Refund	1	Total Commission	Merchant Payment
		Amount(All) 1.00	Amount(All)	Amount(All) 0.98	Transactions(Selected	I) Amount(Selec	ted) A		Amount(Selected) 0.98
	All	Transaction Date	822036454502°53	•	X	n Refund Amount	Request Maker	Request Time	Process Status
A CONTRACTOR		2024-07-30 17:10:5	P.I.n.	Reject All?	Half 03.53 PM	1	rockkung	2024-08-01 15:42:2	6 Submitted for approval (101)
2.92.2.92.2.1. 1.1.2.9			Car	ncel					Total 1 items

Remark:

- For merchants in Hong Kong, refund can only be processed by deducting the refund amount over SDDA
- For merchants in Macau, refund can only be processed by deducting the refund amount over the later transactions
- 5. Refund Record Enquiry (CHAIN_REFUND_APPROVER)
- (1) Enquiry

Choose [Transaction Date] range, then enter [Merchant Number] or [Merchant ID] Click "Search" to submit

	BoC Bill Merchant Platform				English ${\scriptstyle \lor}$	Welcome, barrylam 🗸
Overview	< Refund Record Enquiry					
Transactions	Transaction Date	App	roval Date		Refund Approval ID	
and the second sec	2024-07-25 ~ 2024-08-01	🖽 🛛 Se	elect Date	st. E		
Refund Approval	Chain ID	Mer	chant Number		Merchant ID	
Refund Record Enquiry	201705713				100 100 100 100 100 100 100 100 100 100	
💼 Merchant Service 🛛 🗸					More Options	Search
	Transaction Merchant Terminal ID	Card Number Last Trans	action Authorization	Refund Request	Request Time Request A	pproval Time Process
	Date, Number	4 Digits Amou	int Code	Amount Maker	Approver	Status

(2) Export

Click "Export" to export the records

	BoC Bill Merchant Platforr	n 38 ⁴⁶ 02			English \vee	Welcome, barrylam
Overview	Refund Record Enquiry					
Transactions	Transaction Date		Approval Date		Refund Approval ID	
	2024-07-25 ~ 2024-08-01		Select Date			
Refund Approval	Chain ID		Merchant Number		Merchant ID	
Refund Record Enquiry	201705713		011603999			
💼 Merchant Service 🗸 🗸					More Options V	Search
	Total Refund Transactions	Total Refund Amount	Total Commission	Merchant Payment Amount	Refund Approval ID	Operation
	4	2.2	0.04	2.16		and the second sec

