

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)

The screenshot shows the 'Transaction Enquiry & Refund' page in the BoC Bill Merchant Platform. The page has a dark sidebar on the left with navigation options: Overview, Transactions (expanded), Transaction Enquiry & Refund (selected), Cancel Refund Request, Refund Record Enquiry, and Merchant Service. The main content area has a header with 'BoC Bill Merchant Platform', 'English', and 'Welcome, rocktung'. Below the header is a form with the following fields: Transaction Date (2024-07-18 ~ 2024-08-01), MID, Terminal ID, Card Number Last 4 Digits, Transaction Amount, and Batch ID. There are 'More Options' and 'Search' buttons. Below the form is a table with the following columns: Transaction Date, Terminal ID, Merchant Number, Merchant Name, Card Number Last 4 Digits, Transaction Amount, Transaction Currency, Authorization Code, Reference Number, and Operation.

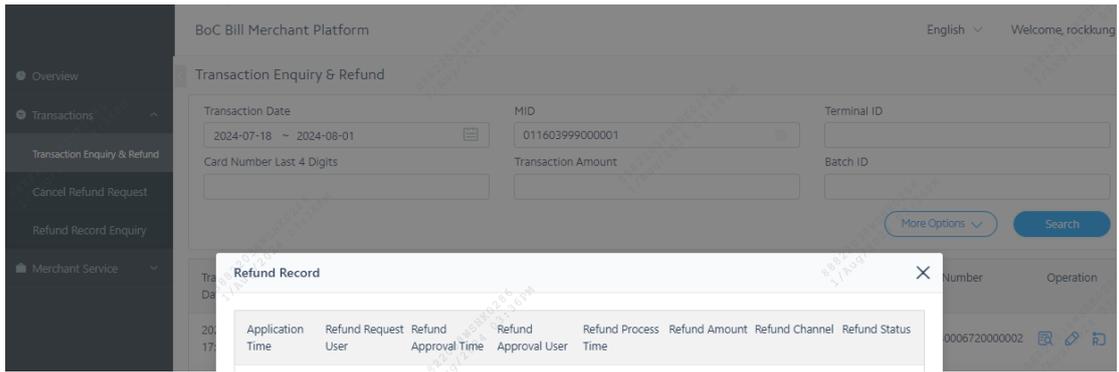
(2) Transaction Detail Enquiry

Click the “Details” button, transaction details will appear

The screenshot shows the 'Transaction Detail' modal window in the BoC Bill Merchant Platform. The modal is titled 'Transaction Detail' and has a close button (X). It displays the following details: Transaction Date (2024-07-30 17:10:58), Terminal ID (77902002), Merchant Number (011603999), Merchant, Card Number Last 4 Digits (4559), and Transaction Value (1.00). The background shows the same 'Transaction Enquiry & Refund' page as in the previous screenshot.

(3) Refund Record Enquiry

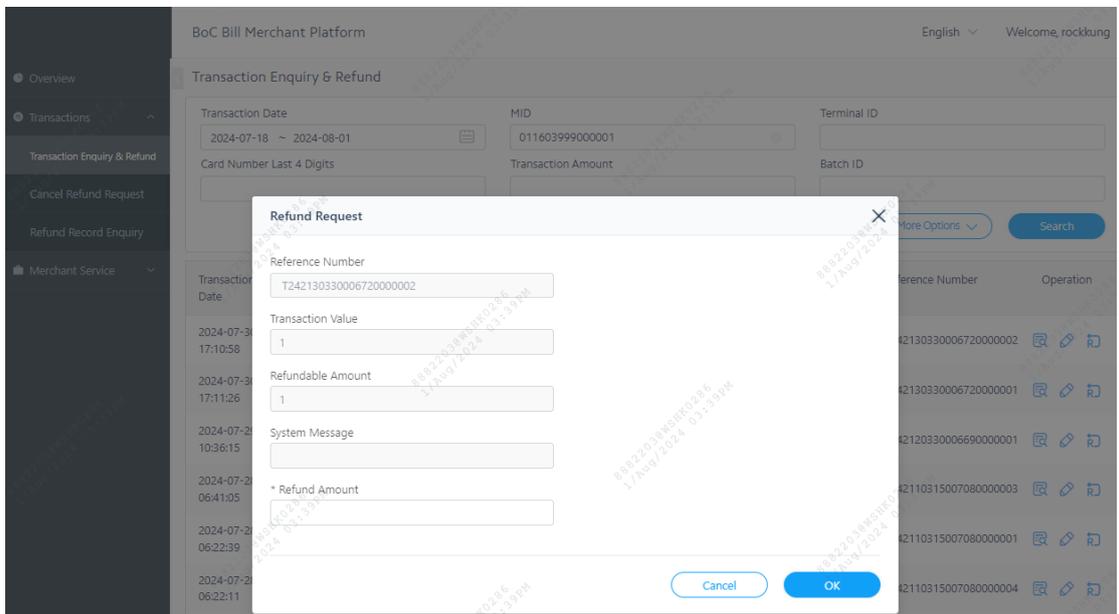
Click the “Refund Record” button, refund details will appear



(4) Refund Application

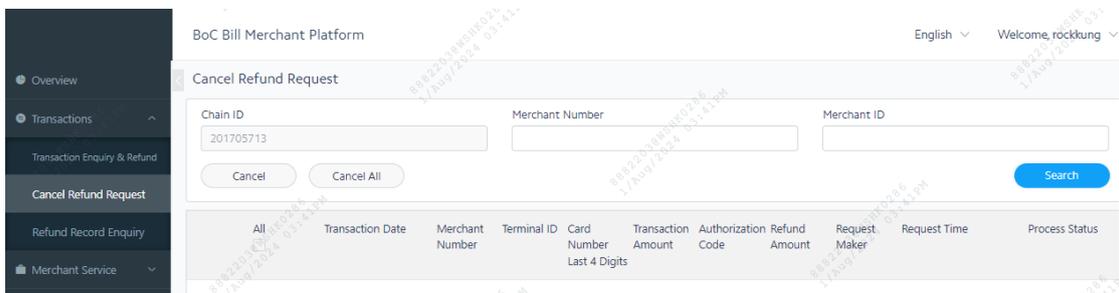
Click the “Refund Request” button if the transaction required refund

Enter the refund amount then click “OK”



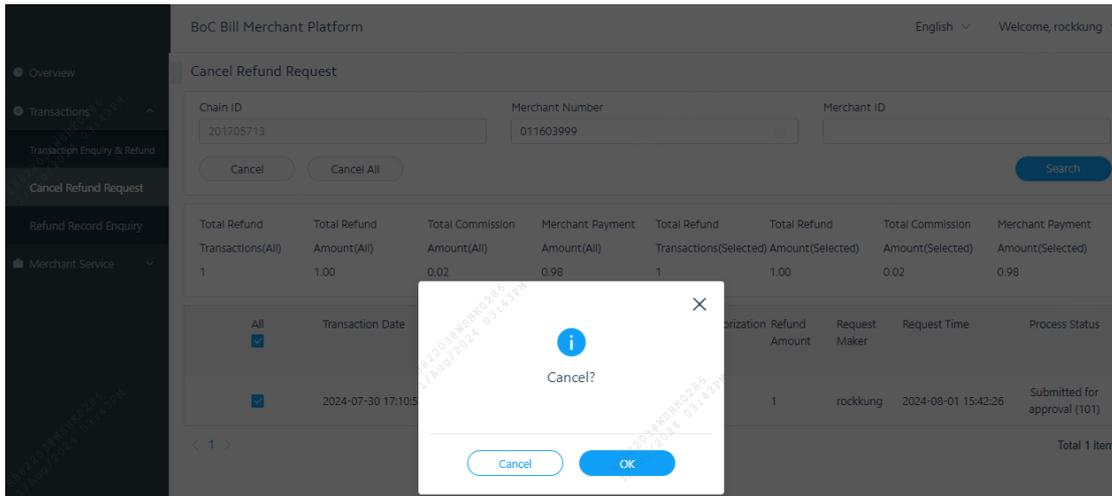
2. Cancel Refund Request (CHAIN_REFUND_MAKER)

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

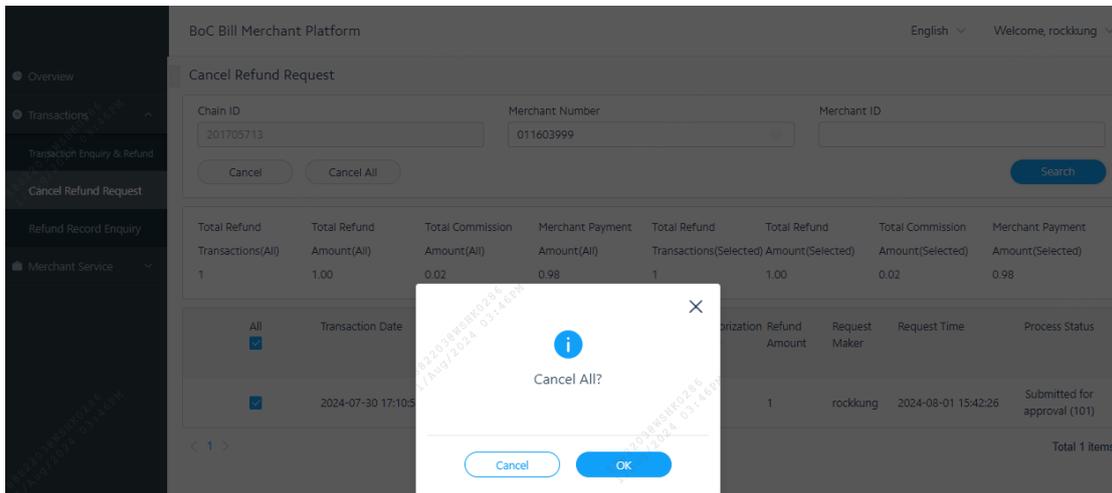


(2) Select the refund transaction and click “Cancel”

When confirmation window appears, click “OK” to process



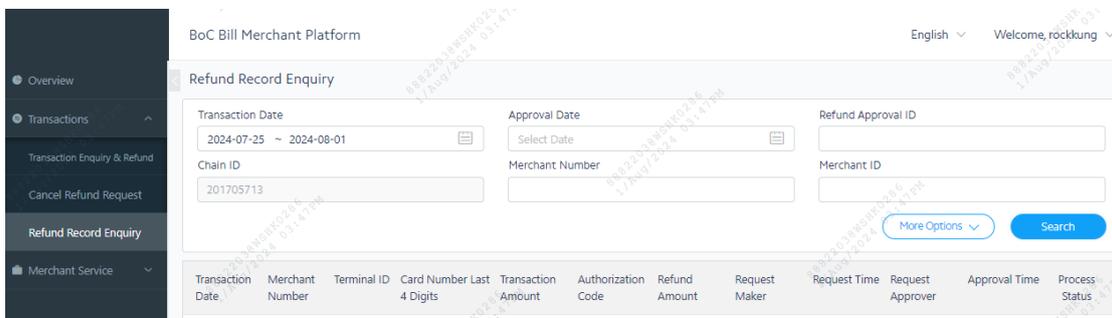
(3) To cancel all refund requests, User can simply click “Cancel All” then “OK”



3. Refund Record Enquiry (CHAIN_REFUND_MAKER)

(1) Choose [Transaction Date] range, then enter [Merchant Number] or [Merchant ID]

Click “Search” to submit



4. Refund Approval (CHAIN_REFUND_APPROVER)

(1) Enquiry

Enter [Merchant Number] or [Merchant ID], then click “Search”

The screenshot shows the 'Refund Approval' page in the BoC Bill Merchant Platform. The left sidebar contains navigation options: Overview, Transactions, Refund Approval (selected), Refund Record Enquiry, and Merchant Service. The main content area has a header 'Refund Approval' and a search section with three input fields: Chain ID (containing '201705713'), Merchant Number, and Merchant ID. Below these are four buttons: 'Approve Refund', 'Reject Refund', 'Approve All', and 'Reject All', along with a 'Search' button. A table below the search section displays transaction details with columns: All, Transaction Date, Merchant Number, Terminal ID, Card Number Last 4 Digits, Transaction Amount, Authorization Code, Refund Amount, Request Maker, Request Time, and 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

The screenshot shows the 'Refund Approval' page with the search filters filled in: Chain ID '201705713' and Merchant Number '011603999'. The 'Approve Refund' button is highlighted. Below the search section, a summary table shows transaction statistics:

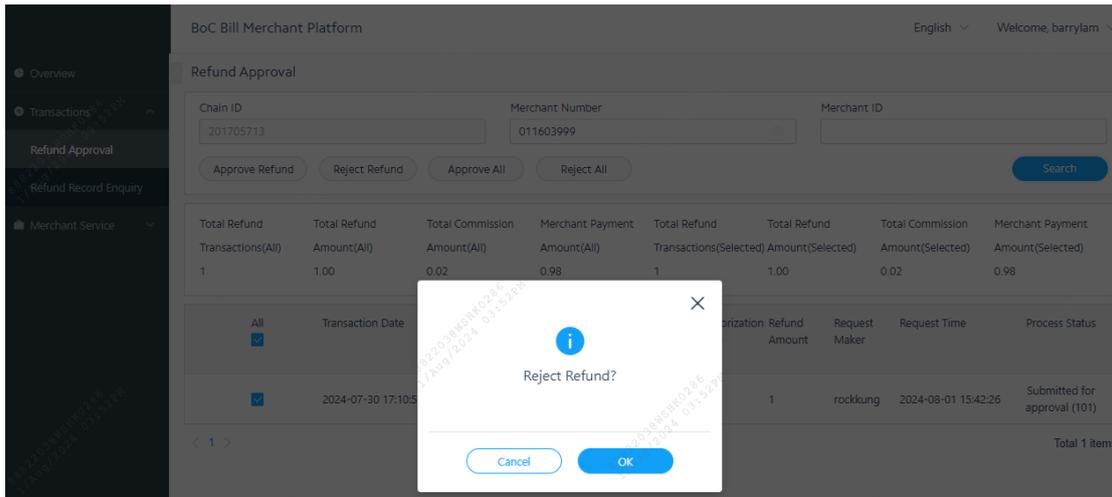
Total Refund Transactions(All)	Total Refund Amount(All)	Total Commission Amount(All)	Merchant Payment Amount(All)	Total Refund Transactions(Selected)	Total Refund Amount(Selected)	Total Commission Amount(Selected)	Merchant Payment Amount(Selected)
1	1.00	0.02	0.98	1	1.00	0.02	0.98

A confirmation window is displayed in the foreground with two radio buttons: 'By settlement' (unselected) and 'Bank Account Deduction' (selected). The window has 'Cancel' and 'OK' buttons. The background table shows a single transaction with a 'Process Status' of 'Submitted for approval (101)' and a 'Request Time' of '2024-08-01 15:42:26'. The bottom right corner indicates 'Total 1 item'.

(3) Reject Refund Request (CHAIN_REFUND_APPROVER)

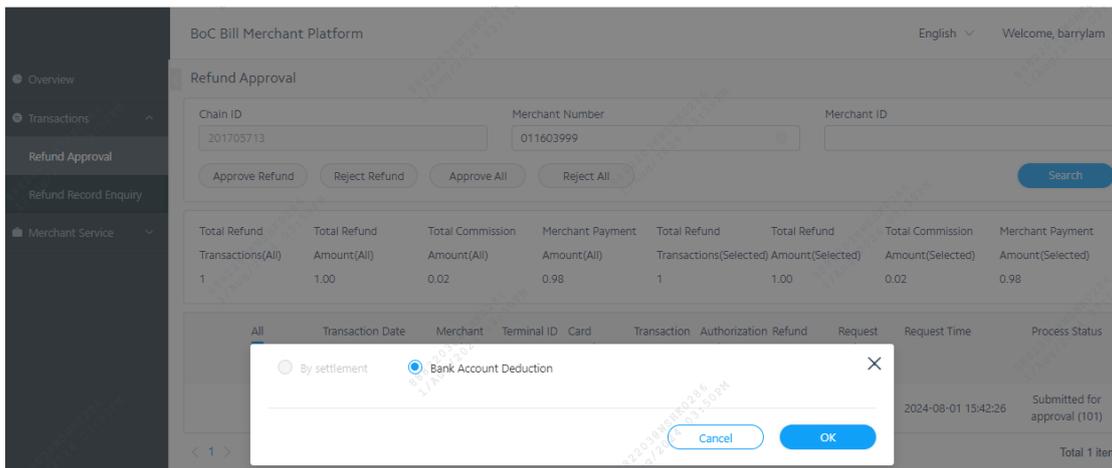
Select the refund transaction and click “Reject Refund”

When confirmation window appears, click “OK” to process



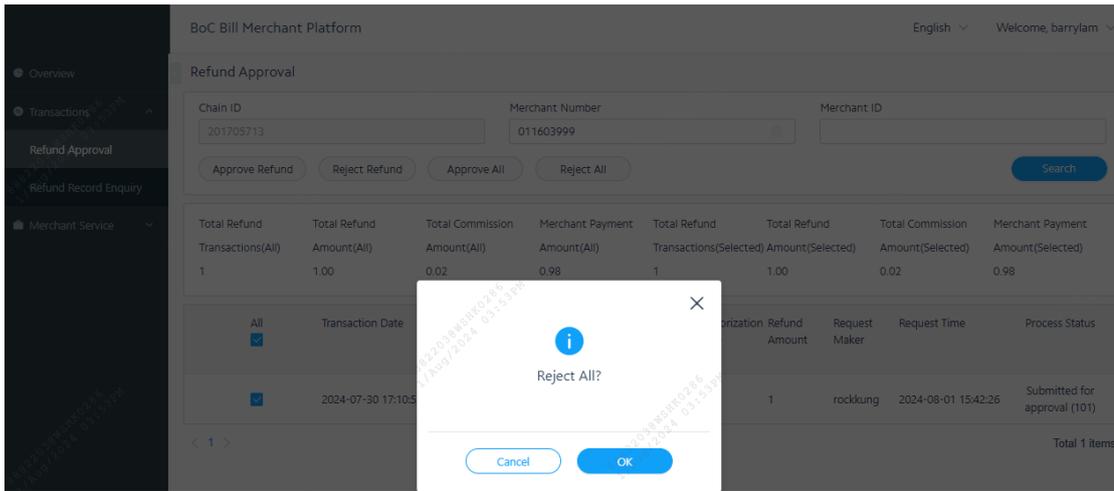
(4) Approve all Refund Requests (CHAIN_REFUND_APPROVER)

To approve all refund requests, click “Approve All” then “OK”



(5) Reject all Refund Requests (CHAIN_REFUND_APPROVER)

To reject all refund requests, click “Reject All” then “OK”



Remark:

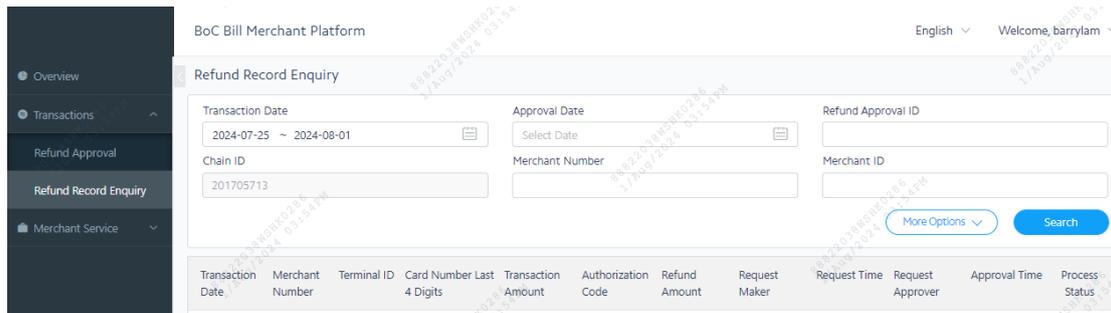
- For merchants in Hong Kong, refund can only be processed by deducting the refund amount over SDDA
- For merchants in Macau, refund can only be processed by deducting the refund amount over the later transactions

5. Refund Record Enquiry (CHAIN_REFUND_APPROVER)

(1) Enquiry

Choose [Transaction Date] range, then enter [Merchant Number] or [Merchant ID]

Click "Search" to submit



(2) Export

Click "Export" to export the records

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Refund Record Enquiry

Transaction Date: 2024-07-25 ~ 2024-08-01 | Approval Date: Select Date | Refund Approval ID:

Chain ID: 201705713 | Merchant Number: 011603999 | Merchant ID:

[More Options](#) [Search](#)

Total Refund Transactions	Total Refund Amount	Total Commission Amount	Merchant Payment Amount	Refund Approval ID	Operation
4	2.2	0.04	2.16		Download

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Statement ID	Statement Date	Statement Owner	Statement Available
239493147	2024-11-01 12:00:00	017111001	Yes

Press 'Download' button to continue the process [Download](#)

[Back](#)