

# BOC Credit Card Online Merchant Services User Guide

BOC Credit Card Online Merchant Services provides a series of online enquiry services and account support management to the retail and enterprise merchants.

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# 1. First Login

## ► Account Activation Email

You will receive two e-mails sent by BOCCC:

### ▼ Login Name (Merchant No. / Chain No.)



### ▼ Login Password



## ► Account Login

1. Select "Type" > Merchant / Chain

2. Input "Merchant No. / Chain No.", "Password" and "Verification code"

3. Click "Login"

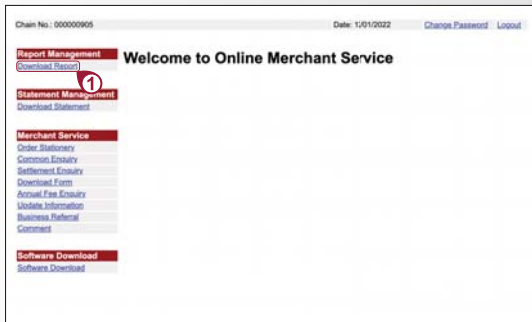


4. Click "Accept" to login

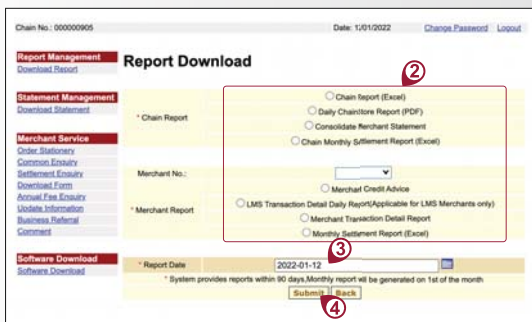
You are required to change your password upon first login (For detailed steps, please refer to page 8 of this User Guide)

# 2. Report and Statement Management

## ► Download Report



1. Click “Download Report”



2. For Chain Report, please select:

- Chain Report (Excel)
- Daily Chain Report (PDF)
- Consolidate Merchant Statement
- Chain Monthly Statement Report (Excel)

For Merchant Report, please select Merchant no., then select:

- Merchant Credit Advise
- LMS Transaction Detail Daily Report (Applicable for LMS Merchants only)
- Merchant Transaction Detail Report
- Monthly Settlement Report (Excel)

3. Select report date

4. Click “Submit”



# 2. Report and Statement Management

## ► Download Report – Merchant Transaction Detail Report

Chain No.: 00000905 Date: 1/01/2022 [Change Password](#) [Logout](#)

**Report Management**  
Report Download

**Statement Management**  
Download Statement

Chain Report  
 Chain Report (Excel) ①  
 Daily Chainstore Report (PDF)  
 Consolidate Merchant Statement  
 Chain Monthly Settlement Report (Excel)

**Merchant Service**  
Merchant No.:  ①

Merchant Credit Advice  
 Merchant Transaction Detail Report ②  
 Monthly Settlement Report (Excel)

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Report Date: 2022-01-12 ③

\* System provides reports within 90 days. Monthly report will be generated on 1st of the month.  
[Statements](#) [Back](#)

1. Select Merchant no., and “Merchant Transaction Detail Report”
2. Select report date, and click “Submit”



Chain No.: 00000905 Date: 1/01/2022 [Change Password](#) [Logout](#)

**Report Management**  
Report Download

**Statement Management**

Report	Report Date	Report Center	Report Available
MSV_CHAINSTR_P_D	Wed Dec 01 00:00:00 GMT+08:00 2021	00000909	<input checked="" type="checkbox"/> Yes

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

[Back](#)

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3. The screen will show the report (Merchant Transaction Detail Report), click “Download”



ISSUED TO: 11  
GENERATED BY: 00000909  
DATE: 1/01/2022

CHANGING MERCHANT SETTLEMENT  
DATE: 01/01/2022  
TIME: 10:00:00  
MERCHANT: 00000909  
TOTAL: 5,800.00

NO.	DATE	AMOUNT	TYPE	STATUS
001	20211201	5,800.00	01	00

\*\*\*\*\* END TOTAL OF TRANSACTION \*\*\*\*\*

\*\*\*\*\* JOB TOTAL \*\*\*\*\*  
\*\*\*\*\* 5,800.00 \*\*\*\*\*

\*\*\* SETTLEMENT TRANSACTION SUMMARY \*\*\*  
TOTAL AMOUNT: 5,800.00  
TOTAL DEBIT: 0.00  
TOTAL CREDIT: 5,800.00

4. You can review the “Merchant Transaction Detail Report” after downloading and unzipping the zip file



# 3. Forgot Password

## ► Forgot Password

**Online Merchant Service**

Please input Your Information:

Type:

Login:

Password:

Verification Code:

Only one user can login the same account simultaneously.

Merchant Service Hotline: 2833 8702  
Merchant Service Fax No.: 2830 4922  
Merchant Service Email: [mo@bochk.com](mailto:mo@bochk.com)  
Address: 20F BOC Credit Card Centre, 68 Connaught Road West, Hong Kong

BOC Credit Card Online Merchant Service, which provides a variety of online enquiry services and account management support for retail enterprises, efficiently assists merchants with fast and convenient daily-operation management and comprehensive wealth management services.

1. Click "Forgot Password"



**Online Merchant Service**

**Reset Password**

Type:

Login:

Registered Email:

Verification Code:

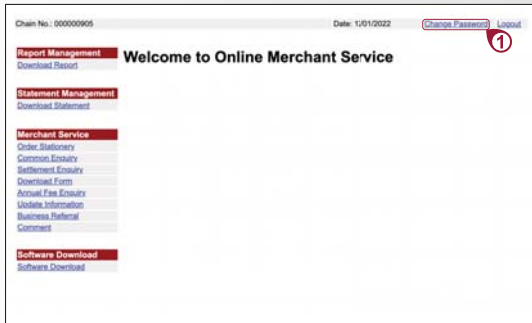
Merchant Service Hotline: 2833 8702  
Merchant Service Fax No.: 2830 4922  
Merchant Service Email: [mo@bochk.com](mailto:mo@bochk.com)  
Address: 20F BOC Credit Card Centre, 68 Connaught Road West, Hong Kong

BOC Credit Card Online Merchant Service, which provides a variety of online enquiry services and account management support for retail enterprises, efficiently assists merchants with fast and convenient daily-operation management and comprehensive wealth management services.

2. Enter "Login No.", "Registered Email" and "Verification Code", then click "Confirm"

# 4. Change Password

## PLAY Change Password



1. Click “Change Password”



2. Enter “Existing Password” > “New Password” > “Retype New Password”

3. Click “Submit”



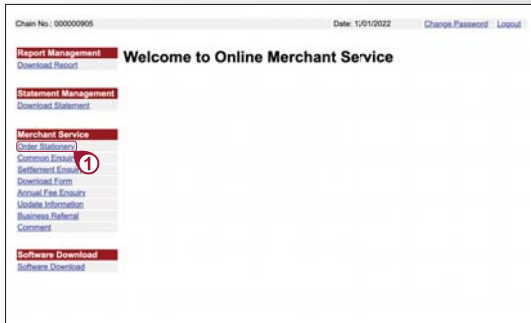
4. Password successfully changed

5. You will receive a password reset notification email



# 5. Order Stationery

## ► Order Stationery



Chain No.: 000000905 Date: 1/01/2022 [Change Password](#) [Logout](#)

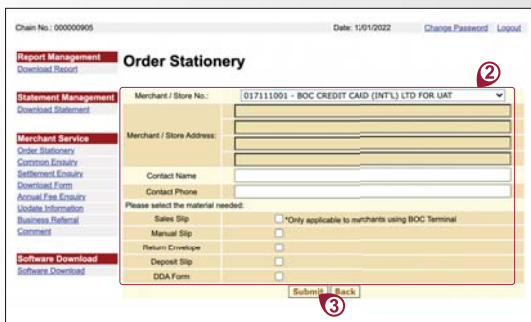
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1. Click “Order Stationery”



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**Order Stationery**

Merchant / Store No.: 017111001 - BOC CREDIT CARD (INT'L) LTD FOR UAT ②

Merchant / Store Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Please select the material needed:

Sales Slip	<input type="checkbox"/>	*Only applicable to merchants using BOC Terminal
Manual Slip	<input type="checkbox"/>	
Return Envelope	<input type="checkbox"/>	
Deposit Slip	<input type="checkbox"/>	
DDA Form	<input type="checkbox"/>	

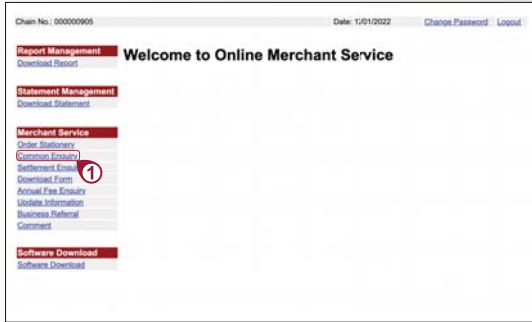
[Submit](#) [Back](#) ③

2. Select and enter correct information

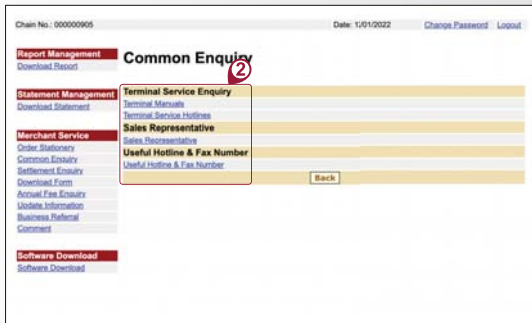
3. Click “Submit”

# 6. Common Enquiry

## ► Common Enquiry



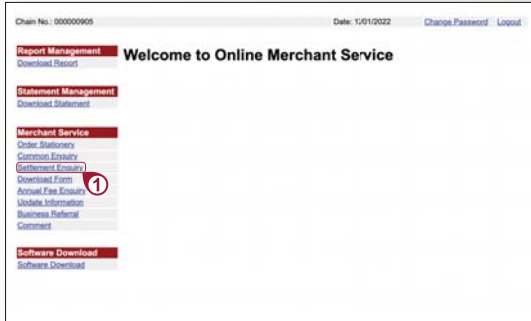
1. Click “Common Enquiry”



2. Select appropriate enquiry

# 7. Settlement Enquiry

## ► Settlement Enquiry



Chain No.: 000000905 Date: 1/01/2022 Change Password Logout

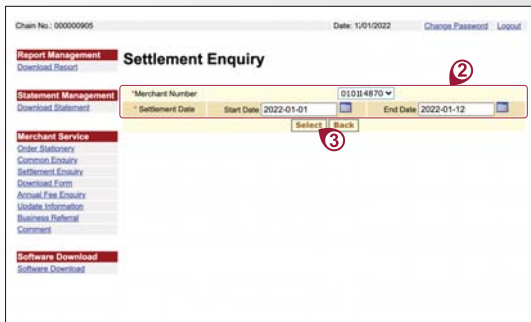
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1. Click “Settlement Enquiry”



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\*Merchant Number: 010B-4870 ②

\* Settlement Date: Start Date: 2022-01-01 End Date: 2022-01-12

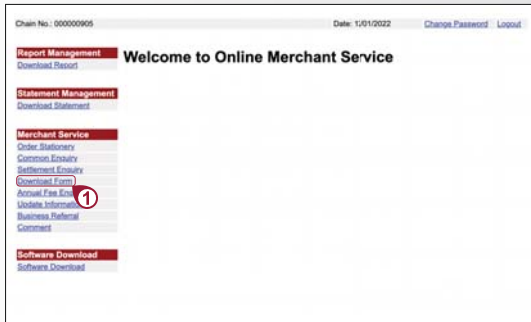
Select ③

2. Select “Merchant Number” and “Settlement Date”

3. Click “Select”

# 8. Download Form

## ► Download Form



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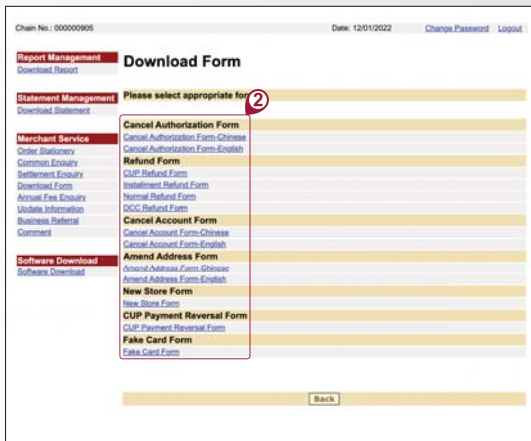
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1. Click “Download Form”



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Please select appropriate form ②

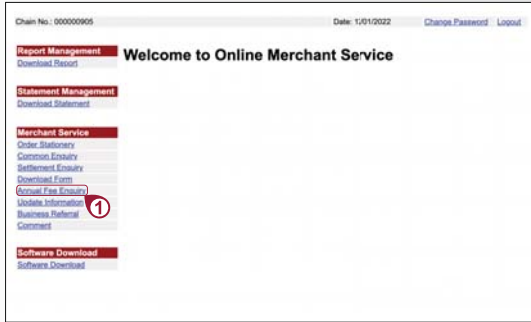
- Cancel Authorization Form**  
[Cancel Authorization Form-Chinese](#)  
[Cancel Authorization Form-English](#)
- Refund Form**  
[CUP Refund Form](#)  
[Installation Refund Form](#)  
[Normal Refund Form](#)  
[DCC Refund Form](#)
- Cancel Account Form**  
[Cancel Account Form-Chinese](#)  
[Cancel Account Form-English](#)
- Amend Address Form**  
[Amend Address Form-Chinese](#)  
[Amend Address Form-English](#)
- New Store Form**  
[New Store Form](#)
- CUP Payment Reversal Form**  
[CUP Payment Reversal Form](#)
- Fake Card Form**  
[Fake Card Form](#)

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2. Select appropriate form

# 9. Annual Fee Enquiry

## ► Annual Fee Enquiry



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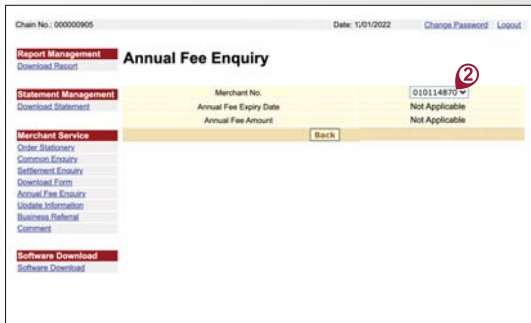
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1. Click “Annual Fee Enquiry”



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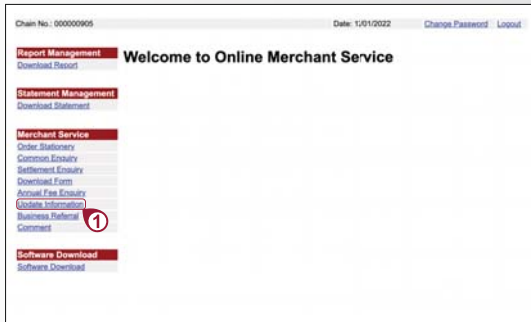
**Annual Fee Enquiry**

Merchant No.	010114870 <b>2</b>
Annual Fee Enquiry Date	Not Applicable
Annual Fee Amount	Not Applicable

2. Select Merchant No.

# 10. Update Information

## ► Update Information



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1. Click “Update Information”



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Merchant No.:  **2**

Effective Date:

Information will be effective after the information has been verified.

a) Email Address:

b) Contact Person:

c) Contact Number:

d) Fax Number:

e) Mailing Address:

For the following changes, please provide supporting document(s) and fax to Merchant Services fax at 2850 4922.

f) Bank Account Number:

g) Company Name:

h) Company Address:

Remarks:

**3**

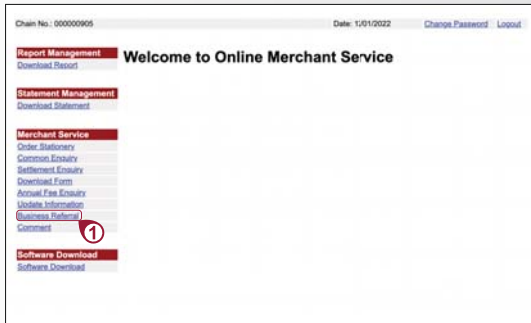
Upon receipt of your update information, we will respond to you within 2 working days.

2. Select Merchant No. and update the information

3. Click “Submit”

# 11. Business Referral

## ► Business Referral



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1. Click “Business Referral”



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**Business Referral** **2**

a) Name of Referee \*

b) Contact Number \*

c) Fax Number

d) Email Address

e) Company Region

f) Business Type

Remarks

\* Mandatory field

**3**

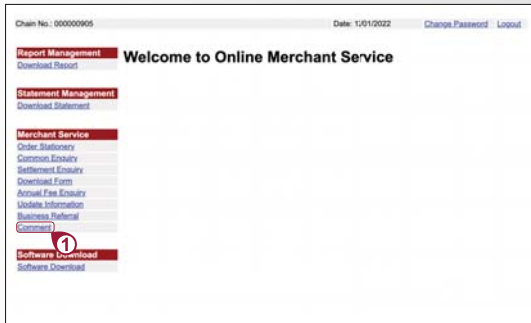
Upon receipt of any business referral from you, we will respond to you within 2 working days.

2. Enter information

3. Click “Submit”

# 12. Comment

## ► Comment



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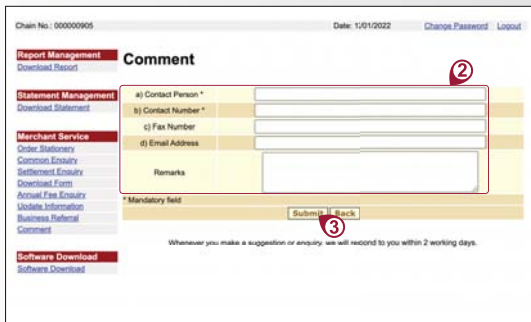
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1. Click “Comment”



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**Comment**

a) Contact Person \*

b) Contact Number \*

c) Fax Number

d) Email Address

Remarks

\* Mandatory field

Whenever you make a suggestion or enquiry, we will respond to you within 2 working days.

2. Enter comments

3. Click “Submit”



## Contact Us

BOC Credit Card (International) Limited – Merchant Service Enquiry Hotline  
PHONE **852 2853 8702**

Bank of China (Hong Kong) Limited Corporate Customer Service Hotline  
☎ **852 3988 2288**

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