

# **Business Resource Centre**

**Operating Guide**

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## 1. Welcome

Thank you for choosing BOI Payment Acceptance (BOIPA). 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.

## 2. 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 BOIPA you will receive a welcome email (sample below) 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 BOI Payment Acceptance!

We are pleased to confirm that we received all the required data to perform the risk checks and verify your identity. You successfully passed this step that is part of our regulatory requirements as a professional Payments Institution. We are now in the process of finalising your account setup.

One of the many benefits of choosing BOI Payment Acceptance for your card processing needs is our Business Resource Centre. This is your online portal that holds all the necessary information to your account, including daily transaction details, electronic statements and monthly account billing.

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://boipa.com/business>

To login in for the first time click on the "Create an account" link and enter your account number: IE..... and the last 4 digits of the Bank Account provided on your merchant application.

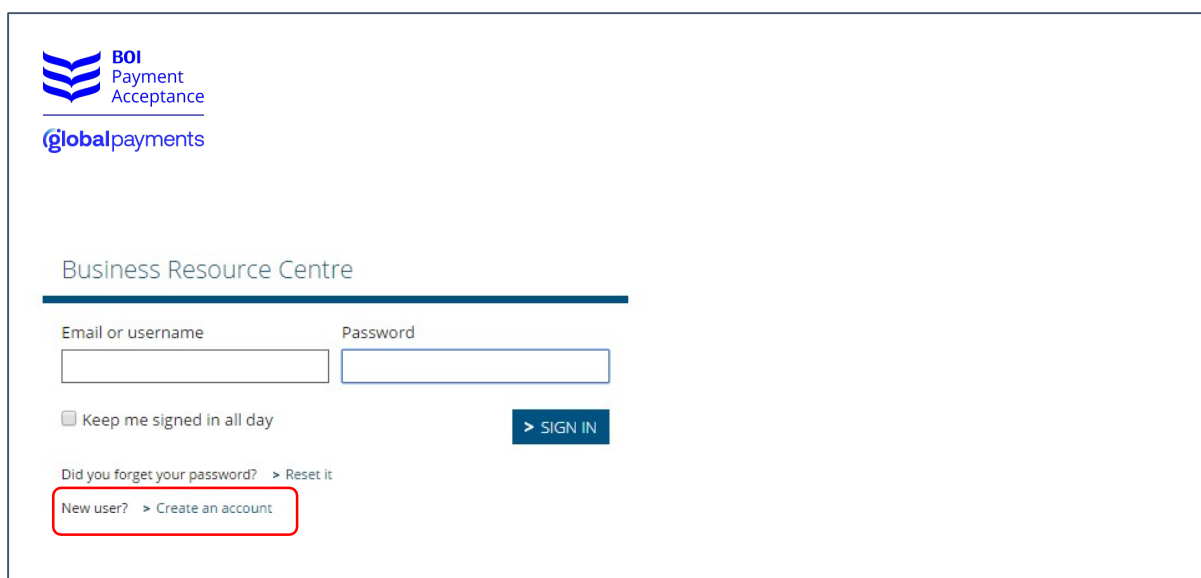
We will contact you very shortly to confirm your final account activation and to inform you about the next step. If you need any additional information or clarification in the meantime please do not hesitate to contact our Support team: 1800 806 670 or [support@BOIPA.com](mailto:support@BOIPA.com).

We are looking forward to sustainably supporting your business!

Yours sincerely,

Customer Support

To create the BRC account you need to go to the following URL <https://boipa.com/business> and select the link > Create an account.



BOI  
Payment  
Acceptance  
@globalpayments

### Business Resource Centre

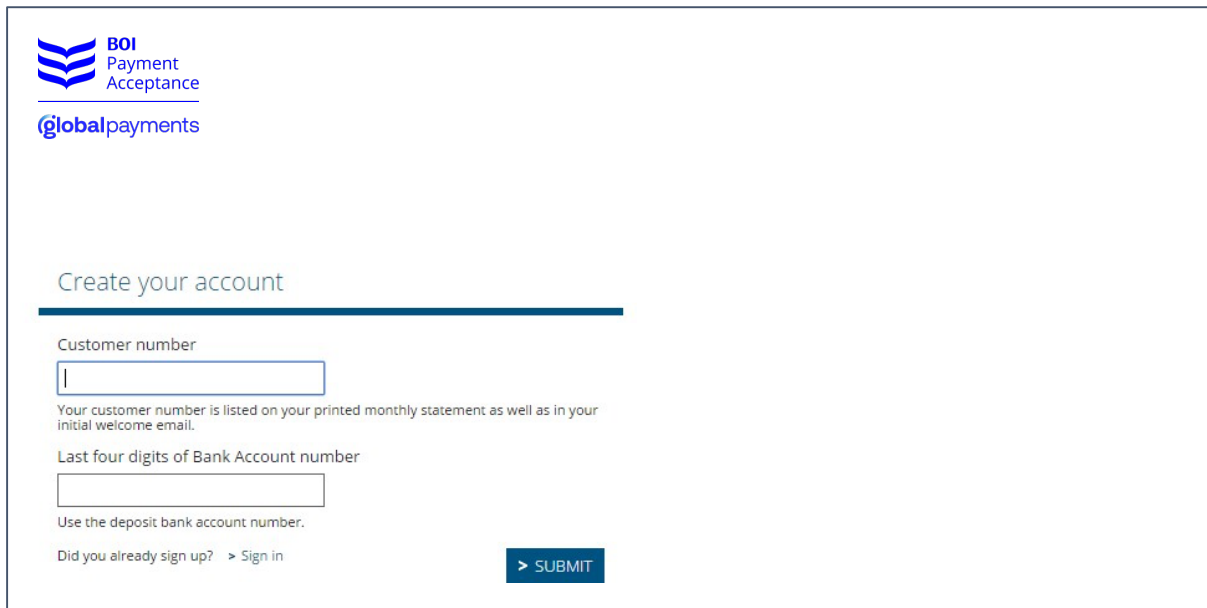
Email or username Password

Keep me signed in all day

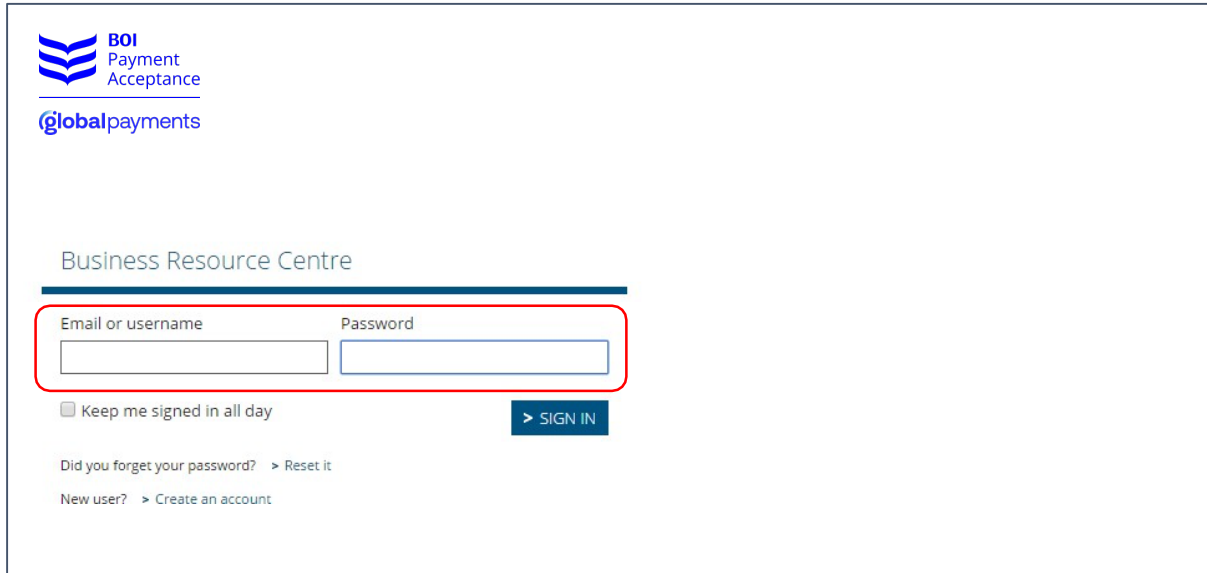
Did you forget your password? > Reset it

New user? > Create an account

This will bring up the Create Your 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.  
(Note: For password resets or other BRC support queries contact the BOIPA support team)



When you go to the URL <https://boipa.com/business> the next time you simply enter this Username and Password to logon to the BRC. Bookmark this link on your PC so you can return to the site quickly and easily.



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

### 3. 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 BOIPA 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

BOI Payment Acceptance  
globalpayments

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

## Customer Summary

You are currently viewing account information for:

IE0000  ▼

> View Full Contract

### Customer details

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

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 BOIPA 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	Bank of Ireland	Payment Method	Gross
IBAN	<input type="text"/>	BIC	<input type="text"/>
Currency	€ - Euro		

#### Business Debit Account

Bank Name	Bank of Ireland	Debit Payment Method	Direct Debit
IBAN	<input type="text"/>	BIC	<input type="text"/>
Currency	€ - Euro	Chargeback Debits	Standard

### Your Products & Services

This agreement is for all your products and services from Bank of Ireland Payment Acceptance for debit or credit payments through

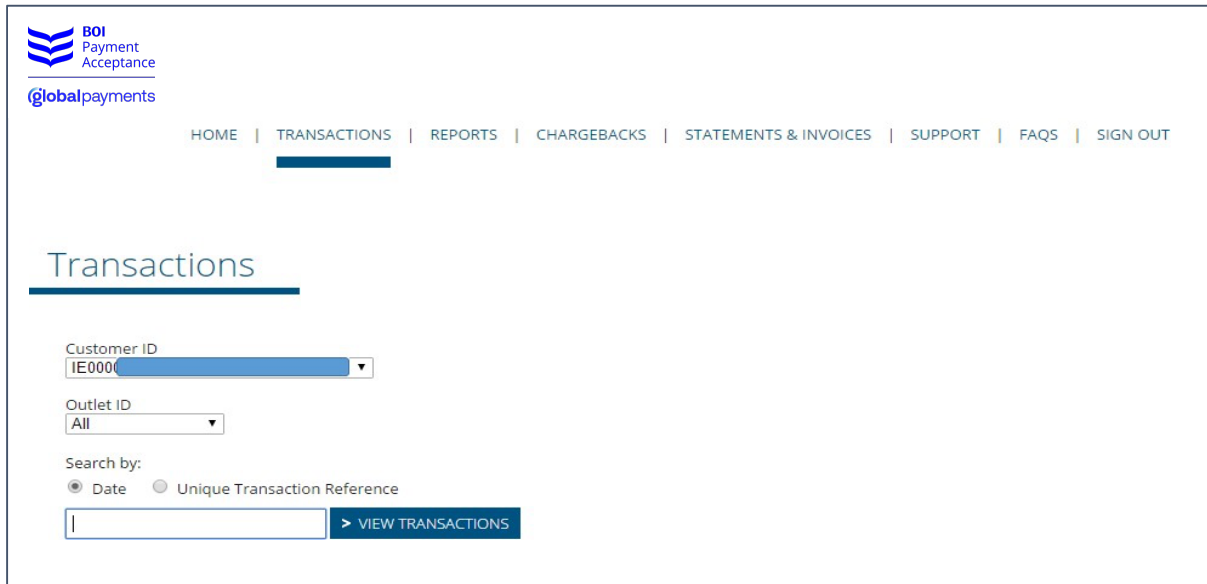
Pricing Plan	BOIPA Tailor Made 7 (Ready Made Workaround)
Security	Card Not Present Enabled
Card Schemes	Visa, Mastercard & Maestro
Terminal Agreement minimum Term	18 Months

## 4. Transactions

The Transactions Tab allows you to search through your transactions. There are 2 options:

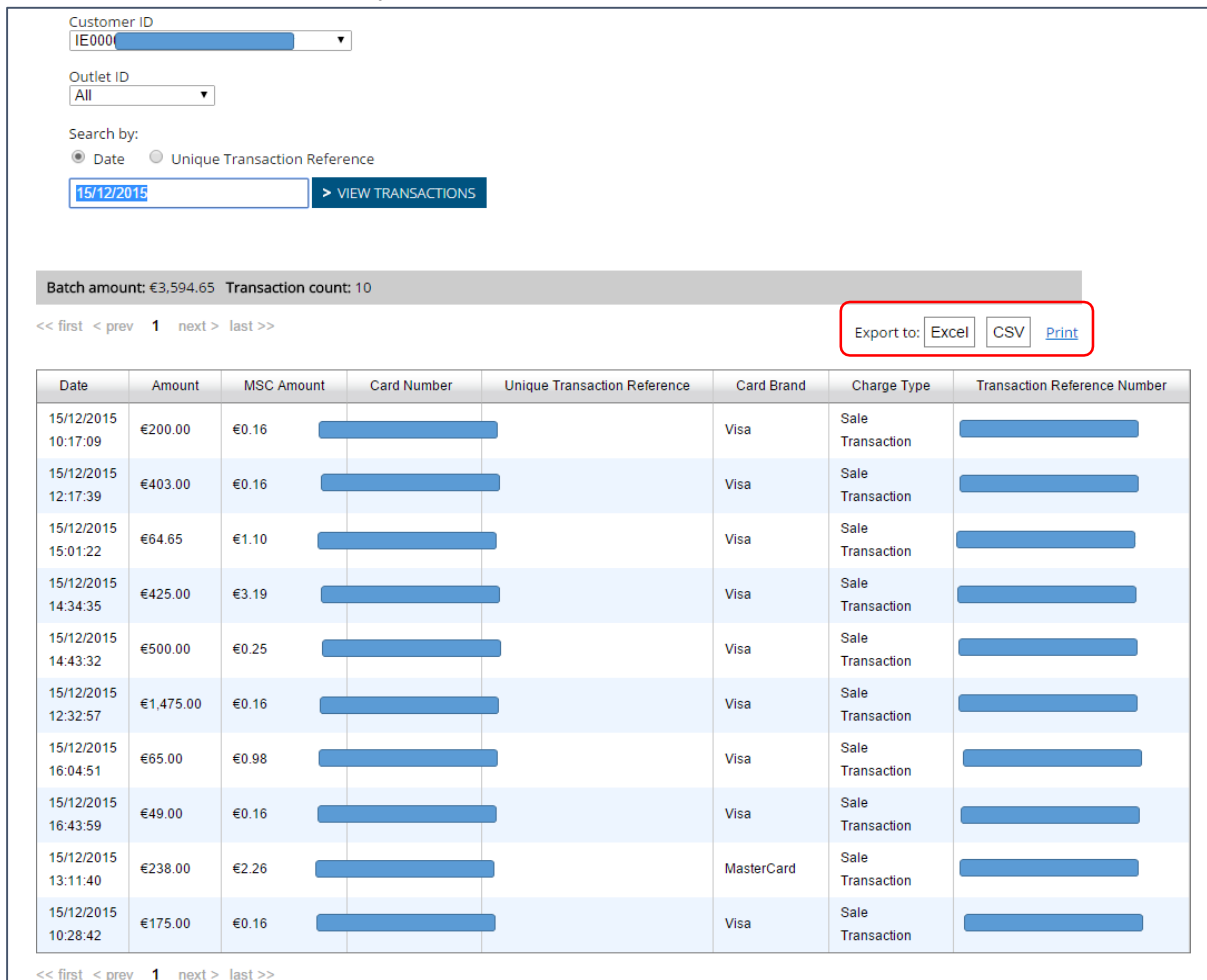
1. Search by a particular day using the date format DD/MM/YYYY
2. Search by a transaction reference number

Should you also have multiple outlets within an account you can also select the appropriate outlet ID.



The screenshot shows the 'Transactions' page in the BOI Payment Acceptance system. At the top, there is a navigation menu with links for HOME, TRANSACTIONS (highlighted), REPORTS, CHARGEBACKS, STATEMENTS & INVOICES, SUPPORT, FAQs, and SIGN OUT. Below the navigation is the 'Transactions' title. The search area includes a 'Customer ID' dropdown menu set to 'IE000', an 'Outlet ID' dropdown menu set to 'All', and a 'Search by:' section with radio buttons for 'Date' (selected) and 'Unique Transaction Reference'. A search input field is empty, and a blue button labeled '> VIEW TRANSACTIONS' is visible.

The search result can then be easily printed or exported in either Excel or CSV format.



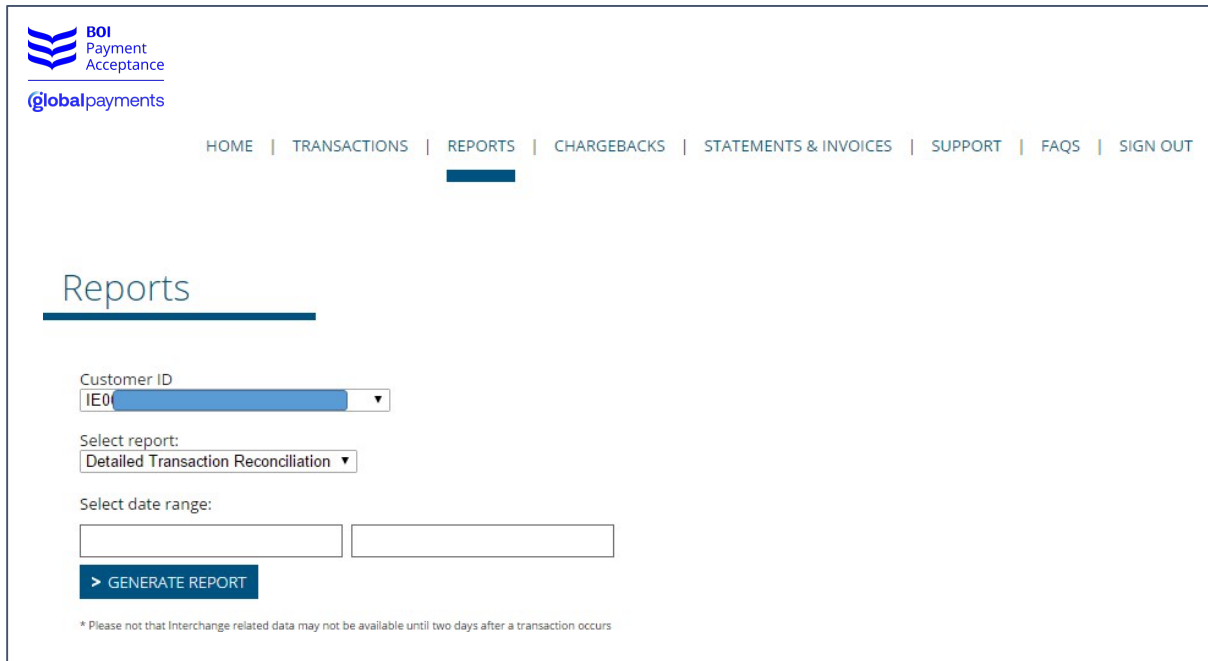
The screenshot shows the search results for the date 15/12/2015. The search criteria are: Customer ID: IE000, Outlet ID: All, Search by: Date, and Date: 15/12/2015. The results summary shows a 'Batch amount: €3,594.65' and 'Transaction count: 10'. There are navigation controls for the results, including '<< first < prev 1 next > last >>' and an 'Export to:' section with buttons for 'Excel', 'CSV', and 'Print'. The main table displays the following data:

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	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 12:17:39	€403.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 15:01:22	€64.65	€1.10	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 14:34:35	€425.00	€3.19	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 14:43:32	€500.00	€0.25	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 12:32:57	€1,475.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 16:04:51	€65.00	€0.98	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 16:43:59	€49.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 13:11:40	€238.00	€2.26	[REDACTED]		MasterCard	Sale Transaction	[REDACTED]
15/12/2015 10:28:42	€175.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]

At the bottom of the page, there are navigation controls: '<< first < prev 1 next > last >>'.

## 5. 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.

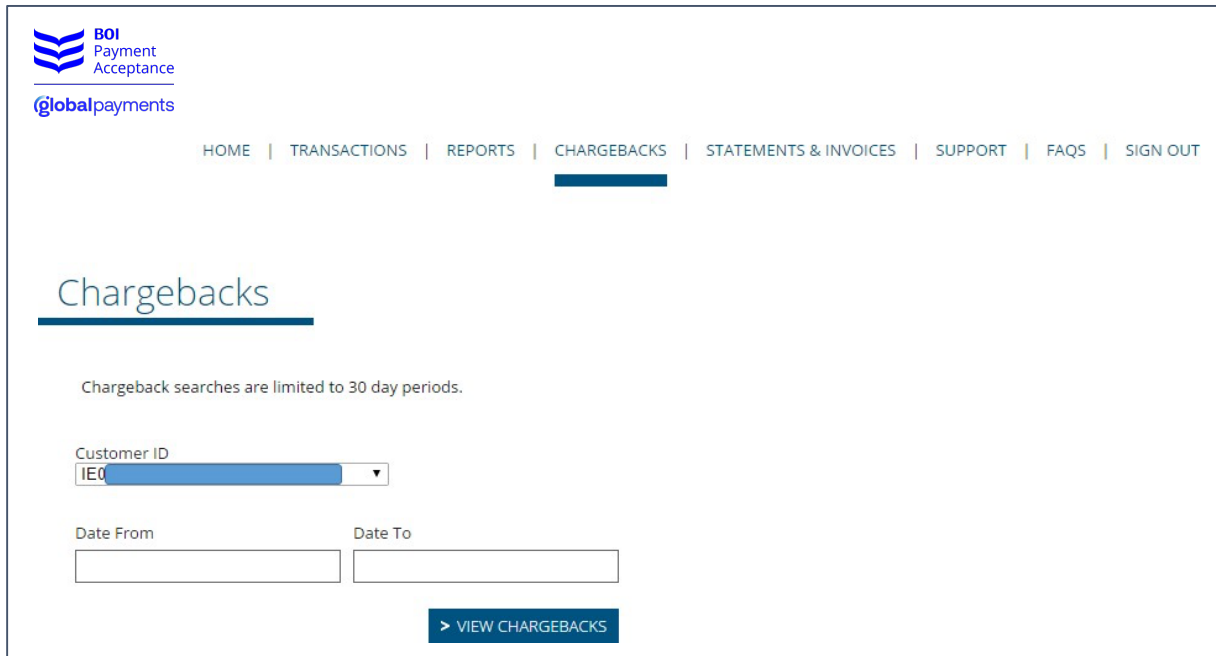


The report will be exported to Excel and will display the following fields.

TransactionID
OutletID
TerminalID
Date
Type
Amount
MSCAmount
InterchangeAmount
CardNumber
UniqueTransactionReference
CardBrand
CardBrandDesc
ChargeType
TypeId
ChargeDesc
CardType
Product
Region
TransactionReferenceNumber
TransactionID

## 6. 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' page. At the top, there is a navigation menu with 'HOME', 'TRANSACTIONS', 'REPORTS', 'CHARGEBACKS' (highlighted), 'STATEMENTS & INVOICES', 'SUPPORT', 'FAQS', and 'SIGN OUT'. Below the navigation is the 'Chargebacks' title and a note: 'Chargeback searches are limited to 30 day periods.' There are two input fields: 'Customer ID' with a dropdown menu showing 'IE0' and 'Date From' and 'Date To' text boxes. A blue button labeled '> VIEW CHARGEBACKS' is positioned below the date fields.

## 7. Statements and Invoices

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

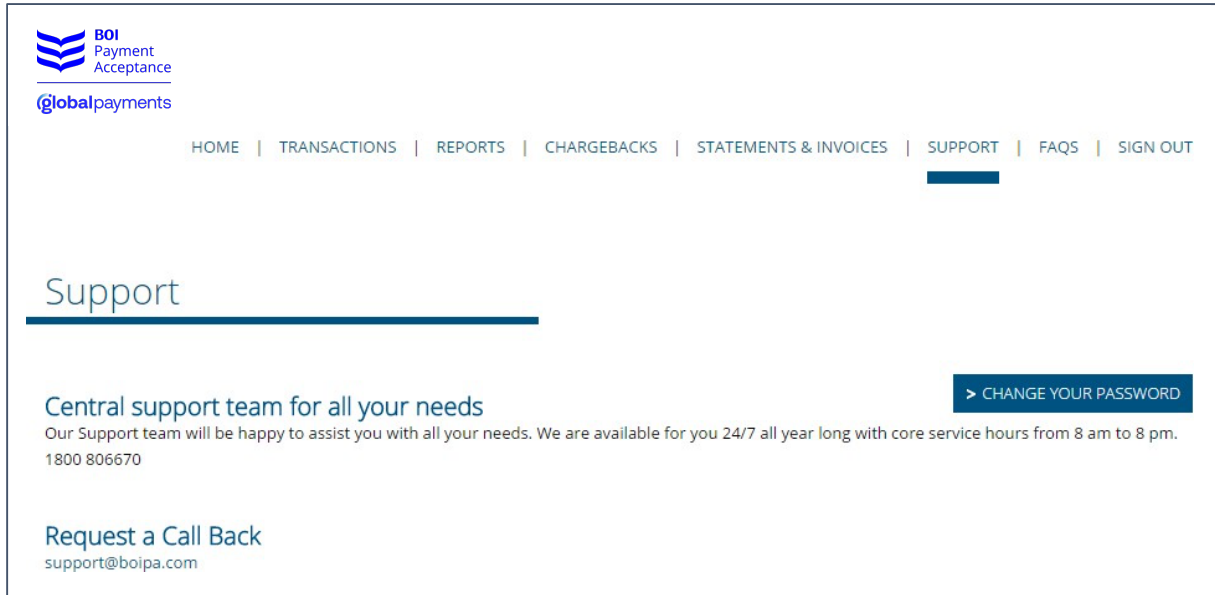
Note: We recommend that all merchants save copies of their historical statements & invoices in a secure location for future reference.



The screenshot shows the 'Statements & Invoices' page. At the top, there is a navigation menu with 'HOME', 'TRANSACTIONS', 'REPORTS', 'CHARGEBACKS', 'STATEMENTS & INVOICES' (highlighted), 'SUPPORT', 'FAQS', and 'SIGN OUT'. Below the navigation is the 'Statements & Invoices' title and a dropdown menu showing 'IE0'. The page is divided into two columns: 'Statements' and 'Invoices'. The 'Statements' column lists three periods: '> December 2015', '> November 2015', and '> October 2015'. The 'Invoices' column lists three invoices: '> IE000000000: [redacted] 34 (December 2015)', '> IE000000000: [redacted] 34 (November 2015)', and '> IE000000000: [redacted] 34 (October 2015)'.

## 8. Support

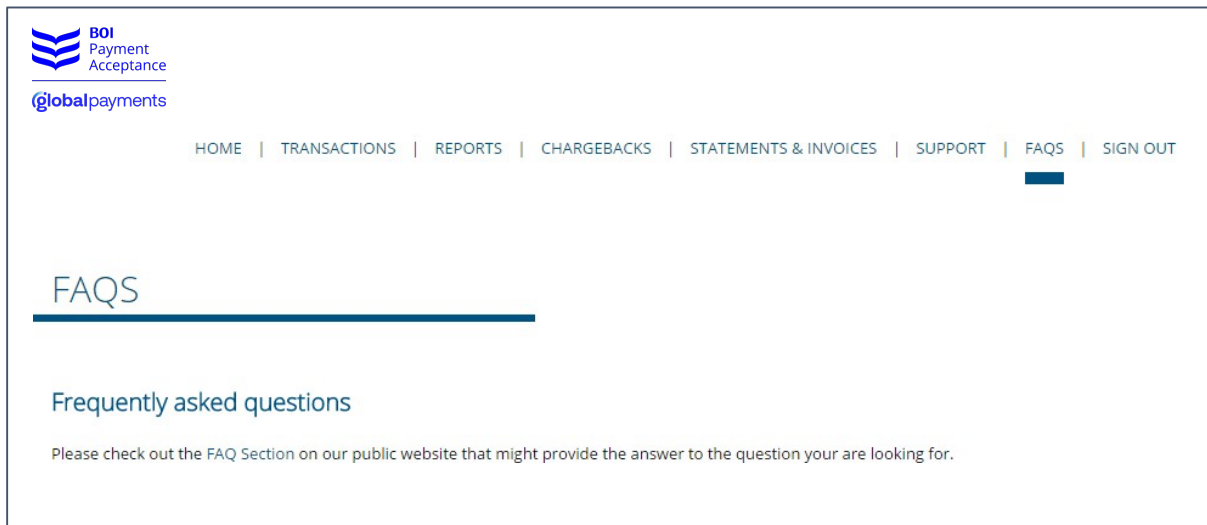
The Support Tab provides details of the BOIPA customer support number (1800 806670) and email address [support@BOIPA.com](mailto:support@BOIPA.com).




The screenshot shows the BOIPA Support page. At the top left is the BOI Payment Acceptance logo and the @globalpayments handle. A navigation menu includes HOME, TRANSACTIONS, REPORTS, CHARGEBACKS, STATEMENTS & INVOICES, SUPPORT (highlighted), FAQs, and SIGN OUT. The main heading is "Support". Below it, a central message states: "Central support team for all your needs" with a button for "> CHANGE YOUR PASSWORD". The text continues: "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. 1800 806670". At the bottom, there is a "Request a Call Back" link with the email address support@boipa.com.

## 9. FAQs

This Tab provides a link to the BOIPA web site ([www.BOIPA.com](http://www.BOIPA.com)) where some customer FAQs are listed. For more detailed information please refer to your Customer Operating Instructions.



The screenshot shows the BOIPA FAQs page. It features the same BOI Payment Acceptance logo and @globalpayments handle as the Support page. The navigation menu is identical, with the "FAQS" tab highlighted. The main heading is "FAQS". Below it, the text reads: "Frequently asked questions" followed by "Please check out the FAQ Section on our public website that might provide the answer to the question your are looking for."



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**SERVICE AREA**

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FRAUD PREVENTION

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RISK AND COMPLIANCE

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YOUR TERMINALS

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**FREQUENTLY ASKED QUESTIONS**

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### 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.

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WHEN WILL MY TRANSACTIONS BE FUNDED TO MY CURRENT ACCOUNT? ▼

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WHAT SHOULD I DO IF I DO NOT RECEIVE MY FUNDS IN THE REGULAR TIMEFRAME? ▼

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HOW DO I RECEIVE MY ACCOUNT STATEMENT OR MY INVOICE? ▼

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HOW DO I GET BILLED FOR THE PROVIDED SERVICES? ▼

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WHAT TO DO IF MY TERMINAL DISPLAY SHOWS 'CALL' OR 'CALL CENTRE'? ▼

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WHO SHOULD I CONTACT FOR SUPPORT IN BECOMING PCI DSS COMPLIANT? ▼

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HOW EASY IS IT TO COMPLETE PCI VALIDATION USING SIMPLE PCI DSS? ▼

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MY BUSINESS HAS MULTIPLE LOCATIONS, IS EACH LOCATION REQUIRED TO CERTIFY? ▼

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