

# HANDBOOK SERVICE PORTAL 2.0

Development of the Service Portal into a Self-Service Portal

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## 1 INTRODUCTION

As a customer of PAYONE, you have the option of accessing your transaction statements and invoices online at any time via the Service Portal (<http://portal.bs-card-service.com>). Your data is stored in the Service Portal for a period of 12 months following activation.

You also have the option of using additional functions such as an online transaction overview and much more.

The following product information outlines the benefits and features of the Service Portal, explains how you can receive your login information by registering, and will assist you in recovering your account data within the application. You will also discover how to manage your personal login information in the Service Portal via your Service Portal profile.

### 1.1 THE SERVICE PORTAL – ADVANTAGES

#### Always available at no cost

The free Service Portal is available online for you to use around the clock. All you need is a PC with Internet access. After logging in, you will be able to access the required documents, print them or download them as a PDF file. This applies to both current and past transactions, as all transaction statements and invoices from the past 12 months following registration are stored in the Service Portal.

This means that not only is it convenient and simple to obtain a quick overview, but you can also carry out a targeted search for transactions, thereby enabling you to quickly identify the transactions that have taken place.

#### Highest security standard

The highest security standards are applied to the Service Portal. After your registration has been authorised, you will receive your personal login information and be able to choose your own password. This means that third parties are unable to access your data. Information is transferred in encrypted form.

#### Overview of the special features of the Service Portal

- Access to transaction statements and invoices at any time
- Access to data from the last 12 months
- Highly secure transfer due to encryption
- Free to use
- Available in multiple languages (Dutch, English, French, German and Italian)
- Self-Service Manager

## 2 REGISTRATION PROCESS FOR THE SERVICE PORTAL

### 2.1 CREATING AN ACCOUNT

You will need an account in order to use the Service Portal. If you do not already have an account in the portal, you will need to create a new account.



English ▼

*I already have a B+S service portal account*

User ID (e-mail address)

Password

[Forgot your password?](#)

LOG IN

*I do not yet have a B+S service portal account*

Use this section as a new customer to quickly and easily create your personal customer account, which gives you access to all of the service benefits.

CREATE A NEW ACCOUNT

You can create a Service Portal account by clicking on the [Create a new account](#) button.

After you have entered the account details, finish by clicking [Log on](#).

Once the account has been successfully set up, you will receive an email containing a confirmation link. The confirmation link will remain active for 180 days. If this period has expired, you can request a new link at any time by visiting <https://portal.bs-card-service.com>.

By clicking on the link, your registration will be accepted and you will be directed to the confirmation page in the Service Portal.

Then you can log into the Service Portal.

### 2.2 LOGIN

After you have been authorised for use, you can log in to the Service Portal. To do this, open the web address <https://portal.bs-card-service.com>.

*I already have a B+S service portal account*

User ID (e-mail address)

Password

[Forgot your password?](#)

LOG IN

*I do not yet have a B+S service portal account*

Use this section as a new customer to quickly and easily create your personal customer account, which gives you access to all of the service benefits.

CREATE A NEW ACCOUNT

Enter your user name and password in the "I already have a Service Portal account" box.

### 2.3 ACTIVATING AN ACCOUNT IN ORDER TO ACCESS THE P.O. BOX FOR A CONTRACT NUMBER

In order to access the P.O. Box for a merchant identification number, you must activate your account for this MID.

If you are already a customer, you can request your personal registration code using the contact form. New customers will receive the registration code in a separate piece of correspondence upon conclusion of the contract.

In the Service Portal, open the [Administration](#) menu item and then [Activate contract number](#). Here, you can now enter your contract number and the registration code you received.

The screenshot shows the 'Activate contract number' page in the PAY/ONE service portal. At the top left is the PAY/ONE logo. The navigation bar includes 'STATIONARY', 'ONLINE', 'NEW DOCUMENTS (8)', and a user profile for 'danielc' with 'My account' link. Below the navigation bar are links for 'P.O. Box', 'Administration', and 'Downloads & Services'. The main heading is 'Activate contract number'. Below it is a note: 'In case you do not have a registration code, please use our [contact form](#) to get in touch with our customers support.' The form has two input fields: 'Contract number \*' with the value '4556' and 'Registration code \*'. Below these is a checkbox labeled 'Do you require an e-mail notification when new documents become available?' which is checked. A purple 'REGISTER' button is located at the bottom right of the form area.

Click on [Register](#) in order to finish the activation process.

### 3 WELCOME TO THE SERVICE PORTAL

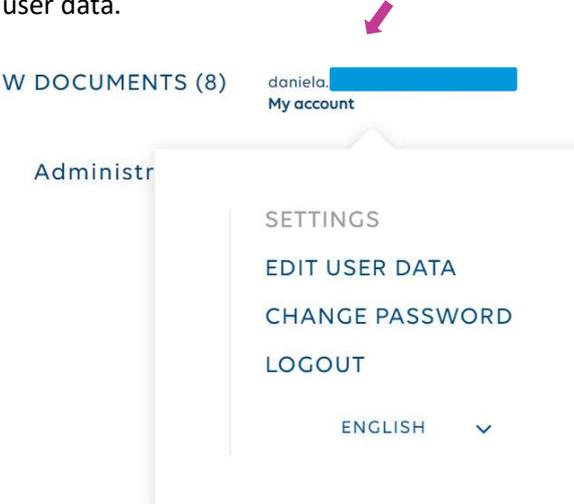
Once you have logged in to the Service Portal, you will find yourself at the homepage. From here, you can navigate within the portal and thus use all functions with just a few clicks.



You'll see the following selection options in the header:

- Your own email address
- New documents
- Stationary
- Online

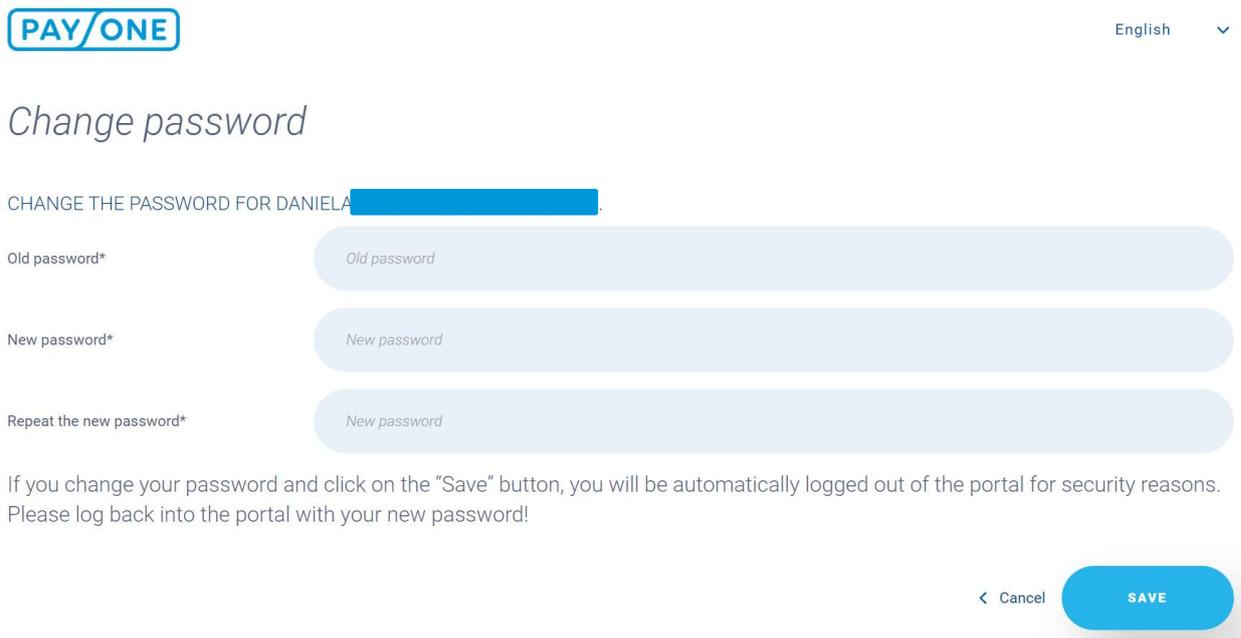
By default, you'll be shown your last login and will be given the opportunity to change your password or user data.



You can open/close this window using the arrow beside the email address.

### 3.1 CHANGE YOUR PASSWORD

The [Change password](#) function will take you to the following page:



English ▾

## Change password

CHANGE THE PASSWORD FOR DANIELA [redacted]

Old password\*

New password\*

Repeat the new password\*

If you change your password and click on the "Save" button, you will be automatically logged out of the portal for security reasons. Please log back into the portal with your new password!

< Cancel **SAVE**

Here, you will be able to change your existing password. The guidelines for changing your password are as follows:

*The password must have at least 8 characters and must contain at least one number and one letter. The special characters '<' and '>' are not allowed.*

### 3.2 EDIT USER DATA

You can edit your personal information as well as the default language and email address using the [Edit user data](#) function.

## Edit user data

Form of address	Ms
Title	Title
First name*	Daniela
Surname*	<input type="text"/>
Language	Deutsch
User ID (e-mail address)*	Daniela <input type="text"/>
Repeat the e-mail address*	Daniela <input type="text"/>

If you change your details and click on the "Save" button, you will be automatically logged out of the portal for security reasons. Please log back into the portal! If you have changed your email address, you will receive an email with a new activation link. Please check your emails in this case! Click on the link in the email and log back into the portal with your new email address and the password known to you!

[< Cancel](#)[SAVE](#)

You can confirm the changes by clicking on [Save](#).

### 3.3 NEW DOCUMENTS

You'll find the [New documents](#) selection option in the header. The number in brackets will tell you at a glance how many unread documents there are in your inbox.

STATIONARY

ONLINE

NEW DOCUMENTS (8)

danielc  
My account

When you click on the selection option, a new page will open and will show you how many new documents there are per contract number.

#### New documents

This page summarises the documents which have not yet been downloaded. Contract numbers which have no new documents and documents which have already been downloaded are not displayed here. To access documents which have already been downloaded, please choose the appropriate mailbox from the menu under "P.O. BOX".

0418200 (8) PAYONE GMBH, FRANKFURT AM MAIN, LYONER STR. 9



The row can be opened by clicking on it and will take you to a consolidated overview of the new documents.

## New documents

This page summarises the documents which have not yet been downloaded. Contract numbers which have no new documents and documents which have already been downloaded are not displayed here. To access documents which have already been downloaded, please choose the appropriate mailbox from the menu under "P.O. BOX".

0418200 (8) PAYONE GMBH, FRANKFURT AM MAIN, LYONER STR. 9

## Invoices - Network operation

Invoice number	Contract number	Amount	Created on	
<a href="#">1124746868</a>  PAYONE Test 2nd Level	0418200	81.49	28/02/2021	<input type="checkbox"/>
<a href="#">1124448534</a>  PAYONE Test 2nd Level	0418200	74.97	31/12/2020	<input type="checkbox"/>
<a href="#">1124296387</a>  PAYONE Test 2nd Level	0418200	72.79	30/11/2020	<input type="checkbox"/>
<a href="#">1124148730</a>  PAYONE Test 2nd Level	0418200	70.69	31/10/2020	<input type="checkbox"/>
<a href="#">1124006690</a>  PAYONE Test 2nd Level	0418200	70.53	30/09/2020	<input type="checkbox"/>
<a href="#">0095361781</a>  PAYONE Test 2nd Level	0418200	-646.17	30/06/2020	<input type="checkbox"/>
<a href="#">1123296696</a>  PAYONE Test 2nd Level	0418200	61.05	31/05/2020	<input type="checkbox"/>
<a href="#">1123160088</a>  PAYONE Test 2nd Level	0418200	58.79	30/04/2020	<input type="checkbox"/>

1 - 8 of 8 items

You can open the documents directly by clicking on the blue shaded retailer numbers or descriptions. The view of documents can be adjusted by using the filter function (see section 4.3.1.3).

## 4 MAIN NAVIGATION

You can access various sub-sections via the navigation bar. The structure is as follows

Main menu button	Sub-menu button	Functions
<b>P.O. Box</b>	TXN Lists	Network operation, credit cards, individual transaction statements - network operation
	Invoices	Network operation, credit cards
	Documents	Other files
<b>Administration</b>		Activate contract number, P.O. Box profile settings, joint user setup
<b>Downloads &amp; Services</b>		Online transaction overview, eDocs

### 4.1 P.O. BOX

#### 4.1.1 TRANSACTION STATEMENTS

Your transaction statements for network operations and credit card processing are listed under the [P.O. Box/ Transaction \(TXN\) lists](#) menu button. You also have the option of generating individual network operation transaction statements for yourself.\*

\* Please note that you only can see the transaction statements for network operations if you're a PAYONE network operating customer.

### 4.1.1.1 TRANSACTION STATEMENTS NETWORK OPERATIONS / CREDIT CARD

Here you can find your daily, weekly or monthly lists, depending on which cycle is specified in your contract.

## TXN LISTS - NETWORK OPERATION

Please note that the transactions will be deleted from the service portal after one year. This means that you will not be able to access transaction that are older than one year in the service portal. If you need transactions for your records, please download the transactions onto your computer and save them there.

Contract number	Retailer number	Type	From- date	To- date	Created on	Last accessed	
0137656	B DFA1		06/03/2021	06/03/2021	07/03/2021		<input type="checkbox"/>
0137656	B DFA1		15/12/2020	15/12/2020	16/12/2020		<input type="checkbox"/>

With the *Select contract* option, you must first specify the desired customer affiliate and then you can select the contract number for which you would like the invoices to be displayed.

### SELECT CONTRACT

### Selected contract:

Selected contract no.: 0418200  
PAYONE Test 2nd Level

If there are more than 15 documents in the P.O. Box, the results will be spread out over multiple pages. You can switch between the individual pages using the page navigation in the table below.

## TXN LISTS - NETWORK OPERATION

Please note that the transactions will be deleted from the service portal after one year. This means that you will not be able to access transaction that are older than one year in the service portal. If you need transactions for your records, please download the transactions onto your computer and save them there.

Contract number	Retailer number	Type	From- date	To- date	Created on	Last accessed	
0137656	B DFA1		06/03/2021	06/03/2021	07/03/2021		<input type="checkbox"/>
0137656	B DFA1		15/12/2020	15/12/2020	16/12/2020		<input type="checkbox"/>

You can use multiple filters at the same time to reduce the number of documents displayed (see section 4.3.1.3).

You can download the file by clicking on the invoice number or cloud symbol.

You can change the order in which the documents are displayed by clicking on the column headers.

Example: transaction statement network operations



BS PAYONE GmbH · Lyoner Straße 9 · 60528 Frankfurt/Main · Germany

Company name  
 Contact person  
 Street name  
 12345 Place

Transaction list DD.MM.YYYY until DD.MM.YYYY

Page  
 1 of 1

Date of print  
 DD.MM.YYYY

Your account no. 8000XXXXXX

Date	Time	BSC,Acc.-No./Card-No.	Amount	Curr.	Form of paym.	Aut.-fee	Curr.	
<b>Merchant:</b>		<b>Merchant-ID</b>	<b>Company name, 12345 Place</b>					
<b>Subsidiary:</b>		<b>Subsidiary-No.</b>	<b>Company name, 12345 Place</b>					
<b>Terminal:</b>		<b>609 XXXXX</b>						
<b>DD.MM.YYYY, 00:05h</b>								
DD.MM.YYYY	00:01h	384 500 00	100,00	EUR	ELCASH	0,360000	EUR	
DD.MM.YYYY	00:02h	384 500 00	200,00	EUR	ELCASH	0,288000	EUR	
<b>*** Total KS DD.MM.YYYY, 00:05h</b>			<b>2 Txn.</b>	<b>300,00</b>	<b>EUR</b>	<b>ELCASH</b>	<b>0,648000</b>	<b>EUR</b>
<b>*** Total terminal 609 XXXXX</b>			<b>2 Txn.</b>	<b>300,00</b>	<b>EUR</b>	<b>ELCASH</b>	<b>0,648000</b>	<b>EUR</b>
<b>*** Total by subsidiary Subsidiary-No.</b>			<b>2 Txn.</b>	<b>300,00</b>	<b>EUR</b>	<b>ELCASH</b>	<b>0,648000</b>	<b>EUR</b>
<b>*** Total by merchant Merchant-ID</b>			<b>2 Txn.</b>	<b>300,00</b>	<b>EUR</b>	<b>ELCASH</b>	<b>0,648000</b>	<b>EUR</b>

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 Carl Frederic Zitscher

District Court of Frankfurt/Main  
 HRB Nr. 28 985  
 VAT Reg. No. DE114129870

Bank Account Details:  
 DE Frankfurter Sparkasse - IBAN: DE42 5005 0201 0000 9352 18 - BIC: HELADEF1822  
 AT Raiffeisenlandesbank Oö. Linz - IBAN: AT07 3400 0000 0001 4886 - BIC: RZOOAT2LXXXX  
 CH Commerzbank Zürich - IBAN: CH04 0883 6124 0340 0100 6 - BIC: COBACHZHXXX  
 NL Commerzbank (Nederland) N.V. - IBAN: NL32 COBA 0637 0404 81 - BIC: COBANL2XXXX  
 GB Commerzbank London - IBAN: GB24 COBA 4062 0130 4469 00 - BIC: COBAGB2XXXX

### 4.1.1.2 INDIVIDUAL TRANSACTION STATEMENT – NETWORK OPERATIONS

Under the *P.O. Box* menu button, in the *Transaction (TXN) lists* menu item you will find a further menu item: *Individual transaction statements - Network operation*.\*

Here you can retrieve separate transaction lists for individual terminals for a period of time determined by you (up to a maximum period of 31 days).

The screenshot shows the top navigation bar of the PAY/ONE portal. It includes the logo, 'STATIONARY', 'ONLINE', 'NEW DOCUMENTS (8)', and a user profile 'daniela [redacted] My account'. Below the navigation bar are links for 'P.O. Box', 'Administration', and 'Downloads & Services'. The main content area features a 'SELECT CONTRACT' section with a dropdown menu currently displaying '0418200'.

#### Selected contract:

Selected contract no.: 0418200  
PAYONE Test 2nd Level  
Daniela [redacted]

## INDIVIDUAL TRANSACTION STATEMENTS – NETWORK OPERATION

Obtain an individual transaction statement for a required terminal, covering a selected period of time (max. 31 days). When selecting the period of time, remember that the crucial factor is the terminal account balancing date, and not the day on which the transactions were actually made. Please note that these individually generated documents are not stored on the Service Portal. If you require a document for your own file management purposes, download it to your computer and save it locally.

For technical reasons, it is also not possible to create transaction statements for periods that are more than 180 days ago.

Please note that these individually generated documents are not stored on the Service Portal. If you require a document for your own file management purposes, download it to your computer and save it locally.

#### SEARCH PARAMETERS

The search parameters form consists of three input fields: 'Terminal number' with the value '55708804', 'From date' with the value '03/08/2021', and 'To date' with the value '03/09/2021'. Each field has a calendar icon on the right. Below the fields is a prominent purple 'DOWNLOAD' button.

These can be issued in PDF format via the *Download* button.

\* Please note that you only can see the transaction statements for network operations if you're a PAYONE network operating customer.

## 4.1.2 INVOICES

Your invoices for network operations and credit card processing are listed under the [P.O. Box / Invoices](#) menu button. You can display the invoice list you require by clicking on [Network operation](#) or [Creditcards](#).

All invoices for the last twelve months are shown in the invoice list.

The screenshot shows the PAY/ONE service portal. At the top, there is a navigation bar with the PAY/ONE logo, a user profile for 'daniela' with 'My account' link, and menu items: STATIONARY, ONLINE, NEW DOCUMENTS (8), P.O. Box, Administration, and Downloads & Services. Below the navigation bar, there is a 'SELECT CONTRACT' section with a dropdown menu currently showing '0418200'. Below the dropdown, it says 'Selected contract:' followed by 'Selected contract no.: 0418200', 'PAYONE Test 2nd Level', and 'Daniela'.

## INVOICES - NETWORK OPERATION

Please note that the invoices will be deleted from the service portal after one year. This means that you will not be able to access invoices that are older than one year in the service portal. If you need invoices for your records, please download the invoices onto your computer and save them there.

Invoice number	Contract number	Amount	Created on	Last accessed	
1124746868	0418200	81.49	28/02/2021		<input type="checkbox"/>
<small>PAYONE Test 2nd Level</small>					
1124596521	0418200	76.92	31/01/2021	19/02/2021	<input type="checkbox"/>
<small>PAYONE Test 2nd Level</small>					

With the [Select contract](#) option, you must first specify the desired customer affiliate and then you can select the contract number for which you would like the invoices to be displayed.

### SELECT CONTRACT

0418200

### Selected contract:

Selected contract no.: 0418200  
PAYONE Test 2nd Level

If there are more than 15 documents in the P.O. Box, the results will be spread out over multiple pages. You can switch between the individual pages using the page navigation in the table below. You can filter the displayed documents by clicking on the filter symbol (see section 4.3.1.3).

## INVOICES - NETWORK OPERATION

Please note that the invoices will be deleted from the service portal after one year. This means that you will not be able to access invoices that are older than one year in the service portal. If you need invoices for your records, please download the invoices onto your computer and save them there.

Invoice number	Contract number	Amount	Created on	Last accessed	
1124746868 	0418200	81.49	28/02/2021		
<small>PAYONE Test 2nd Level</small>					
1124596521 	0418200	76.92	31/01/2021	19/02/2021	
<small>PAYONE Test 2nd Level</small>					
1124448534 	0418200	74.97	31/12/2020		
<small>PAYONE Test 2nd Level</small>					
1124296387 	0418200	72.79	30/11/2020		
<small>PAYONE Test 2nd Level</small>					
1124148730 	0418200	70.69	31/10/2020		
<small>PAYONE Test 2nd Level</small>					

Show items with value that:

Is equal to ▼

And ▼

Is equal to ▼

You can use multiple filters at the same time to reduce the number of documents displayed. You can download the file by clicking on the invoice number or cloud symbol. You can change the order in which the documents are displayed by clicking on the column headers.

Beispielrechnung



BS PAYONE GmbH · Lyoner Straße 9 · 60528 Frankfurt/Main · Germany

Company name  
Contact person  
Street name  
12345 Place

Your account 8000XXXXXX

Invoice

Our VAT number: DE114129870

Invoice No. / Date  
94XXXXXX / DD.MM.YYYY  
Accounting period: Month YYYY

Your VAT number: XXXXXXXXXXXX

Item	Description	Quantity	Price	Unit	Value
000010	terminal basic charge TID 556XXXXX	1,00 Months	XX,XX	EUR	1 Months XX,XX A6
Total items					XX,XX
Sales Tax		X,XXX %			XX,XX XX,XX A6
<b>Total amount</b>					<b>XX,XX</b>

We will debit your account *IBAN* at *Bank name BIC* with the invoice amount of EUR XX,XX as a SEPA direct debit on DD.MM.YYYY with your personal client reference XXXXXXXXXXXX and our creditor identification number DE76ZZZXXXXXXXXXX

If the bank details listed above do not refer to you personally, please pass on all information relevant to payment to the account holder.

For further questions please contact our Merchant hotline: telephone number +49 (0)69 6630-5350, available between 08.15 a.m. and 6.00 p.m. Complaints as to the contents of this account balance statement must be advised to BS PAYONE GmbH in writing within 28 days following the date of issuance. Upon expiry of this term, the balance is deemed to be final.

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Dr. Götz Möller  
Carl Frederic Zitscher

District Court of Frankfurt/Main  
HRB Nr. 28 985  
VAT Reg. No. DE114129870

Bank Account Details:  
DE Frankfurter Sparkasse · IBAN: DE42 5005 0201 0000 9392 18 · BIC: HELADEF1822  
AT Raiffeisenlandesbank Oö. Linz · IBAN: AT07 3400 0000 0001 4886 · BIC: RZOOAT2LXXX  
CH Commerzbank Zürich · IBAN: CH04 0983 6124 0340 0100 6 · BIC: COBACHZHXXX  
NL Commerzbank (Nederland) N.V. · IBAN: NL32 COBA 0637 0404 81 · BIC: COBANL2XXX  
GB Commerzbank London · IBAN: GB24 COBA 4062 0130 4469 00 · BIC: COBAGB2XXXX

## 4.1.3 DOCUMENTS

### 4.1.3.1 PHOTOCOPY REQUEST / CHARGEBACK

In the event of a complaint by the card holder's bank you will find your document requests as well as any related chargeback under the menu item [Document request /chargeback](#).

When a new document request or chargeback are loaded onto the service portal, you will receive a prompt notification from us by e-mail.

Document requests have a binding reply deadline. You can find the response deadline date in the relevant column in the table. You will be additionally notified of the response deadline for the document request by e-mail.

If there has been a chargeback, the related document request can be accessed using the drop-down button in the table.

By clicking it you can access and store the documents.

#### SELECT CONTRACT

Selected contract:

Selected contract no.: 0025330

## PHOTOCOPY REQUEST / CHARGEBACK

Contract number	Type	Reply deadline	Amount	created on	Last accessed	Case ID	
▶ 0025330 <input type="text"/>	Chargeback		471.90	GBP 09/03/2021	09/03/2021	2501213365228	<input type="checkbox"/>
▶ 0025330 <input type="text"/>	Chargeback		528.44	GBP 19/02/2021	09/03/2021	1012203188848	<input type="checkbox"/>
▶ 0025330 <input type="text"/>	Chargeback		48.00	GBP 07/10/2020	08/10/2020	1308202586882	<input type="checkbox"/>
▶ 0025330 <input type="text"/>	Chargeback		247.50	GBP 27/09/2020	27/09/2020	1206202281256	<input type="checkbox"/>
▶ 0025330 <input type="text"/>	Chargeback		470.36	GBP 27/08/2020	21/09/2020	2404202070032	<input type="checkbox"/>
▶ 0025330 <input type="text"/>	Photocopy Request	20/08/2020	163.37	GBP 13/08/2020	14/08/2020	1208202582104	<input type="checkbox"/>

### 4.1.3.2 OTHER FILES

In the Documents area, you will find individually created and uploaded documents under *Other files*. These are configured after consultation with our Customer Service.

After selecting the contract number, the corresponding files will be displayed.

#### SELECT CONTRACT

#### Selected contract:

Selected contract no.: 0418200  
 PAYONE Test 2nd Level  
 Daniela [REDACTED]

## OTHER FILES

Type	Description	Name	Created on	Last accessed	
No items to display					

DOWNLOAD DOCUMENTS

## 4.2 SETTINGS

You will find the following functions under the *Administration* menu button.

- Activate contract number
- Profile Settings
- Setting up a joint user

### 4.2.1 ACTIVATE CONTRACT NUMBER

Via the *Activate contract number* button, you will have the option to activate additional contract numbers (after prior registration; see section 2.1).

### Activate contract number

In case you do not have a registration code, please use our [contact form](#) to get in touch with our customers support.

Contract number \* 4556

Registration code \*

Do you require an e-mail notification when

new documents become available?

REGISTER

## 4.2.2 PROFILE SETTINGS

You will be able to view your personal data via the [Profile](#) menu button (changes can be made via [Edit user data](#), section 3.2). In addition, you can also determine here if you would like to be notified via email about new documents and can determine which language should be used for communications.

# CURRENT SETTINGS FOR THE SELECTED CONTRACT NUMBER

## GENERAL PROFILE SETTINGS

PAYONE contract number	4556 0418200
Company name/proprietor	Payone GmbH
Retailer name	PAYONE Test 2nd Level
Contact first name	Michael
Contact surname	[REDACTED]
Street	Lyoner Str. 9
Postcode	60528
City	Frankfurt am Main
Country	D
Phone	()
Fax number	()

## OTHER SETTINGS

Do you require an e-mail notification when new documents become available?

Language to be used for email communications: Deutsch ▼

SAVE

### 4.2.3 SETTING UP A JOINT USER

Via the [Joint user](#) menu button, you will find the option to grant others access to documents that have been made available via the Service Portal.

Generally, the first user to register in the Service Portal is the so-called primary user, who can add up to another 10 users and assign rights to these joint users. In order to add a joint user, you must provide a different email address for the new user and their name.

Click on the [Administration / Joint user](#) menu button. This will open a screen in which the joint users can be listed and managed.

The screenshot shows the PAY/ONE service portal interface. At the top, there is a navigation bar with the PAY/ONE logo, 'STATIONARY', 'ONLINE', 'NEW DOCUMENTS (8)', and a user profile for 'daniela [redacted] My account'. Below the navigation bar are links for 'P.O. Box', 'Administration', and 'Downloads & Services'. The main content area is titled 'SELECT CONTRACT' and features a dropdown menu with '0418200' selected. Below this, it says 'Selected contract:' followed by 'Selected contract no.: 0418200', 'PAYONE Test 2nd Level', and 'Daniela [redacted]'. The main heading is 'JOINT USER'. Below the heading is a table with columns: 'Name', 'E-Mail', 'Status', 'Blocked', and 'Last login'. Each column has a downward arrow icon. At the bottom right of the table area is a pink 'ADD' button.

You can add additional joint users by using the [Add](#) button. You can edit the joint users by clicking on their name.

### 4.2.3.1 ADDING A JOINT USER

To add a new joint user, click on the [Add](#) button.

## CREATE NEW JOINT USER - VU: 0123450 1

Form of address \* Ms ▼

First name 2

Surname \*

User ID (e-mail address) \*

Edit joint users  3

Email notification when new documents are available  4

BACK TO THE OVERVIEW
SAVE

1. First, it is necessary to select the contract for which the changes should be effective.
2. When the form loads, fill in all the fields.
3. If you wish for the joint user to be able to manage joint users themselves, check the box entitled "Edit joint users".
4. In addition, you can stipulate whether or not the user should be informed by email about new documents.
5. Finally, you must define the modules to which the user should have access.

When you click save, the joint user will receive an email which will enable them to activate access to the P.O. Box.

The program will also generate a registration code that must be entered by the joint user when activating access to the P.O. Box. You can print out this registration code and give it to the joint user.

Please note: Joint users must have their own email address.

After you have saved the data set, you will be shown a list of all current joint users. If you wish to edit a joint user at a later point in time, select Edit in order to change their access information, assign / revoke rights or delete the joint user.

### 4.2.3.2 EDITING A JOINT USER

After selecting the corresponding contract and clicking on the user name, you can edit the user settings.

## JOINT USER

Name	E-Mail	Status	Blocked	Last login
Mieke De Craemer	mieke.	Activated	<input type="checkbox"/>	15/01/2021

**ADD**

You will arrive at the following input screen:

## EDIT

Form of address \*

Ms

First name

Mieke

2

Surname \*

User ID (e-mail address) \*

Edit joint users



3

Email notification when new documents are available



4

## ADDITIONAL MODULES

Mailbox

ACTIVATED

5

BACK TO THE OVERVIEW

DELETE

SAVE

- First, it is necessary to select the contract for which the changes should be effective.
- When the form loads, fill in all the fields.

- If you wish for the joint user to be able to manage joint users themselves, check the box entitled "Edit joint users".
- In addition, you can stipulate whether or not the user should be informed by email about new documents.
- Finally, you must define the modules to which the user should have access. On the left side, behind the modules, you will see the respective status and on the right side the respective options.

When you click on [Save](#), the joint user will receive an email with an activation link, via which he can activate access to the P.O. Box.

## 4.3 DOWNLOADS & SERVICES

You will find the following subsections under the [Downloads & Services](#) menu button.

- Electronic receipt archive
- Online transaction overview

### 4.3.1 ELECTRONIC RECEIPT ARCHIVE (EDOCS)

#### 4.3.1.1 OVERVIEW

If the receipt archive has been activated for you, you will have full access to all of your payment receipts via the [Downloads & Services](#) and [Electronic receipt archive](#) menu buttons. You can apply for activation through Customer Service.

You will be directed to the subsequent overview and the following information will be displayed:

- Terminal number
- Payment method
- Amount
- Receipt date
- Trace number
- Receipt number

## SELECT CONTRACT

0418200 ▼

### Selected contract:

Selected contract no.: 0418200  
 PAYONE Test 2nd Level  
 Daniela [REDACTED]

# ELECTRONIC RECEIPT ARCHIVE

Terminal number	Payment method	Amount	Receipt date	Transaction number	Receipt number	
55687981	Girocard	1.00 EUR	15/02/2021 11:27	864433	<a href="#">0117</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	15/02/2021 11:26	864432	<a href="#">0116</a>	<input type="checkbox"/>
55687784	Girocard	2.00 EUR	15/02/2021 10:31	863696	<a href="#">0022</a>	<input type="checkbox"/>
55687784	Girocard	2.00 EUR	15/02/2021 10:30	863695	<a href="#">0021</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	15/02/2021 10:27	864417	<a href="#">0114</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	15/02/2021 10:00	864416	<a href="#">0113</a>	<input type="checkbox"/>
55687788	Girocard	1.00 EUR	28/01/2021 11:06	923674	<a href="#">0075</a>	<input type="checkbox"/>
55687783	Girocard	1.00 EUR	26/01/2021 10:36	896210	<a href="#">0073</a>	<input type="checkbox"/>
55687783	Girocard	1.00 EUR	26/01/2021 10:35	896209	<a href="#">0072</a>	<input type="checkbox"/>
55687783	Girocard	1.00 EUR	14/12/2020 14:19	896200	<a href="#">0071</a>	<input type="checkbox"/>
55687783	Girocard	1.00 EUR	14/12/2020 14:18	896199	<a href="#">0070</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	03/11/2020 14:42	864178	<a href="#">0094</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	03/11/2020 14:40	864177	<a href="#">0093</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	03/11/2020 14:11	864172	<a href="#">0092</a>	<input type="checkbox"/>
55687981	Girocard	1.00 EUR	03/11/2020 14:10	864171	<a href="#">0091</a>	<input type="checkbox"/>

⏪ ⏩ 1 2 3 4 5 ... ▶ ▶▶
1 - 15 of 165 items ↻

DOWNLOAD DOCUMENTS

BELEGARCHIV HERUNTERLADEN

### 4.3.1.2 DETAIL VIEW OF RECEIPT

By clicking on [Receipt number](#), you will be able to access the receipt directly. Issue is in the form of a PDF file, which must be saved first.

### 4.3.1.3 FILTER FUNCTION

The filter function enables you to refine the selection or to search for certain receipts.

## ELECTRONIC RECEIPT ARCHIVE

Terminal number	Payment method	Amount	Receipt date	Transaction	Receipt
55687981	Girocard	1.00	EUR 15/02/2021 11:2		<input type="checkbox"/>
55687981	Girocard	1.00	EUR 15/02/2021 11:2		<input type="checkbox"/>
55687784	Girocard	2.00	EUR 15/02/2021 10:3		<input type="checkbox"/>
55687784	Girocard	2.00	EUR 15/02/2021 10:30		<input type="checkbox"/>
55687981	Girocard	1.00	EUR 15/02/2021 10:3		<input type="checkbox"/>
55687981	Girocard	1.00	EUR 15/02/2021 10:00		<input type="checkbox"/>
55687788	Girocard	1.00	EUR 28/01/2021 11:0		<input type="checkbox"/>

Show items with value that:

Is equal to ▼

And ▼

Is equal to ▼

### 4.3.1.4 DOWNLOAD RECEIPTS

You can use the selection boxes to mark relevant receipts. It is possible to select more than one. Subsequently, you can save these on your computer using the [Download receipts](#) button.

55687981	Girocard	1.00	EUR 03/11/2020 14:40	864177	<a href="#">0093</a>	<input checked="" type="checkbox"/>
55687981	Girocard	1.00	EUR 03/11/2020 14:11	864172	<a href="#">0092</a>	<input type="checkbox"/>
55687981	Girocard	1.00	EUR 03/11/2020 14:10	864171	<a href="#">0091</a>	<input type="checkbox"/>

« ‹ 1 2 3 4 5 ... › »

1 - 15 of 165 items

The downloaded files are saved in ZIP archive format and can be opened as PDF files after being unpacked.

### 4.3.2 ONLINE TRANSACTION OVERVIEW

In the Service Portal you also have the option of a live view of current transactions. You can find this function in the [Downloads & Services](#) area under the [Online transaction overview](#) button.

Once you have opened this page, you must first select the contract number through which the respective transaction is made.

#### SELECT CONTRACT

#### Selected contract:

Selected contract no.: 0418200  
 PAYONE Test 2nd Level  
 Daniel XXXXXXXXXX

## ONLINE TRANSACTION OVERVIEW

#### SEARCH PARAMETERS

Terminal number

Date

SEARCH

Host time	Action period	Receipt number	Trace number	Payment system	Transaction type	Connect
No items to display						

DOWNLOAD

Then, the parameters must be defined. These are essential. The search parameters are aligned according to the following criteria:

- Terminal number → Terminal ID via which the transaction takes place.
- From date → Limitation of transaction period
- To date → Limitation of transaction period

After selecting the appropriate search parameters, you can load the display by clicking on the [Search](#) button. The results will be presented in the form of a list with a maximum of 15 entries per page.

Host time	Action period	Receipt number	Trace number	Payment system	Transaction type	Connect
09/03/2021 00:14	09/03/2021 00:14		059948		Cash register balance	Online
09/03/2021 00:50	09/03/2021 00:50	4847	059950	Girocard	Authorisation	Online
09/03/2021 08:51	09/03/2021 08:51	4848	059951	Girocard	Authorisation	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:53	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:51	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:53	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online
09/03/2021 08:52	09/03/2021 08:52		059952		Diagnostic analysis	Online

1 - 15 of 70 items

The following criteria will be displayed:

- System time → Submission of the transaction
- Receipt time → Processing time at the terminal
- Receipt number → Number on the receipt
- Payment system → Card type
- Type of transaction → e.g. authorisation
- Amount → Transaction amount in EUR
- Card number → Masked card number
- PM → Payment method (chip, magnetic strip, etc.)
- Aut. system → Results of the transaction system
- Cashback → Info on whether or not the Cashback function was used at the terminal
- Status → Transaction status

You can sort the list by clicking on the column heading. An arrow will show you whether the results are displayed in ascending or descending order. Click again to change this or remove it again.

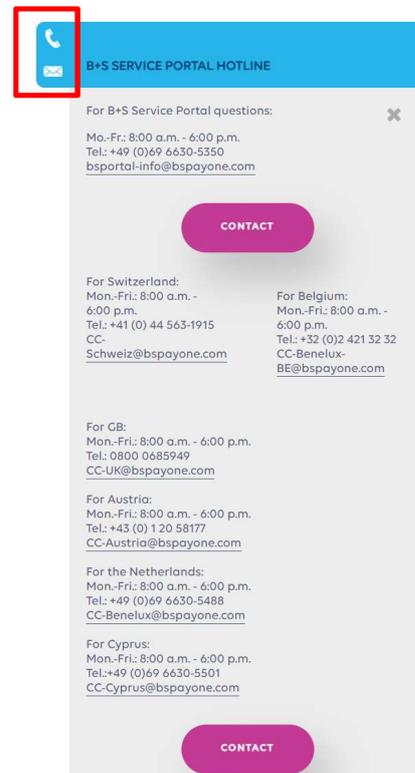
Export of the data is initiated by clicking on [Print](#). The exported file is in CSV format, which can be read by Excel.

Once you have found the transaction you were looking for, you can have further information displayed by clicking on the corresponding [Receipt number](#).

If you want to export the transaction data, you can do this by clicking on [Print](#). The exported file is in Excel format.

## 5 SERVICE & SUPPORT

The telephone number on which you can contact PAYONE is displayed via the telephone symbol on the right-hand side.



The "Contact page" button will take you straight to the contact form, which can be used to send messages to us.

Queries relating to the content of the information provided on the account, transactions and invoices, as well as questions relating to the registration process can be directed to the following addresses:

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +49 (0)69 66 30-5350  
**Email:** [bspportal-info@bspayone.com](mailto:bspportal-info@bspayone.com)

Please note that if you are experiencing difficulties with your telephone connection, internet connection or PC operating system, we will only be able to offer limited assistance.

## 5.1 AUSTRIA

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +43 (0) 1 20 58177  
**Email:** [CC-Austria@bspayone.com](mailto:CC-Austria@bspayone.com)

## 5.2 SWITZERLAND

*The following hotline is available for customers based in Switzerland. Support is also available in French and Italian.*

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +41 (0) 44 563 1915  
**Email:** [CC-Schweiz@bspayone.com](mailto:CC-Schweiz@bspayone.com)

## 5.3 BENELUX

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +49 (0) 69 66 30-5488  
**Email:** [CC-Benelux@bspayone.com](mailto:CC-Benelux@bspayone.com)

## 5.4 BELGIUM

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +32 (0) 2 421 32 32  
**Email:** [CC-Benelux-BE@bspayone.com](mailto:CC-Benelux-BE@bspayone.com)

## 5.5 UNITED KINGDOM

**Service hours:** Mon.-Fri.: 7:00 am - 5:00 pm  
**Telephone:** +44 (0) 800 068 59 49 5916  
**Email:** [CC-UK@bspayone.com](mailto:CC-UK@bspayone.com)

## 5.6 CYPRUS

**Service hours:** Mon.-Fri.: 8:00 am - 6:00 pm  
**Telephone:** +49 (0) 69 66 30-5501  
**Email:** [CC-Cyprus@bspayone.com](mailto:CC-Cyprus@bspayone.com)

## 6 LEGAL NOTICE

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