

Welcome to the
Boku Merchant Self-Care Portal

v1.1



Boku Merchant Self-Care Portal Contents

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Overview

Boku Merchant Self-Care Portal (MSCP) is a web application for our merchant partners (users) to view and manage transaction-related activities going through their connection with Boku.

At a high level, MSCP offers the following capabilities to merchants:

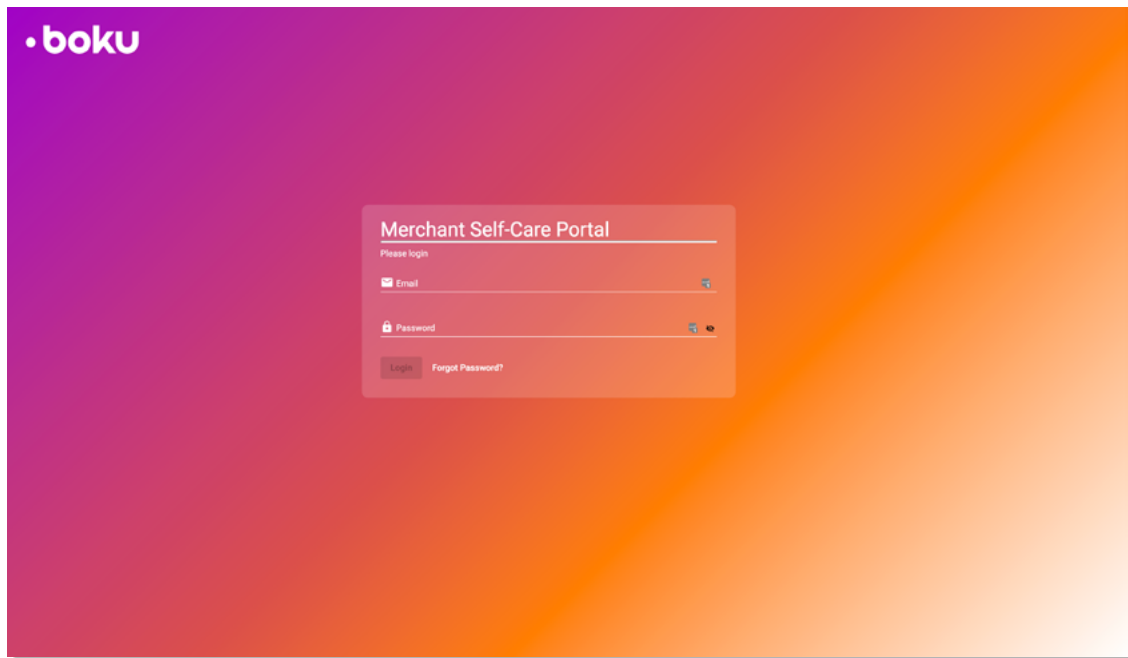
- Search for and view transactions
- Refund transactions
- Support multiple Merchant IDs with a single login
- Users with administrator permissions can manage users

Note: the screenshots provided here are served as additional information to guide the users. As Boku continues enhancing MSCP, the screenshots can be outdated.

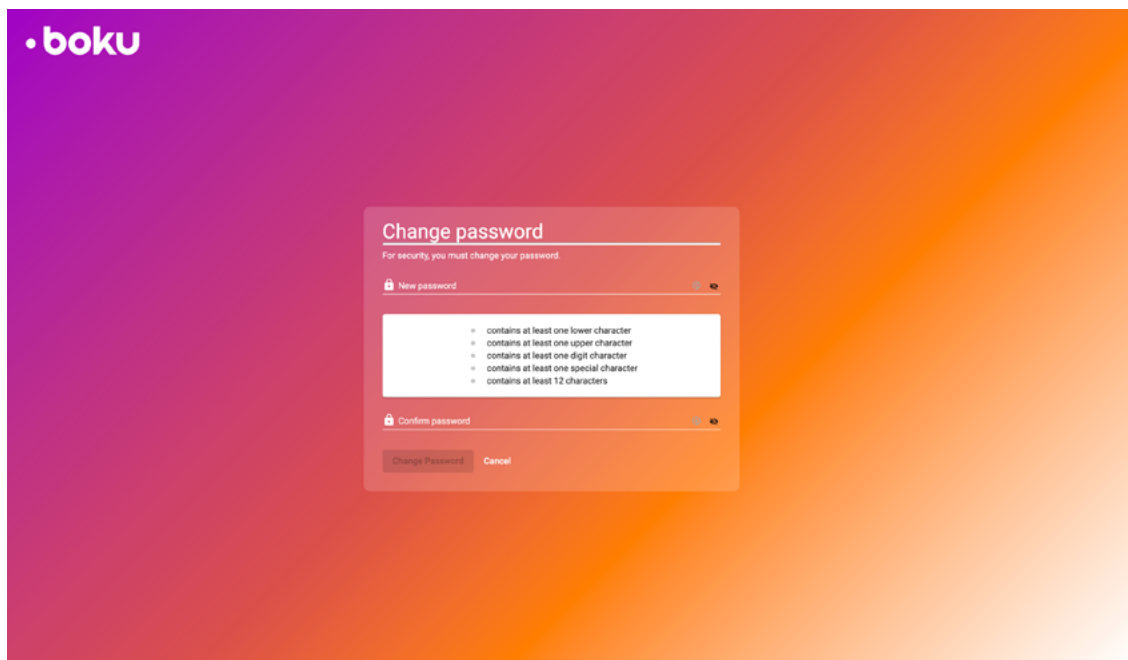
Get Access to Accounts

Follow the steps below to create a user account for a given merchant based on the Merchant ID:

1. Contact Boku to have an invite sent to your email.
2. Once you receive an invite, go to merchant.boku.com to log in with the one-time password given.



3. After you log into your new account, you will be prompted to create a password.

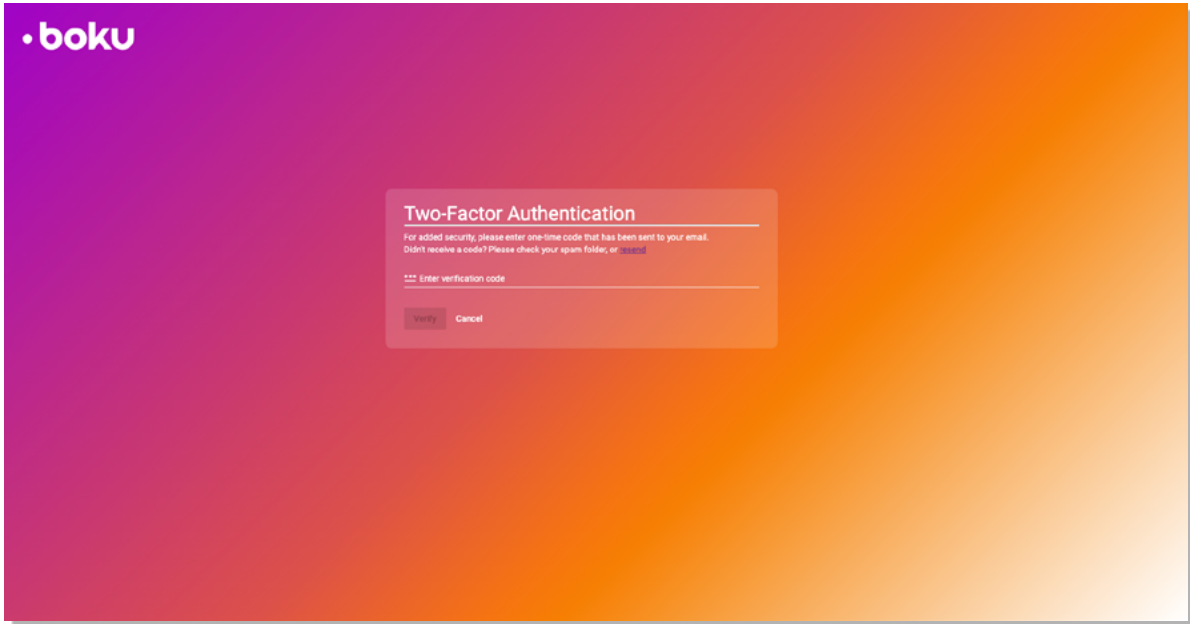


4. Once a new password is created, you can log into your account with your own password.

Note: If users don't verify their account within seven days, their unverified accounts may be deleted and users must request another invite from Boku.

Support Two-Factor Authentication (2FA)

MSCP supports 2FA to follow the industry's best security practices. Users will be asked to enter a one-time verification code sent using the user's preferred method when logging in. 2FA is mandatory with two options:



1. Email: use a one-time code sent to the user's email. This is the default option initially.
2. Authenticator App: use a one-time code generated by the user's preferred authenticator mobile application. Boku strongly recommends switching to this option after the initial login.

Users will get a one-time code sent to their emails to log into the MSCP initially. After login, users can switch to the app-based 2FA method by following the instruction on the Account Settings page. Users can switch back to email-based 2FA afterward.

The following screenshot shows the email-based 2FA verification page after the initial login.

How to switch from email-based 2FA to app-based 2FA

Boku strongly recommends taking this step after the initial login. Follow the steps below to enable app-based 2FA.

1. Go to the **Account Settings** page.
2. Expand **Authenticator App** option, scan the QR code using any preferred authenticator mobile application (such as Google Authenticator, DUO Mobile, Authy, or Microsoft Authenticator).
3. Enter the verification code generated by the authenticator app, then click **Verify & Enable App 2FA** button.
4. App-based 2FA will be enabled if users successfully follow the instructions on the page.
5. Enter the verification code generated by the authenticator app on the 2FA page after logging in.

The following screenshots show how to enable app-based 2FA.

boku

Home
Transactions
Users

Account Settings

Gabriela Shirley
amazon-dev

User Details

Name Gabriela Shirley

Update Profile

Password

Current Password

New Password

- contains at least one lower character
- contains at least one upper character
- contains at least one digit character
- contains at least one special character
- contains at least 12 characters

Confirm Password

Change Password

Enable Two-Factor Authentication (2FA)

For added security, 2FA is required. You will be asked to enter a one-time verification code sent using your preferred method when you sign in.

Authenticator App Recommended

Email Enabled

amazon-dev
amazon-dev
blahmerchant
bokuspotify
payment-gateway-test

Account Settings
Switch Merchant
Log Out

boku

Home
Transactions
Users

Account Settings

Gabriela Shirley
amazon-dev

User Details

Name Gabriela Shirley

Update Profile

Password

Current Password

New Password

- contains at least one lower character
- contains at least one upper character
- contains at least one digit character
- contains at least one special character
- contains at least 12 characters

Confirm Password

Change Password

Enable Two-Factor Authentication (2FA)

For added security, 2FA is required. You will be asked to enter a one-time verification code sent using your preferred method when you sign in.

Authenticator App Recommended

Please scan this QR Code using any authenticator mobile app (such as Google Authenticator, DUO Mobile, Authy, or Microsoft Authenticator) to use it later in login.

Can't scan the QR Code? You can enter this code into your authenticator app UTHKLSZRWPMFKV

After you've scanned the QR Code, enter the verification code generated by the app:

Enter code from 2FA app *

Verify & Enable App 2FA

Email Enabled

The screenshot shows the .boku Account Settings page. On the left is a sidebar with links: Home, Transactions, and Users. The main content area is titled 'Account Settings' and shows the user's name as 'Gabriela Shirley'. Below this is the 'Password' section with fields for 'Current Password', 'New Password', and 'Confirm Password'. A list of password requirements is displayed: contains at least one lower character, contains at least one upper character, contains at least one digit character, contains at least one special character, and contains at least 12 characters. Below the password fields is the 'Enable Two-Factor Authentication (2FA)' section. It states: 'For added security, 2FA is required. You will be asked to enter a one-time verification code sent using your preferred method when you sign in.' There is a toggle switch for 'Authenticator App' which is currently 'Recommended' and a dropdown menu for 'Email' which is currently 'Enabled'.

Once enabled, you can enter the one-time code generated by the Authenticator App on the 2FA page after logging in.

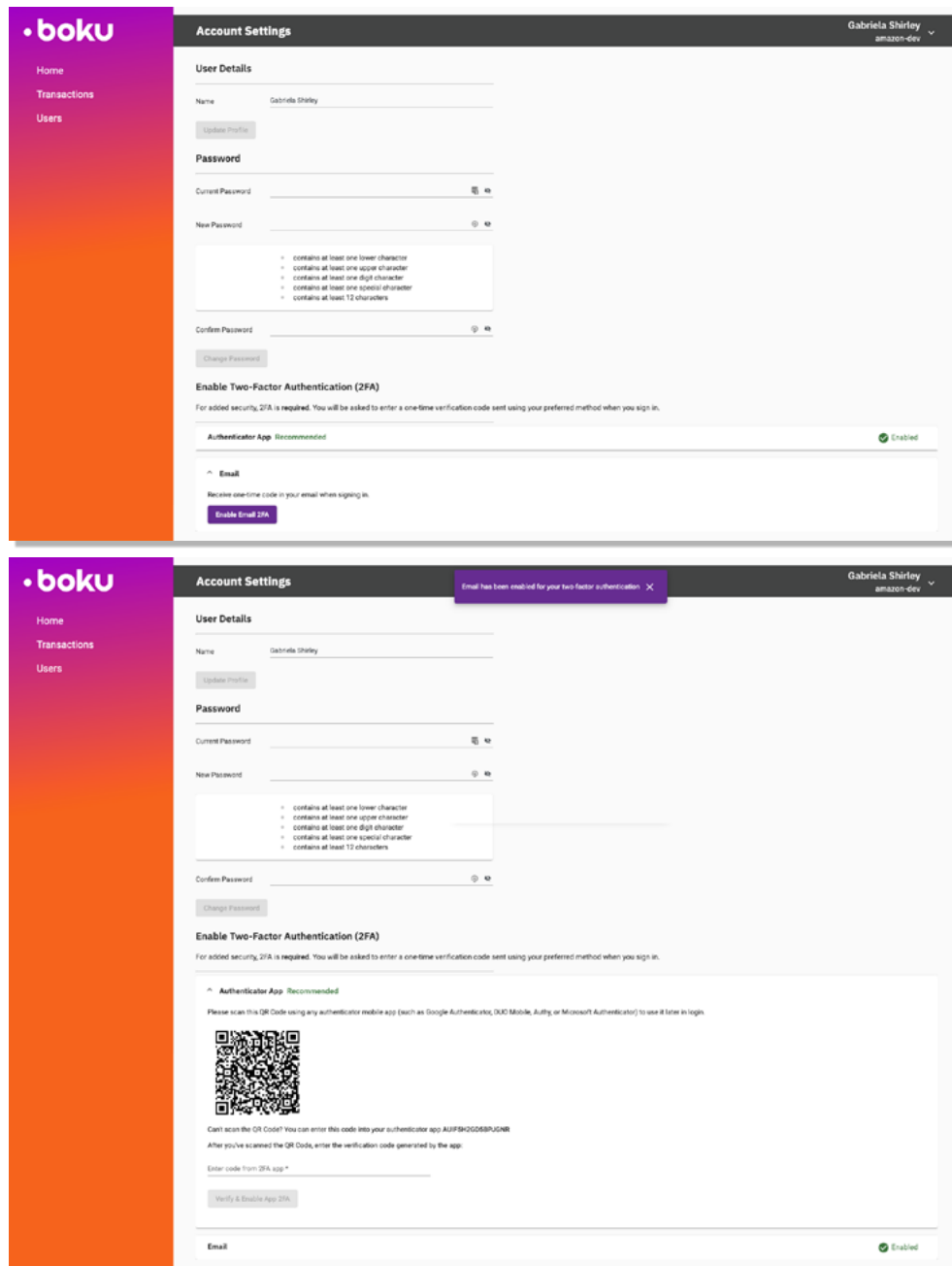
The screenshot shows the .boku Two-Factor Authentication page. The background is a gradient of purple and orange. In the center is a white box with the title 'Two-Factor Authentication'. Below the title is the text: 'For added security, please enter one-time code generated by your Authenticator App.' There is a text input field with the placeholder text '*** Enter verification code'. Below the input field are two buttons: 'Verify' and 'Cancel'.

How to switch from app-based 2FA to email-based 2FA

If for whatever reason users need to temporarily switch to email-based 2FA, follow the steps below to enable email-based 2FA.

1. Go to the **Account Settings** page.
2. Expand **Email**.
3. Click **Enable Email 2FA** button.
4. Email-based 2FA will be enabled if users successfully follow the instructions on the page.
5. Enter the one-time code sent to the user's email on the 2FA page after logging in.

The following screenshots show how to enable email-based 2FA.



Search for and View Transactions

Users can search for transactions in two ways:

1. Search by Criteria
2. Search by ID

Search by Criteria

Required fields:

- Date Range
- Country

Optional fields:

- Issuer (i.e., payment method)
- Merchant ID (if you have multiple Merchant IDs)
- Seller of Record (in case you are transacting on behalf of a partner)

Once the search is completed based on the search criteria, users will see the search result in a transactions table view. Users can utilize the table pagination and sort by any column features and export all search results to CSV.

Gabriela Shirley
 payment-gateway-test

Home
Transactions
Users

Search by Criteria

Date Range *

Country *

Search by ID

Germany

Bulk Refund

Date Range *

Country *

Issuer

Merchant ID

Seller of Record

Search

Date	Product	Transaction ID	Country	Amount	Status	
2022-03-25 12:15:22 UTC	etc	7w501eet1v47ziszq9uwrg	DE	EUR 10.23	Refunded	
2022-03-25 12:05:35 UTC	This is a very long item description tha	7w4za9ndeqcJ5Ba05heqhDz	DE	EUR 10.23	Refund in progress	
2022-03-25 12:05:52 UTC	etc	7w4za9kmjS4tuszlkajlaI	DE	EUR 11.23	Charged	
2022-03-25 12:05:39 UTC	This is a very long item description tha	7w4za9cs1sayrJzactrbmh	DE	EUR 10.23	Refunded	
2022-03-25 12:05:44 UTC	etc	7w4za98m0jB9fbxtocstabc	DE	EUR 10.23	Charge failed	
2022-03-25 12:04:32 UTC	etc	7w4za91gjn/glbckR97Z99	DE	EUR 10.23	Charge failed	
2022-03-25 12:06:35 UTC	etc	7w4za8znrmJdgdqc9hdjy7	DE	EUR 10.23	Charged	
2022-03-25 12:06:51 UTC	etc	7w4za8xym1s7mitzbVxmnm17	DE	EUR 10.23	Refund in progress	
2022-03-25 12:05:56 UTC	etc	7w4za8kjvekvso2oDiEY9r3	DE	EUR 10.23	Charged	
2022-03-25 12:06:14 UTC	etc	7w4za894e8fwOneNlc7r?cn	DE	EUR 10.23	Refund in progress	

Export results to CSV

Items per page: 10 ▾
 1 - 10 of 29 | < > | Select page: 1 ▾

search=results-2022-04-06T04_31_43-1302

Alias Transaction ID	Merchant Transaction ID	Seller of Record ID	Transaction Date	Transaction	Country	Issue ID	Issue	Product Description	Currency	Total Amount	Rate Type	Net Percent	Gross Impact	Compliance Status	Charge Response Code	
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR	10.23	1.63	0.00	0.00	0.00	REFUND IN PROGRESS	0
PaidOrder1467569694	1466255746386	FwUdWkHnGK3LXhpccp8l	2022-03-27(12:15:22 UTC)-07:30	146625725900 DE	GERMANY	CD Germany	Flow002-flow-alias-wF7-wafduka-Ublaw	etc	EUR							

Users may also click on a specific transaction to view more details in a dialog, as shown below.

The screenshot displays the Boku Transactions management interface. On the left is a sidebar with navigation links: Home, Transactions, and Users. The main header shows the user 'Gabriela Shirley' with a dropdown arrow and the text 'payment-gateway-test'. Below the header, there are three tabs: 'Search by Criteria', 'Search by ID', and 'Bulk Refund'. The 'Search by Criteria' tab is active, showing filters for 'Date Range' (3/1/2022 to 3/31/2022), 'Country' (Germany), 'Issuer', 'Merchant ID', and 'Seller of Record', followed by a 'Search' button. A table of transactions is visible, with columns: Date, Product, Transaction ID, Country, Amount, and Status. A modal dialog titled 'Transaction' is open, displaying detailed information for a specific transaction. The dialog is organized into two columns of key-value pairs. The background table shows several transactions, including one with a 'Charged' status and another with a 'Refund in progress' status. At the bottom of the interface, there is a link to 'Export results to CSV' and pagination controls showing 'Items per page: 10' and '1 - 10 of 29'.

Date	Product	Transaction ID	Country	Amount	Status
2022-03-25 12:15:22 UTC	etc	7w501eet1v47ziscjhz9uwig	Germany (DE)	EUR 10.23	Charged
2022-03-25 12:05:56 UTC	etc	7w4za8rkjvdcvoo20d1ey9r3	DE	EUR 10.23	Charged
2022-03-25 12:06:14 UTC	etc	7w4za894e8fwe0nicrc7r2xn	DE	EUR 10.23	Refund in progress

Transaction

Transaction Date	2022-03-25 12:15:22 UTC	Charge Status	Charged
Boku Transaction ID	7w501eet1v47ziscjhz9uwig	Merchant Transaction ID	1648235718396
Product Description	etc	Issuer Transaction ID	78acd732-36ee-428a-ee72-bdf2a1c1f0ba
Country	Germany (DE)	Issuer	O2 Germany (62f270)
Total Amount	EUR 10.23	Gross Payout	EUR 0.00
Sales Tax	EUR 1.63	Commission	EUR 0.00
Boku Payout	EUR 0.00	Seller of Record	RHMPoeABd (7w501diz9Rbo723u7ezzo01d)
Refund Status	Refunded	Refund ID	1250864626019598336
Refund Date	2022-03-25 12:53:47 UTC	Refunded By	gabriela

Close

Search by ID

Search either by a Boku-issued Transaction ID or an internal (merchant) Transaction ID.

Once the search by ID is completed, users will see the search result in a transactions table view. Users can utilize the table pagination and sort by any column features.

The screenshot shows the Boku Transactions page. On the left is a sidebar with the Boku logo and navigation links: Home, Transactions, and Users. The main header is 'Transactions' with a user profile 'Gabriela Shirley' and a dropdown menu. Below the header are three tabs: 'Search by Criteria', 'Search by ID' (which is active), and 'Bulk Refund'. Under the 'Search by ID' tab, there are two input fields: 'Boku Transaction ID' containing '7w4za2t1jovbajjlat63yvo' and 'Merchant Transaction ID'. A 'Search' button is to the right. Below the search fields is a table with the following data:

Date	Product	Transaction ID	Country	Amount	Status
2022-03-25 12:04:44 UTC	etc	7w4za2t1jovbajjlat63yvo	DE	EUR 10.23	Refunded

At the bottom of the table, there is pagination information: 'Items per page: 10', '1 - 1 of 1', and navigation arrows. A 'Select page: 1' dropdown is also present.

Users may also click on a specific transaction to view more details in a dialog, as shown below.

This screenshot shows the same Boku Transactions page as before, but with a 'Transaction' details dialog open. The dialog contains the following information:

Transaction	
Transaction Date	2022-03-25 12:04:44 UTC
Boku Transaction ID	7w4za2t1jovbajjlat63yvo
Product Description	etc
Country	Germany (DE)
Total Amount	EUR 10.23
Sales Tax	EUR 1.63
Boku Payout	EUR 0.00
Refund Status	Refunded
Refund Date	2022-03-25 13:56:46 UTC
Charge Status	Charged
Merchant Transaction ID	1648235035519
Issuer Transaction ID	180972a2-66f6-4fed-91fc-ada2c10d0a4b
Issuer	O2 Germany (627270)
Gross Payout	EUR 0.00
Commission	EUR 0.00
Seller of Record	mXngJMER (7w4za68ccf5254d9pszfdooy)
Refund ID	1250867976094089216
Refunded By	gabriela

A 'Close' button is located at the bottom right of the dialog.

Refund Transactions

Users can refund transactions in two ways:

1. Refund individual transactions
2. Bulk refund

Note: All refunds are processed with the full amounts. Partial refunds are not supported at this time.

User Permission

Your user account must have refund permission to refund transactions. Currently, Administrator and Customer Support users have this refund permission.

Refund Individual Transactions

Follow the steps below to refund an individual transaction:

1. Locate a specific transaction you want to refund on the Transactions page by doing a Search by Criteria or Search by ID.
2. Click the transaction row to open the transaction details dialog. If the transaction was successful or the previous Refund failed, and you have the permission to issue refunds, a Refund button will be available.

The screenshot displays the Boku Transactions interface. On the left is a sidebar with the Boku logo and navigation links for Home, Transactions, and Users. The main area is titled 'Transactions' and includes a search bar with tabs for 'Search by Criteria', 'Search by ID', and 'Bulk Refund'. The search criteria are set to 'Date Range' (3/1/2022 to 3/31/2022), 'Country' (Germany), and 'Issuer'. A table of transactions is shown with columns: Date, Product, Transaction ID, Country, Amount, and Status. A transaction details dialog is open, showing information for a transaction dated 2022-03-25 12:05:56 UTC. The dialog includes fields for Transaction Date, Boku Transaction ID, Product Description, Country, Total Amount, Sales Tax, Boku Payout, Charge Status, Merchant Transaction ID, Issuer Transaction ID, Issuer, Gross Payout, and Commission. A 'Refund' button is visible in the dialog. The table below the dialog shows several transactions with statuses like 'Charged', 'Refund in progress', 'Refunded', and 'Charge failed'.

Date	Product	Transaction ID	Country	Amount	Status
2022-03-25 12:05:56 UTC	This is a very long item description tha	7w4za9ac1rsayz7zact0mh	DE	EUR 10.23	Refunded
2022-03-25 12:05:35 UTC	This is a very long item description tha	7w4za9h6qecj58a0sheqh0z	DE	EUR 10.23	Refund in progress
2022-03-25 12:05:30 UTC	etc	7w4za5k1xb09r5phab2d8a0o	DE	EUR 10.23	Charged

3. Click the Refund button to open a refund dialog, then you must select a Refund Reason to process the refund.

You will see the refund being processed after hitting Refund and the transaction status (Refunded, Refund in progress, Refund failed) will get updated dynamically (no need to refresh the page).

The screenshot shows the Boku Transactions interface. A modal dialog titled "Refund" is open, displaying the transaction ID "7w4za8rkjv6voo20d1ey9r3" and the amount to refund "EUR 10.23". A dropdown menu for "Refund Reason" is open, showing options: "None", "Unauthorized use - minor", "Non-fulfillment", "Unauthorized use - known", "Fraud", "Unauthorized use - unknown", "Goodwill", and "Other". The background table lists transactions with columns: Date, Product, Transaction ID, Country, Amount, and Status. The user's name "Gabriela Shirley" and the test environment "payment-gateway-test" are visible in the top right.

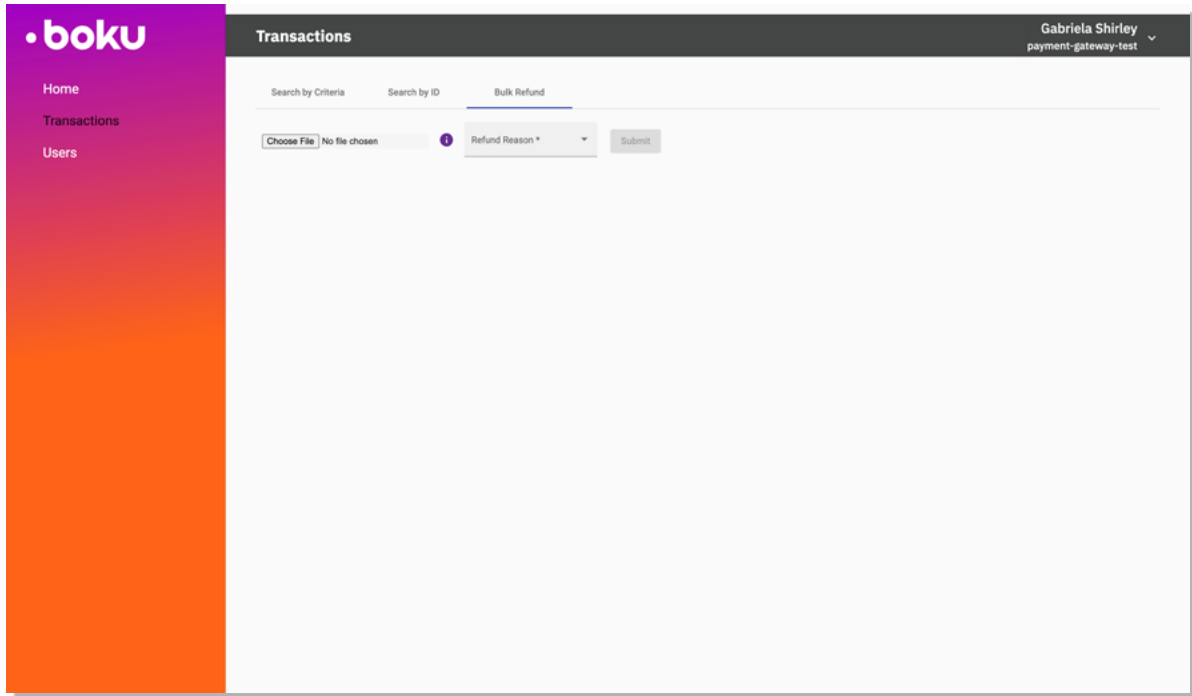
Note: If the transaction wasn't successful (i.e., the charge failed), you will see that status reflected in the status field and will not have the option to refund the transaction.

The screenshot shows the Boku Transactions interface with a modal dialog titled "Transaction" open. The modal displays details for a transaction dated "2022-03-25 12:05:44 UTC" with a status of "Carrier operation failed - User Not Found (901)". The details include Transaction ID, Boku Transaction ID, Product Description, Country, Total Amount, Sales Tax, Boku Payout, Charge Status, Merchant Transaction ID, Issuer Transaction ID, Issuer, Gross Payout, and Commission. The background table shows a list of transactions with their respective statuses. The user's name "Gabriela Shirley" and the test environment "payment-gateway-test" are visible in the top right.

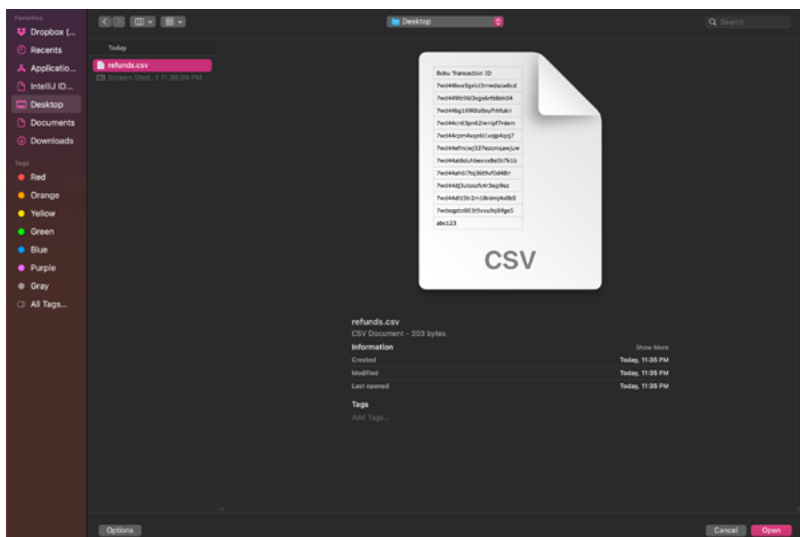
Bulk Refund

Bulk refund allows users to refund multiple transactions at once by utilizing an uploaded CSV file. Follow the steps below to issue a bulk refund.

1. Go to the Transactions page and select the Bulk Refund tab.



2. Click Choose File to select a CSV file to upload.



3. Click Refund Reason to select a reason for the refunds (the same refund reason code will apply to all transactions in the uploaded CSV file).

The screenshot shows the .boku Transactions Bulk Refund interface. On the left is a vertical sidebar with a gradient from purple to orange, containing the .boku logo and navigation links: Home, Transactions, and Users. The main content area has a dark header with 'Transactions' and a user profile 'Gabriela Shirley' with the email 'payment-gateway-test'. Below the header are three tabs: 'Search by Criteria', 'Search by ID', and 'Bulk Refund'. The 'Bulk Refund' tab is active. It contains a file upload section with a 'Choose File' button, a file name 'refunds.csv', and a close icon. To the right of the file upload is a 'Refund Reason' dropdown menu, which is open, showing a list of options: 'Non-fulfillment', 'Unauthorized use - known', 'Fraud', 'Unauthorized use - unknown', 'Goodwill', and 'Other'. A 'Submit' button is located to the right of the dropdown menu.

4. Click Submit to upload the CSV file and begin the bulk refund process.
 - The refunds will begin to process in the background and will wait up to 30 seconds to get the results of each refund.
 - Refunds that have not been completed within 30 seconds will show the result Refund in progress.

5. View the refund results.

- The results will show one line per entry in the CSV file with the current status of each refund.
- If a refund has failed, it can be reprocessed.
- If a refund is in progress, the status can be monitored from the Transactions page.

Boku Transaction ID	Status
Abc	Transaction does not exist
7w4za9n6qecj58a05heqh0z	Refund amount exceeds remaining total
7w4za9kmij54tsz1usklajt	Transaction already fully refunded
7w4za9ac1rsajz7zactrbmh	Transaction already fully refunded
7w4za98m0jb9f8xptoc5abt	Transaction was not billed
7w4za91n/gpr1bckf97299	Transaction was not billed
7w4za8znmi2dgsdcq9dy7	Internal operator Error
7w4za8xym1s7mltzg8x9mm17	Refund amount exceeds remaining total
7w4za8f4jev6voo20d1ey9r3	Refund amount exceeds remaining total
7w4za894e8fwe0ncrc7r2xn	Refund amount exceeds remaining total
7w4za82hd5djdffhaaz9el	Transaction already fully refunded
7w4za7ygsamk4qbtz35nkr	Transaction already fully refunded
7w4za7psymkybcb1uqu7xd	Refund amount exceeds remaining total

CSV File Format

Bulk Refund CSV files conform to **RFC 4180**.

```

1 Boku Transaction ID
2 7w4za9n6qecj58a05heqh0z
3 7w4za9kmij54tsz1usklajt
4 7w4za9ac1rsajz7zactrbmh
5 7w4za98m0jb9f8xptoc5abt
6 7w4za91n/gpr1bckf97299
7 7w4za8znmi2dgsdcq9dy7
8 7w4za8xym1s7mltzg8x9mm17
9 7w4za8f4jev6voo20d1ey9r3
10 7w4za894e8fwe0ncrc7r2xn
11 7w4za82hd5djdffhaaz9el
12 7w4za7ygsamk4qbtz35nkr
13 7w4za7psymkybcb1uqu7xd
14

```


Headers

- Headers may appear in any order and are case-insensitive.
- Unknown headers are ignored, and new headers may be added in the future.

The following headers are currently accepted:

- *Boku Transaction ID*

CSV Body

- Columns are separated by a comma (,).
- Rows are separated by newlines.
- Double quotes are optional, but necessary if the column contains a comma (,).
- Blank lines are ignored.
- Data columns must appear in the same order as the headers.

Example CSV file

Limitations

- All transactions being refunded must be for the same merchant ID and country, and must have the same refund reason code.

Support Multiple Merchant IDs with a Single Login

(Documentation will be available soon)

Upcoming Improvements

Roadmap for 2022

- Download system-generated financial reports in CSV format (Q2 2022)
- Support Single Sign-On (SSO) (Q2 2022)
- Enhanced user and permission management (Q4 2022)
- Support partial refunds (Q4 2022)

Questions?

Please reach out to your Boku representative for any additional inquiries.

• **boku**