**BbOne.com Merchant Manual**

BbOne.com is a one-stop source of transaction data for BbOne merchants and universities. This web-accessed database allows you to monitor your university card program sales and gives you access to batches, deposits, transactions and end-of-month statements.

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**SIGN UP FOR AN ACCOUNT**

To access your data, you must Sign Up a secure account with login name and password.

1. Direct your Internet Explorer web browser to https://www.bbone.com. Internet Explorer, Chrome and Firefox are currently the only supported browsers.
2. Click the “Sign Up” link.
3. Complete the requested information, following the instructions to create a user name and password. *Remember to use your entire 15-digit merchant number. This is the one that begins with 5440.

NOTE: You may wish to view multiple business locations (if you have them) under one login. To do so, please be sure to select the “Multiple location merchant.” Then enter a 15-digit merchant number that links to one of your locations. BbOne will contact you to link the other merchant numbers to your login.
You will receive a "Welcome New User" e-mail from "BbCardServicesReporting" BBemail@olsops.com. BbOne will be alerted to your account creation request and will activate your account. This may take up to one business day. When this has been completed, you will receive another e-mail titled "User Account Activated."

**COMPLETE YOUR SIGNUP**

**BbCardServicesReporting** BBemail@olsops.com  
Jan 13 (9 days ago)

SUBJECT: BlackBoard: Confirm your e-mail address

TO: MerchantUser@bbone.com

MerchantUser,

You recently signed up for BlackBoard.

Follow this link to verify your email.

Please be patient while we activate you on the system. You will receive another email when your account is activated.

Thank you,

The BlackBoard Team

This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

**WEB ACCOUNT ACTIVATION NOTICE**

**BbCardServicesReporting** BBemail@olsops.com  
Jan 13 (9 days ago)

SUBJECT: BlackBoard: Confirm your e-mail address

TO: MerchantUser@bbone.com

Your account has been activated:

Username: MerchantUser

If you have any questions please call 800-576-9279.

To login, go to http://www.bbone.com/login

Thank you,

The BlackBoard Team

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4. Once you've received the second e-mail, login by entering your user name and password on the main page of https://www.bb-one.com Then click the “Log In” Button
ACCOUNT INFORMATION

After you successfully login, you’ll be greeted with a screen that shows your account details, including:

- DBA and Corporate Name
- Merchant ID
- DBA and Corporate Address and phone number
- Primary contact
- Bank account information (routing and account numbers)
- Fees
- Terminal information

At the top right portion of the screen are the six main navigation links:

- Home – Takes you to the main login/welcome page without logging you out.
- Reports – Allows you to run a variety of sales reports.
- View Profile – Displays information you provided when you created your account and allows you to update phone number and e-mail address, password and security question.
- Terminal – Displays terminals associated with Merchant Account
- Contact – Displays the phone number for BbOne Merchant Support.
- Help – Contains this manual
TERMINALS
Terminals associated with the Merchant account are displayed in the Terminal Menu section.
REPORTS

The functionality and features of most interest to merchants reside in the reports section. There are four reports available to merchants:

- **Batch Report** – Provides daily sales figures as recorded by the university’s settlement process.
- **Deposits** – Provides daily actual deposit amounts sent to the merchant bank account. This may be different than the batch report for universities that deduct fees daily. This report also records credits/debits that occur outside credit for sales, like end of month fees or ACH corrections. These sales data are those captured by the university and reported to BbOne.
- **Statement** – Provides access to BbOne end of month statements.
- **Transactions Only** – Provides a full list of all transactions for any given date range.

Each of the reports above is available through the dropdown menu in the upper right-hand corner of the page.

REPORT SELECTION AND FILTER
BATCH REPORT

To run a batch report, select “Batch Report” from the drop down. Then, select a date range for which you wish to view batch data. Then press the “View” button to load the data you’ve requested.

The screen will display your batches in the format below:
DEPOSITS

The Deposits report provides information on actual deposits made to merchant accounts. Select “Deposits” from the dropdown menu, select your date range and press view. You’ll see the following screen:

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<th>transId</th>
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<th>cleared</th>
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</table>

Showing 1 to 7 of 7 entries
Previous 1 Next

Jan 23, 2017 10:24 PM

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Revision number: 074
STATEMENTS

The Statements report provides you your end of month statement for the date range you specify. This report works somewhat differently than the previous three because it summarizes your daily batches and calculates fees. Here’s what you need to know about this report.

Select “Statements” from the dropdown menu, select your date range and press “View.” The Statements report calculates your statement from the month of the date you provide in the first box (the start date). So, if you select “1/2/2017” as your start date, you’ll get January’s EOM statement.

The Statements report will generate a “statement to date” for months that are not yet completed. This calculates what your EOM statement would look like if the month ended today. Your final EOM statement will differ from this statement because it will include additional days of sales.
TRANSACTIONS ONLY

The Transactions Only report is the most flexible report. It provides all transactions for any date range you specify, regardless of which batch they occurred in. Use this report when you are trying to track a particular transaction in any given time period or just want a list of all transactions across batches.

Select “Transactions Only” from the dropdown menu, select your date range, and press “View.” You’ll see the following screen:
EXPORTING REPORT DATA

BbOne.com offers the ability to export any of the reports mentioned above. This is accomplished by selecting the report output option - Get Report (displays report on screen) Get PDF (puts report into a PDF Format) and Get Excel (puts report into an Excel Format).
VIEW PROFILE

While the reporting functions will likely be the most helpful to you, you can use the View Profile link to check your account information, update your phone number and e-mail address, and change your security information (password and security question).

To do so, click “View Profile” in the upper right hand corner of the site. There are three submenus:

- Profile (default screen)
- Change Password

PROFILE

This screen displays the account information you provided when you created your BbOne.com account. Your user name and merchant number are read-only and cannot be edited, but you can change your e-mail and phone number on this screen.
CHANGE PASSWORD

This screen allows you to change the password you use to log in to BbOne.com.

CONTACT

The contact page displays the BbOne Merchant Support number. The Merchant Support team is available to assist you with any questions you may have about the website or BbOne in general. The merchant support team is available 24/7.
HELP

The help page links to this manual. If you have any questions about the material contained in this document or any website functionality, please contact BbOne Merchant Support at 800-576-9279.