

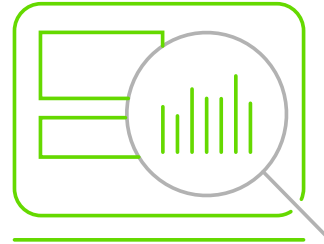
# Trustly Back Office



Back Office is Trustly's web interface for merchants. Through Back Office, you can do the following:

## Monitor orders

The status of all end user orders is presented in real time in the Order view. A merchant can see when a user completed the order, when money arrived in Trustly's account for a pay-in order or when money left the account for a pay-out. Orders can easily be refunded from the Order view.



---

## Initiate funding and settlement

Funding of a merchant's Trustly balance and settlement of funds to the merchant's bank account can be easily performed through Back Office.



## Oversee reporting and reconciliation

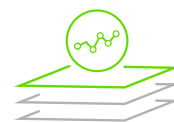
A number of different reports can be generated and viewed in Back Office or downloaded as csv files for import to, for example, Excel. The reports are typically used to follow up a merchant's cash flow, Trustly account balance and for reconciliation.



Account ledger - shows each monetary transaction that has affected a merchant's balance, e.g. pay-ins, pay-outs, fundings, settlements and Trustly's deducted fees.



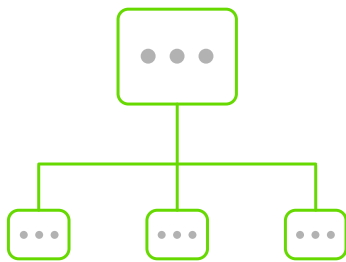
Period statement - shows an aggregation of all monetary transactions grouped by category over a selected period, e.g. a month.



Daily closing balance - shows the balance for each currency by the end of each day over a selected period.

## Perform FX

It is possible to perform instant FX conversions from Back Office. If a merchant transacts in multiple currencies, this can be a great feature in order to balance payment flows between the different currencies.



## Manage individual user permissions

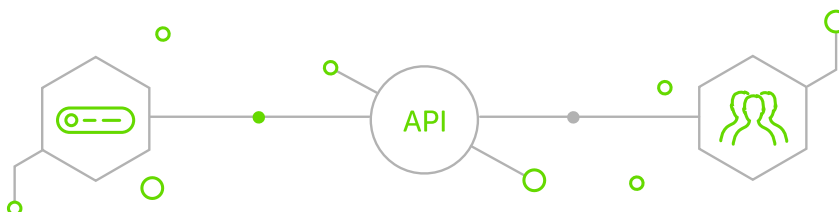
Each user logging on to Back Office gets his or her own login credentials. Different users can be configured to have different access rights. Typically all Back Office users can monitor end user orders but only some can initiate an end user refund or settlements to the merchant's bank account.

## Approve pay-outs

For merchants that offer pay-outs to end users, Back Office contains a view where every pay-out request can be manually approved before it is executed. The view contains data (e.g. name and address) on the end user requesting the pay-out and a masked bank account number, collected from the end user's internet bank, in order to assure that the money goes to the right person.



## Access data via the API



Please note that most of the functionality available in Back Office can also be accessed via the API for merchants that wish to integrate this into their own systems.