



Instructions for business customers

Order QR code sticker

Welcome to TWINT!

Collect payments simply – even without any infrastructure. On the following pages, we provide you with a step-by-step explanation of just how easy the order process is.

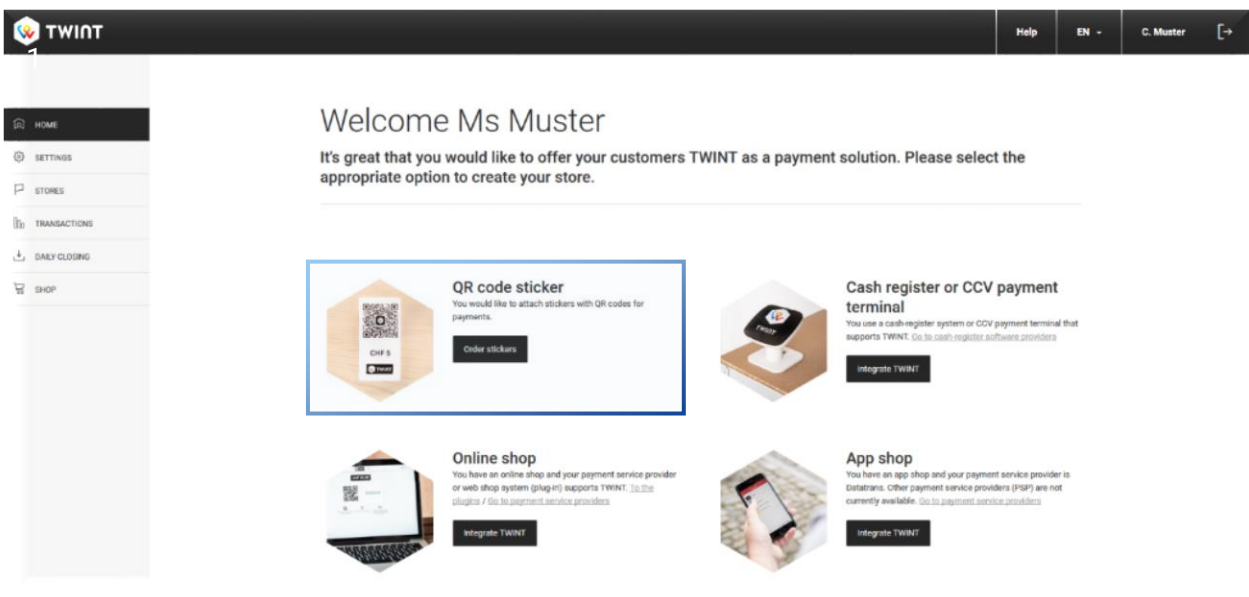
Part 1: Order QR code sticker

Register on the TWINT merchant portal at portal.twint.ch or log in using your existing login details.

To enable you to collect payments with TWINT, please enter a new store. This is also necessary even if you already use other TWINT products.

How to create a new store

Select 'Order sticker' on the homepage or select 'Stores' in the left-hand navigation bar and then 'Add QR code sticker(s)'.



Your store will be created after completing these four steps:

- 1 Basic details
- 2 Order QR code sticker
- 3 Summary
- 4 Confirmation

1. Basic details

Enter the information (name, address and logo) about your store as it is also to be displayed in the TWINT app.

Store

These details will be displayed to your customers in the TWINT app when making payments.



Please note: the details provided under 'Name of store' will be printed on the physical QR code sticker. This means your customers receive a visual confirmation during the payment process and are provided with additional assurance that the payment is being made at the desired location.

Logo

Upload the logo to be displayed to your customers in the TWINT app when making payments.

Recommended logo format

PNG or JPEG
800 x 400 px
Max. 300 KB

Order QR code stickers [Cancel]

1 Basic details 2 Order QR code sticker 3 Summary 4 Confirmation

Sector
Please enter the sector.

Category
Services

Subcategory
Professional Services (Not Elsewhere Defined)

Store
These details will be displayed to users in the TWINT app (see illustration below).
Several stores? Enter each store individually under the 'Stores' menu item.

Name of store
QR Code Sticker Store

Street, number
QR Code street 10

Postcode, town
3007 Bern

Website (optional)
www.twint.ch

Logo (optional)
Please upload your company logo which will be displayed to users in the TWINT app.
Important: please upload logo without white edges.
Minimum size: width 800 pixels or height 400 pixels.
Formats: PNG or JPEG
Max. file size: 300 KB

This logo may be used by TWINT for advertising purposes.

This allows your customer to recognise your store in the TWINT app

Credit account

To which account should we transfer your TWINT revenues? Please select an appropriate account or add an account. You can enter one account per store or use the same account for all stores.



Please note: bank statement only required if registering without a commercial register entry! For verification purposes, please upload a bank statement for the specified account. The following must be visible: company or name, address, IBAN or account number.

Add credit account
The TWINT income will be credited to your account one day after the payment minus the relevant transaction costs.

Account holder

IBAN

Country

Bank statement

Please upload a bank statement for the indicated account for verification purposes. The following must be visible: company or name, address, IBAN or account number.

Drag or click here to upload bank statement. Supported formats: PDF, JPG and PNG

2. Order QR code sticker

Selection of QR code sticker and provision of mailing address as well as sale notification.

Fixed amount

QR code stickers with a fixed amount are practical if you regularly collect the same payment amounts. You define an amount of your choice for each sticker.



Important: you receive three QR code stickers per amount.

Freely selectable amount

The QR code sticker with a freely selectable amount is ideal if you collect many different payment amounts. When making payments, your customers enter the exact payment amount in the TWINT app down to the very cent.



Please note: you receive three QR code stickers.

Mailing address

To which address can we send your QR code stickers?



Please note: remove the tick to enable you to check the details.

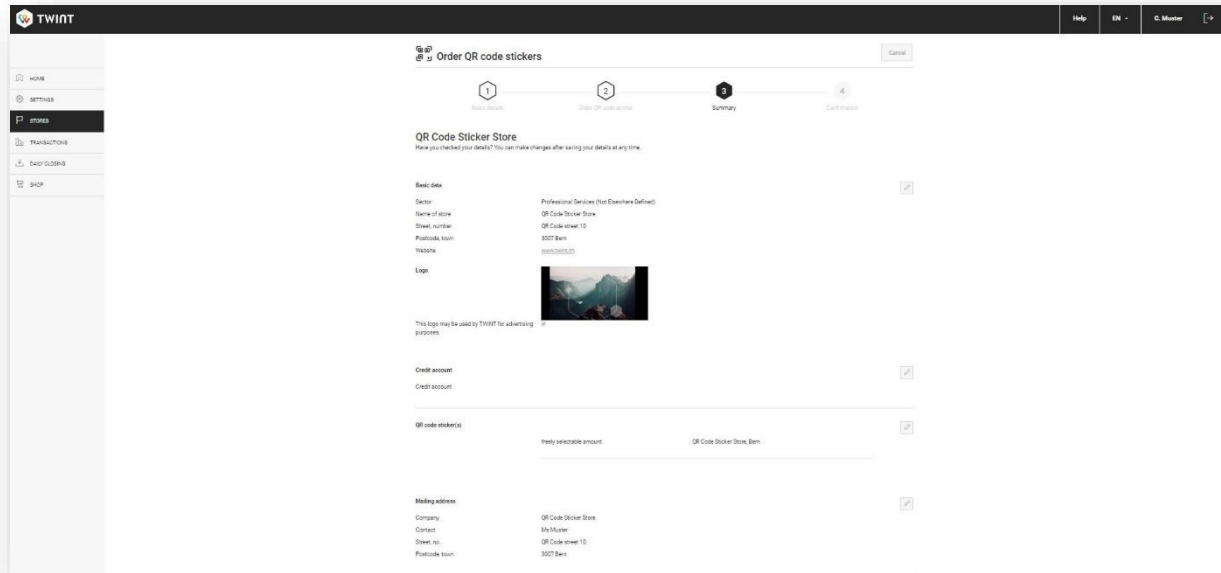
Sale notification

We will be happy to inform you via e-mail and/or SMS in your desired language as soon as someone has paid via QR code sticker. Remove the tick if you do not wish to be notified.

3. Summary

Check all your details again and edit these if necessary.

Click on 'Send order' to create the store.



4. Confirmation

You have now created your store in the merchant portal. We have sent you a confirmation e-mail containing your details. For legal reasons, you will also receive a confirmation by post of the initial registration for your records.

Apply QR code sticker

You will receive the QR code stickers with corresponding instructions for your customers during the following week by post.



Please note: inform and train your employees as soon as the QR code stickers have been applied.

The screenshot displays the TWINT merchant portal interface. The top navigation bar includes the TWINT logo, a 'Help' link, a language dropdown set to 'EN', and a user profile for 'C. Muster'. The left sidebar contains navigation options: HOME, SETTINGS, STORES (highlighted), TRANSACTIONS, DAILY CLOSING, and SHOP. The main content area is titled 'Order QR code stickers' and features a 'Thank you!' message: 'Your store QR Code Sticker Store was registered. We have sent you a confirmation e-mail. Your store's UUID: d63530c3-8317-4ccb-995a-ce17bee6a91d'. Below this, a 'Next steps' section lists three items: 'You will receive post from us.' (with subtext 'We will send you the QR code stickers.'), 'Attach QR code stickers' (with subtext 'Please read the accompanying letter before you attach the QR code stickers in a clearly visible position.'), and 'Collect payments simply' (with subtext 'You can now collect payments with TWINT.'). The footer of the page indicates 'TWINT merchant portal version 10.4.5'.

Add additional store

Enter an additional store with TWINT.

Part 2: Other merchant functions

Settings

You can download the certificate and manage users and other settings here. For example, deputies can be added as additional users, thus ensuring that access to the TWINT merchant portal is guaranteed at all times.

Stores

All of your entered stores are listed here according to payment type and can also be edited.



Please note: in order to edit an existing store (e.g. to enter a change of address), click on the pencil symbol behind the relevant store under the 'Stores' menu item.

Transactions

You can view all transactions here. It is possible to export user-defined reports as .raf and .csv files, filter transactions or search for specific transactions. You can also initiate reversals and credits here.

Downloads

Your daily statements are available here to download as .raf and .csv files.

Shop

You can order TWINT stickers in the shop, so that your customers will immediately see that they can pay with TWINT.