



Instructions for business customers

Cash-register system with TWINT

Welcome to TWINT!

You use a cash-register system that supports TWINT? On the following pages, we provide you with a step-by-step explanation of just how easy the registration process is.

TWINT AG
Stauffacherstrasse 31, CH-8004 Zurich
support@twint.ch, www.twint.ch



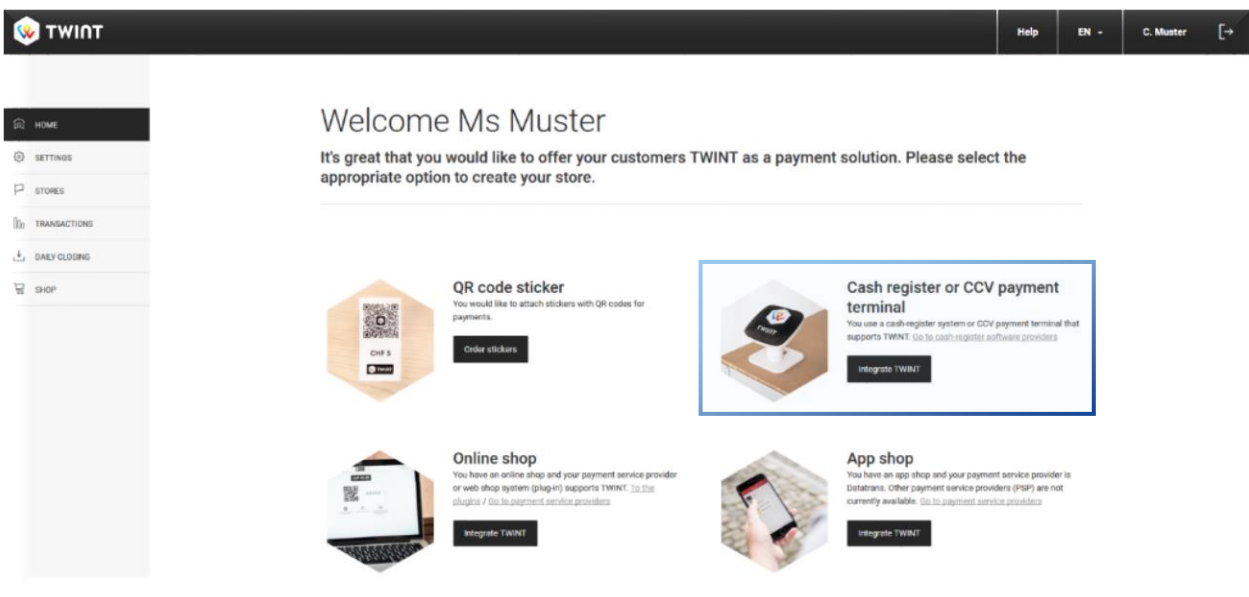
Part 1: Register your cash-register system for TWINT

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 'Cash register or CCV payment terminal' on the homepage or select 'Stores' in the left-hand navigation bar and then 'Add cash register'.



Your store will be created after completing these four steps:

- 1 Basic details
- 2 Connection
- 3 Summary
- 4 Confirmation



Please note: before you start with the process for creating the store, we inform you at the outset about which cash-register systems we support. If your cash-register system is already listed, continue by selecting 'Add cash register'. If not, please inform your cash-register software provider. We offer other solutions for existing cash-register infrastructures as well as points of sale without any infrastructure. Further information can be found at:

<https://www.twint.ch/en/business-customers/products/>

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.

Logo

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

Recommended logo format

PNG or JPEG

800 x 400 px

Max. 300 KB

Cash register or CCV payment terminal [Cancel]

1 Basic details 2 Connection 3 Summary 4 Confirmation

Sector
Please enter the sector:

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.

Logo (optional)
Please upload your company logo which will be displayed to users in the TWINT app.

Category

Subcategory

Name of store

Street, number

Postcode, town

Website (optional)

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

Services [X]
Professional Services (Not Elsewhere Defined) [X]

Store cash register

Cash register street 10

3007 Bern

www.twint.ch

Drag logo here or upload it

This logo may be used by TWINT for advertising purposes.

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

2. Connection

Select the connection and specify the account for the daily transfer of revenues.

Cash-register system

Which cash-register system is in use at your store? Select the relevant cash-register software partner from the list of already active manufacturers and distributors. Based on these details, TWINT will inform the relevant distributor that a cash-register update is required. This distributor will then contact you.



Important: is your cash-register software partner not on the list yet? Contact your provider for the desired integration of the TWINT payment method.

Order certificate

For security reasons, a certificate is required for the integration of the cash register. The certificates are ordered by TWINT from SwissSign and made available for you to download in the merchant portal. For security reasons, the certificate and the private key are encrypted using a password (defined by the user). You can select and set this password yourself (at least eight characters). It does not have to be the same as the login password – you are free to select a different password. TWINT saves the certificate for 30 days.

The certificate is valid for all other cash registers and connection types; you therefore only require it once per TWINT merchant portal business account (not per user or cash register). Please therefore ensure that you store the certificate in a safe location and save it locally.



Please note: some cash-register software does not require a certificate (e.g. Gastrofix and Bison IT Services); in this case, it will also not be displayed to you.

The screenshot shows the 'Cash register or CCV payment terminal' connection setup page in the TWINT merchant portal. The page is divided into several sections:

- Progress indicator:** A horizontal line with four steps: 1. Basic details, 2. Connection (highlighted), 3. Summary, and 4. Confirmation.
- Cash register or CCV payment terminal:** A section with the question 'Which of the following solutions do you use in your store? (cash register or CCV terminal)'. It contains two input fields: 'Manufacturer' with the value 'manufacturer' and 'Sales and support' with the value 'distributor'. Both fields have a close button (X).
- Credit account:** A section with the question 'To which account should we credit your TWINT income?'. It includes an 'Account' dropdown menu (currently showing 'Please select'), and a text input field for 'Name of store in the statement/CCV terminal code'.
- Loyalty schemes:** A section with the question 'Digitize your employee and loyalty cards with TWINT.'. It lists 'Available programmes' with checkboxes for various options: Coop Supercard, Post employee, Test Loyalty 2, Project-Aqua, Program title, Coop staff card, ACHILLEA Bonuscard, ETH Zurich, Alpagri Health Insurance, Playright decv, SV, Young Swiss Card, SV employee card, Project-Aqua, EN: Rafflesen Mitarbeiterkarte, Playright Alpha Num, DROFA Bonuscard, Test Loyalty 1, TCS membership Card, Card with whitelist, Wavis Testkarte, and Logic.

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: CH

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.

Buttons: Cancel, Save, Back, Next

3. Summary

Check all your details again and edit these if necessary.

Store cash register
Have you checked your details? You can make changes after saving your details at any time.

Basic data

Sector: Professional Services (Not Elsewhere Defined)

Name of store: Store cash register

Street, number: Cash register street 10

Postcode, town: 3007 Bern

Website: www.twint.ch

Logo

This logo may be used by TWINT for advertising purposes.

Further details

Manufacturer: manufacturer

Sales and support: distributor

Credit account:

Name of store (for statement)/CCV terminal code: Name of store in the statement

Buttons: Back, Send order

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.

Download certificate

Where applicable, you require the certificate in order to complete the one-time TWINT integration process. Download the certificate now in the confirmation screen or within the next 30 days under the 'Settings' menu item.

Integrate TWINT

Your cash-register software manufacturer has just been informed and has received your contact data from us. It will contact you shortly so that you can successfully complete the integration process.



Please note: inform and train your employees as soon as TWINT has been successfully integrated in the store.

Order Beacons

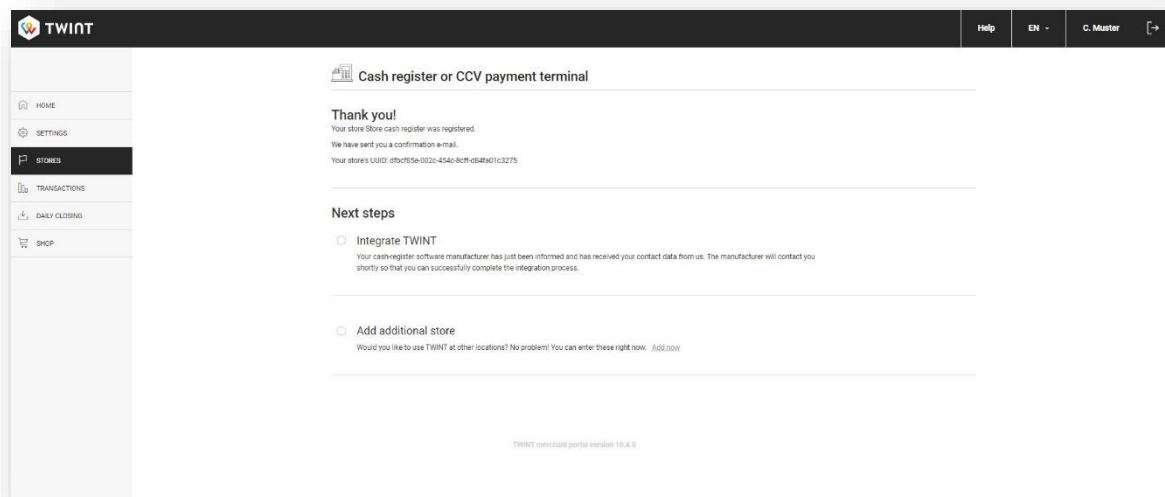
One TWINT Beacon per cash register is required for the collection of payments. The Beacon establishes a connection between the cash register and the smartphone. Beacons can exclusively be ordered on account in the shop (the delivery address can be freely selected). The Beacons cost CHF 95 per unit excl. VAT and have a three-year guarantee. You automatically receive a door sticker with each Beacon. Attach the sticker to your shop's front door so that your customers can see that you accept TWINT as a payment method.



Important: some cash-register systems (e.g. Gastrofix as well as iPad- or Android-based cash-register systems) do not require Beacons.

Add additional store

Enter an additional store with TWINT.



Part 2: merchant portal 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.