

instructions for business customers

QR Code Sticker

Welcome to TWINT!

Simply cash in - even without infrastructure. On the following pages, we explain step by step how easy the setup procedure is.

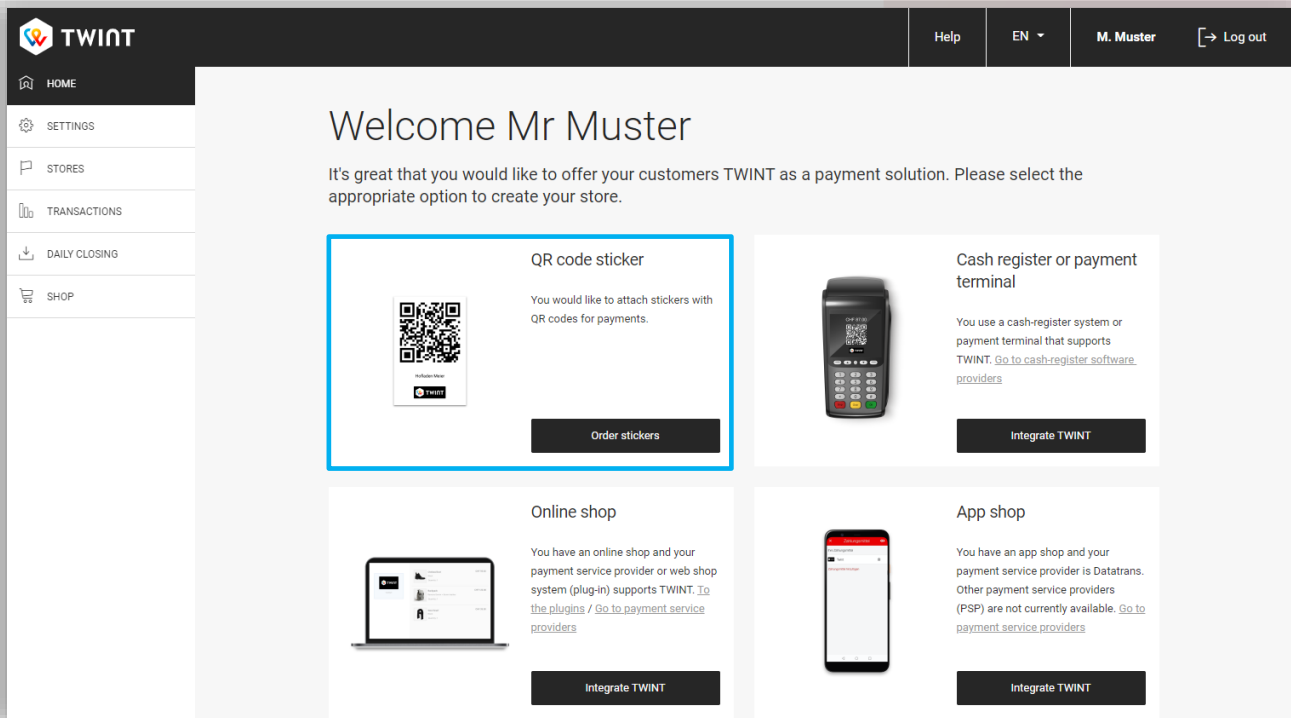
Part 1: Order TWINT QR code

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

To be able to cash in with TWINT, please create a new store. This is also necessary if you already use other TWINT products.

How to create a new store

Select "Order Stickers" on the home page.



After these four steps, your store is created:

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

1. Basic details

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

Store

These details are displayed to your customers when they pay in the TWINT app.

Logo

Upload a logo that is displayed to your customers when they pay in the TWINT app. This gives the customer a visual confirmation during the payment process and thus additional assurance that the payment is taking place at the desired location.

Logo format

PNG or JPEG

800x400px (width x height)

max. 300 KB

The screenshot shows the TWINT merchant dashboard with a navigation menu on the left (STORES, TRANSACTIONS, CLOSING, SHOP) and a top bar with 'Help', 'EN', 'M. Muster', and 'Log out'. A progress indicator at the top shows four steps: 1. Basic details (active), 2. Order QR code stickers, 3. Summary, and 4. Confirmation.

The 'Basic details' form is divided into two main sections:


- Sector:** Includes 'Category' (Kleidung/Textile Accessoires) and 'Sub-category' (Second-Hand-Läden, Gebrauchtwarenläden).
- Store:** Includes 'Name of store' (Musterladen), 'Street, house number' (Musterstrasse 10), 'Postcode, town' (8000 Zürich), 'Country' (Switzerland), and 'Website (optional)' (e.g. www.my-domain.ch).

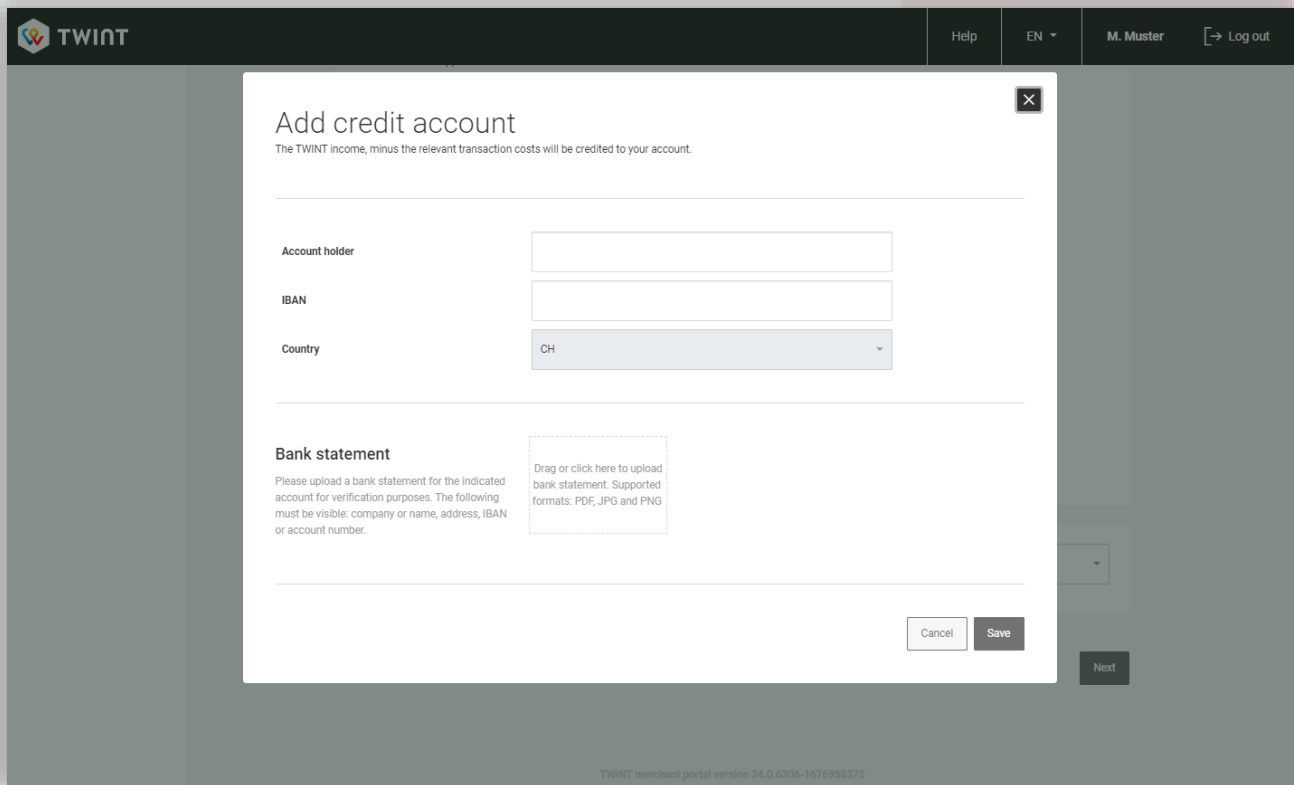
Below the store information is the 'Logo (optional)' section, which includes instructions: 'Important: please upload logo without white edges. Minimum size: width 800 pixels and height 400 pixels. Formats: PNG or JPEG. Max. file size: 300 KB'. It features a preview of a logo with the text 'Musterladen' and a dashed box for uploading. A checkbox at the bottom indicates 'This logo may be used by TWINT for advertising purposes.'

Credit account

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

For initial registration, a bank statement is required for verification. Please upload a receipt from the appropriate account. Must show: Name of company/account holder, address, IBAN/account number.

 **Note:** It is important that you enter your account details correctly in the TWINT merchant portal, otherwise we will not be able to process payments to you. It is imperative that the name of the account holder for the corresponding IBAN matches your bank statement. You can find more information about this [here](#).



The screenshot shows the 'Add credit account' form in the TWINT merchant portal. The form is titled 'Add credit account' and includes a sub-header: 'The TWINT income, minus the relevant transaction costs will be credited to your account.' The form fields are:

- Account holder:** A text input field.
- IBAN:** A text input field.
- Country:** A dropdown menu currently showing 'CH'.
- Bank statement:** A section with instructions: '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.' Below the instructions is a dashed box for file upload with the text: 'Drag or click here to upload bank statement. Supported formats: PDF, JPG and PNG'.

At the bottom right of the form are 'Cancel' and 'Save' buttons. A 'Next' button is visible in the background. The top navigation bar includes the TWINT logo, 'Help', 'EN', 'M. Muster', and 'Log out'.

2. Order QR code sticker

Choice of product and specification of the account for daily or weekly transfer of revenue.

QR code sticker with freely selectable amount.

The QR code sticker with freely selectable amount is ideal if you collect many different amounts. Your customers enter the exact amount when paying in the TWINT app.

QR code sticker with fixed amount

QR code stickers with a fixed amount are practical if you regularly collect the same amounts. You define an amount of your choice per sticker. You can create as many amounts or stickers as you like.

Dispatch sticker

Optionally or in addition to the download, you can choose to send the stickers by mail. Define, if necessary, another shipping address for delivery. Specify a contact person especially if the company name is not visible on the mailbox. The shipment will arrive within four working days.

The screenshot shows the TWINT app interface for ordering QR code stickers. The top navigation bar includes the TWINT logo, a 'Help' link, a language dropdown set to 'EN', and a user profile for 'M. Muster' with a 'Log out' button. A left sidebar contains navigation options: HOME, SETTINGS, STORES (highlighted), TRANSACTIONS, CLOSING, and SHOP. The main content area is titled 'Order QR code stickers' and features a progress indicator with four steps: 1. Basic details, 2. Order QR code stickers (current step), 3. Summary, and 4. Confirmation. Below the progress indicator, the 'QR code sticker' section offers two variants: 'QR code sticker with freely selectable amount' (selected) and 'QR code sticker with fixed amount'. The 'freely selectable amount' option includes a description: 'QR code stickers with a freely selectable amount are ideal if you collect a large number of different amounts. Your customers enter the exact amount when paying in the TWINT app.' The 'fixed amount' option includes a description: 'QR code stickers with fixed amounts are practical if you regularly collect the same amounts. You can define an amount for each sticker.' Below the variant selection, there is a 'QR code language' dropdown menu currently set to 'German'. The 'Download and print' section states: 'Your QR code will be provided to you in various digital formats at the end of the ordering process. Please indicate below whether you would also like to receive your QR code as a physical sticker by post.' The 'Posting of sticker' section asks: 'Would you also like to receive the QR code as a sticker? It is waterproof and therefore ideal for use outdoors.' There is an unchecked checkbox for 'I would also like to receive the QR code as a sticker by post.' and a note: 'You will receive your sticker within four working days.'

Sales notification

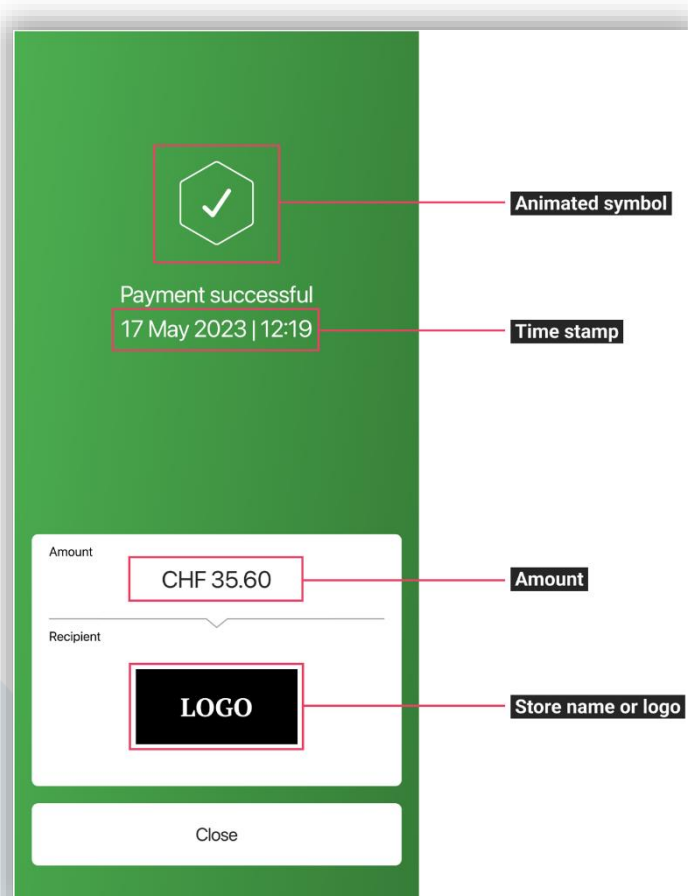
If you want a confirmation via email or SMS after a QR code payment, you can set it up here. The confirmations are free of charge and will be sent immediately after a payment is received.

The screenshot shows a 'Sales notification' settings page. It has a title 'Sale notification' on the left. On the right, there are two checkboxes: the first is checked and labeled 'I would like to receive a confirmation via e-mail for each transaction.', with an input field below it containing 'musterstore@twint.ch'. The second checkbox is unchecked and labeled 'I would like to receive a confirmation via SMS for each transaction.'. Below the email field is a dropdown menu for 'Language' set to 'English'. At the bottom right, there are 'Back' and 'Next' buttons.

Verification of a payment


After completing each payment, ask to see the confirmation screen on the customer's smartphone. When doing so, please check the features listed below. In particular, note the timestamp of the payment here.

The confirmation screens may vary depending on the TWINT app. However, the features mentioned in the image below are identical for all apps. In addition, they can check the payment in the [TWINT merchant portal](#).




3. Summary

Check all your entries again and edit them if necessary. By clicking on "Save" the store will be created.

QR code sticker(s) 

Name	Amount (CHF)	Delivery method
Musterladen, Zürich	freely selectable amount	Digital sticker

Sale notification 

E-mail: musterstore@twint.ch
Language: English

4. Confirmation and QR code download

Now you have created your store. We have sent you an e-mail with your details for confirmation.

Please note that if you have newly registered as a merchant with TWINT, your details will be checked, which may take up to 30 days. During this time, you can already accept payments with TWINT, but your credit will not be paid out until this check has been completed. If you have any questions, please contact merchantonboarding@twint.ch.


QR Code Download

You can download the QR code you have just created in various formats. To do this, you can select the appropriate checkmarks. The QR codes can be downloaded at any time.

If you would like to print and present the QR code in A5 format, you can order a suitable table stand via the following link: <https://shop.twint.ch/en/>


Download your QR codes

Your QR code has been created. Choose the desired formats for the optimal presence here and get started with your first TWINT payments.




For everybody

This is the standard format of the TWINT QR code. You can print it off and place it anywhere, ideally as a sticker. You will also receive a set of instructions for your customers.



For talented salespeople

Would you like to display your QR code in a more prominent position? Choose this format in A5 for the display in your store. If you do not have a display card yet, you can order one in the correct format in our online shop: shop.twint.ch



For advertising geniuses

Would you like to incorporate the QR code into your own advertising materials? With this format, you can download the graphic as a .png file. Please send your advertising materials to salestwint@twint.ch for approval.

	For everybody	For talented salespeople	For advertising geniuses
Musterladen, Zürich	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
QR code sticker with freely selectable amount	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Terms of use

Please read the terms of use for the digital QR code. That way, you can ensure that it will function correctly.

- I hereby confirm that I have read the [guidelines](#) on using the digital QR code.
- I hereby confirm that I will not use the QR code online.
- I hereby confirm that I will not use the templates in my own advertising materials without approval from TWINT.

[Download QR code](#)



Part 2: other portal functions

Settings

Here you can manage users and other settings. For example, deputies can be added as additional users so that access to the TWINT merchant portal is guaranteed at all times. It should be noted here that all portal users receive the same authorizations.

The payout interval can be changed to daily or weekly at any time. This setting applies to all stores and the changeover takes place within a maximum of one week.



Payout interval Daily Weekly

How often should the accrued amounts be paid out?



The payout interval will be changed after the current cycle is completed. The change can therefore take up to one week.

Stores

All your registered stores are listed and editable here. To modify an existing store (e.g. for a change of address), select the pencil icon under the "Stores" menu item:

Name of store	Type	Stickers	Actions
Musterladen, Zürich	freely selectable amount	1	 

Here you can download your QR codes at any time:

QR code sticker(s)  

Name	Amount (CHF)	Delivery method	Order date
Musterladen, Zürich	freely selectable amount	Digital sticker	

Transactions

Here you can see all TWINT transactions. You can export custom reports in .raf, .csv and .pdf file formats, filter the transactions or search for individual transactions. In addition, you can trigger cancellations (of the total or partial amount) here.

Settlement

Here you can download the daily statements in .raf and .csv file formats.

Store

In the store, you can order TWINT stickers - so your customers can see at a glance that they can pay with TWINT.