



Set up your online shop with TWINT.

Do you have an online shop and want to collect payments with TWINT? It couldn't be easier. In these instructions, we will provide step-by-step explanations of how to connect your shop with TWINT – either by means of a payment service provider or with a plug-in for your shop system.

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Logging in or registration

Register at portal.twint.ch or use your login credentials to log in and create a new shop. This is also necessary even if you already use other TWINT products.

How to create a new shop

On the homepage, click on ‚Online shop‘.

The screenshot shows the TWINT Admin Dashboard. The top navigation bar includes the TWINT logo, 'Help', 'EN', 'P. Admin', and a 'Log out' button. A left sidebar contains menu items: HOME, SETTINGS, STORES, TRANSACTIONS, CLOSING, and ADVERTISING MATERIAL. The main content area is titled 'Welcome Mr Admin' and contains the following sections:

- Offer TWINT simply**
 - QR code sticker**: Starting from 1.3% per transaction. Have your customers scan a QR code to pay with TWINT. Choose between the basic QR code and the new QR code with payment information. [Order stickers](#)
 - Paylink**: Including QR code for postal delivery. **NEW** 1.35% plus CHF 0.30 per transaction. For payments via digital channels (website, WhatsApp, e-mail, SMS, etc.), without the need for an online shop or integration. Ideal for orders and deliveries. [How do I use a paylink?](#) [Order paylink](#)
- Integrate TWINT seamlessly**
 - Cash register or payment terminal**: You use a cash-register system or payment terminal that supports TWINT. [Go to cash-register software providers](#). [Integrate TWINT](#)
 - Online shop**: Integrate TWINT into your online shop quickly and seamlessly to provide your customers with a convenient and secure payment method. Our Express Checkout solution makes paying even easier and faster! [Integrate TWINT](#)
 - App shop**: You have an app shop and your payment service provider is Datatrans. Other payment service providers (PSP) are not currently available. [Go to payment service providers](#). [Integrate TWINT](#)

Select the right product for you

Select the shopping experience you would like to offer your customers: Standard, Express Checkout or Combi Package.

Good to know: If you would like to offer your customers 'TWINT Express Checkout' but you have already integrated TWINT via a PSP (payment service provider), you can still use our TWINT plug-in. Both solutions can be used in parallel without any problems.

Which shopping experience would you like to offer your customers in your online shop with TWINT?

| | Standard | Express Checkout | Combination package |
|--|---------------------|--|---------------------|
| Access to more than 5 million potential customers | ✓ | ✓ | ✓ |
| Increase in revenue for your online shop | ✓ | ✓ | ✓ |
| Customer satisfaction thanks to maximum simplicity | ✓ | ✓ | ✓ |
| Simplification of the checkout process and a reduction in the number of aborted payments | — | ✓ | ✓ |
| Transmission of customer data to automatically populate the order form | — | ✓ | ✓ |
| Stand out from the competition by offering a high degree of flexibility for your customers | — | — | ✓ |
| Can be integrated via the shop plug-in | ✓ | ✓ | ✓ |
| Can be integrated via a payment service provider | ✓ | — | — |
| Costs | 1.35% / transaction | Introductory offer Set up now and benefit: Activate Express Checkout or combination package for free and only pay the standard transaction fee of 1.35% until the end of 2024. | |

[More information?](#) Select Select Select Cancel

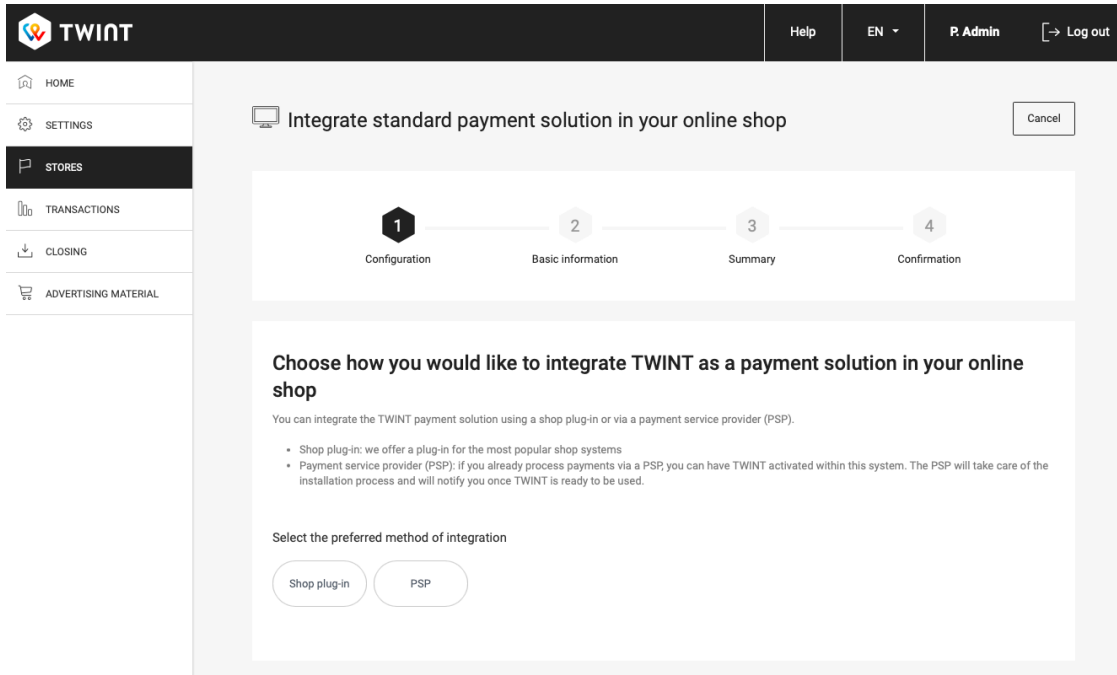
To create a shop, you will need to enter all of the details in four simple steps:

1. Configuration
2. Basic information
3. Summary
4. Confirmation

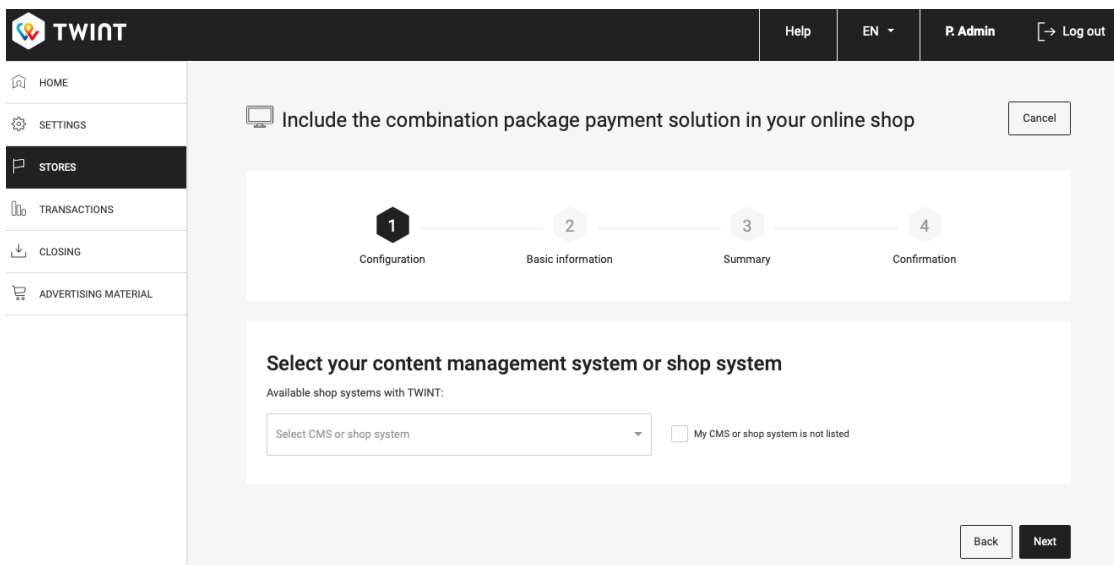
1. Configuration

Standard

You can integrate TWINT using a plug-in for your online shop system or via a PSP (payment service provider). An overview of all of the supported partners is available at <https://www.twint.ch/en/business-customers/our-solutions/online-shop/?lang=en>.



Select your content management or shop system from the drop-down menu. For further information about TWINT Express Checkout, please visit www.twint.ch/express-checkout.



SSL certificate for your online shop

If you are setting up your shop for the first time, you will need to order an SSL certificate (Secure Sockets Layer) free of charge. This certificate ensures that the transfer of data between your online shop and the customers is secure and protected. During the process, you will be prompted to create a password. The certificate will be made available to you at the end of this process.


SSL certificate

In order to be able to use TWINT as a payment method in your online shop, you will need to set up the free SSL certificate from SwissSign on a one-off basis. This certificate will enable you to encrypt all of the data in the payment process. In turn, this will protect you and your customers against hacker attacks, identity theft and phishing.


The certificate is free and will be made available to you as soon as you register.

Generate a password for the SSL certificate

Enter password

At least 8 characters (letters and numbers) 

Repeat password

At least 8 characters (letters and numbers) 

2. Basic information

Provide the basic information about your shop, such as the name or the logo, as it should be displayed in the TWINT app.

Shop

Your customers will see this data when they pay with their TWINT app.

Logo

Your customers will see this logo when they pay with their TWINT app.

Logo recommendations

- PNG or JPEG format
- Dimensions: 800 x 400 pixels
- Maximum file size: 300 KB

Account for your daily income

We will transfer your income to you on a daily basis. You can create a separate account for each shop, or select or add the same account for all of your shops.

If you register without providing an entry from the Commercial Register, we will need a statement from the account to which we are to transfer your income for verification purposes. The company name or the account holder's name, address, IBAN and account number must be visible.



Sector

Category

Sub-category

Store

Name of store

Street, house number

Postcode, town

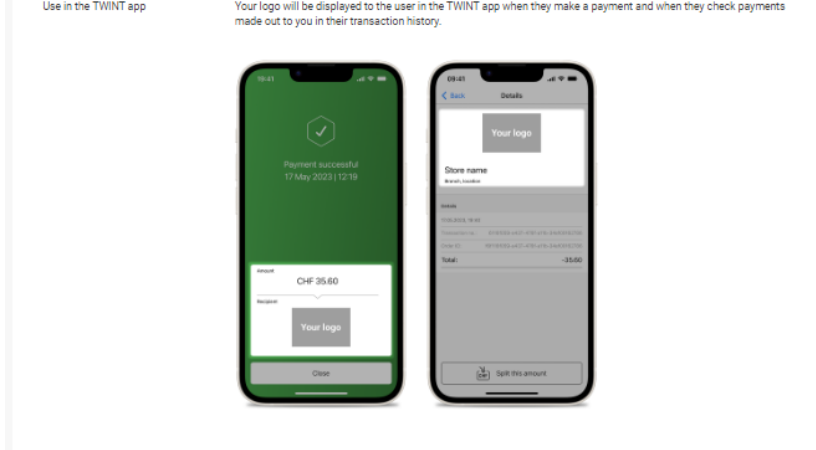
Country

Website

Logo (optional)

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

This logo may be used by TWINT for advertising purposes.



Account for payments

Account

[Add account](#)

Account holder

Name in the statement



3. Summary

Check all of the information you entered closely once again and make any corrections or amendments that are necessary. Click ‚Save‘ and the system will create your shop.

Welcome!

Integrate Express Checkout payment solution in your online shop

Cancel

1 Configuration 2 Basic information 3 Summary 4 Confirmation

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

Configuration

Payment solution: Express Checkout
Integration type: Shop plug-in: TWINT payment extension for Magento 2

Basic data

Sector: Eating places and Restaurants
Name of the store: TWINT
Street, house number: Kramgasse 12
Postcode, town: 3000 Bern
Country: Switzerland
Website: www.twint.ch
Account for payments: CH65 0023 0230 2500 5779 8
Account holder: Alice
Name of store (for statement)/terminal code: TWINT
Logo: Shoppo
This logo may be used by TWINT for advertising purposes.

Back Save

4. Confirmation

Your shop has now been created. We have sent you a confirmation e-mail with all of the details. If you are registering a shop for the first time, we will also send you confirmation by post. This is required by law.

Once we have created your shop, you will have two options:

1. Shop plug-in: Download the shop plug-in for your online shop system from your provider's website and follow the instructions. For further information on the TWINT plug-in, please see <https://www.twint.ch/geschaeftskunden/unsere-loesungen/express-checkout/>.

2. Payment service provider (PSP): The payment service provider will activate TWINT as a payment option. The process differs from one provider to the next. It would be best to contact your provider directly.

Follow the instructions, download your SSL certificate and activate TWINT in your online shop using your UUID number.

Integration with the shop plug-in

Integrate Express Checkout payment solution in your online shop

1 Configuration 2 Basic information 3 Summary 4 Confirmation

Thank you!
Your store has been set up. We have sent you a confirmation e-mail.

Next steps

- 1. Download shop plug-in**
Download your shop plugin [here](#).
- 2. Download SSL certificate**
You need the free certificate once to integrate TWINT. Download it [here](#) or within the next 30 days under the "Settings" menu item and give it to your technical partner with the password you set.
If you have a technical partner for your online shop, they will need the certificate and your password.
- 3. Activate TWINT in your online shop**
Follow the instructions in the operating manual for your shop system. In order to activate TWINT for your online shop, you will need the UUID (universally unique identifier) that unequivocally verifies the identity of your online shop.
Your UUID: 8115c51c-7e76-4235-9002-935a6ff1d0b5

Tip: you can also find your UUID in the "Settings" menu under "User management".

Do you have any questions?
You can find the answers to most questions in our comprehensive [FAQ](#).

[To the overview](#)

Integration via payment service provider (PSP)

Help EN P. Admin Log out

HOME SETTINGS STORES TRANSACTIONS CLOSING ADVERTISING MATERIAL

Integrate standard payment solution in your online shop

- 1 Configuration
- 2 Basic information
- 3 Summary
- 4 Confirmation

Thank you!
Your store has been set up. We have sent you a confirmation e-mail.

Next steps

- 1. Activation via payment service provider (PSP)**
The payment service provider selected by you will approve the TWINT payment option. Integration will be taken care of differently, depending on the provider. Some providers will notify you once the integration has been completed, while others will require you to make contact yourself.
- 2. Activate TWINT in your online shop**
Follow the instructions in the operating manual for your shop system. In order to activate TWINT for your online shop, you will need the UUID (universally unique identifier) that unequivocally verifies the identity of your online shop.
Your UUID: `ea580c2e-8fec-4d74-b973-5b241974d35b`
Tip: you can also find your UUID in the "Settings" menu under "User management".

Do you have any questions?
You can find the answers to most questions in our comprehensive [FAQ](#).

To the overview

Added value functions in the TWINT business portal

Settings

Manage all of your settings and customers. For example, you can grant your deputy access to the TWINT business portal when you go on holiday.

Shops

The overview will display all of your shops sorted by payment solutions. Here, you can also edit all of the information entered. For example, if you would like to change an address, simply open the 'Stores' menu and click the pencil symbol next to the store entry that you would like to update.

Transactions

The transactions overview contains details of all of your income and expenditure. You can create user-defined reports and export these in .raf or .csv format, apply filters to transactions, search for individual transactions and initiate reversals and credits.

Downloads

Download your daily statements in .raf or .csv format.

