



The payment link

Do you not have an online shop, but still want to collect payments online with TWINT? It couldn't be easier. In this guide, we provide step-by-step instructions on how easy it is to create your payment link.

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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

Click „Create payment link“ on the home page.

The screenshot shows the TWINT merchant portal interface. On the left is a navigation menu with options: HOME, SETTINGS, STORES, TRANSACTIONS, CLOSING, and ADVERTISING MATERIAL. The main content area is titled "Welcome" 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. 1.33% 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 and/or terminal 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](#)

At the bottom right of the page, it says "TWINT merchant portal version 50.0.76".

1. Entering 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

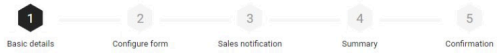
Account for your income

We will transfer your income to your account. 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.

Create a paylink or QR code for postal delivery

Cancel



Sector

Category

Sub-category

Store

Name of store

Street, house number

Postcode, town

Country

Website (optional)

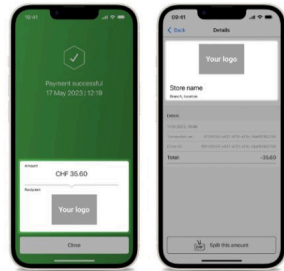
Logo (optional)

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.

Use in the TWINT app

Your logo will be displayed to the user in the TWINT app when they make a payment and when they check payments made out to you in their transaction history.



Account for payments

Account

[Add account](#)

Account holder

Next

2. Setting up the form

Define which fields are mandatory or optional for your customers to fill in and which information should be sent to you.

The screenshot shows the 'Configure the module' step in the TWINT merchant portal. The page title is 'Creare link di pagamento o codice QR per attività a distanza'. A progress bar at the top indicates five steps: 1. Dati di base, 2. Configurare il modulo (current step), 3. Notifica di vendita, 4. Riassunto, and 5. Conferma. The main content area is titled 'Configurare il modulo' and contains a table for configuring fields. A note states: 'Definisci quali informazioni necessarie o facoltative necessarie per la transazione della persona che effettua il pagamento. Con queste informazioni supplementari puoi offrire altre alternative ad esempio pre-ordini, opzione indirizzo desiderato, assegnazione di pagamenti e molto altro ancora. Puoi modificare il modulo a tuo piacimento anche dopo la creazione del link di pagamento - non è necessario creare un nuovo link di pagamento.' Below the note is a table with three columns: 'Non richiesto', 'Opzionale', and 'Obbligatorio'. The fields listed are: Name (Nome, Cognome), Address (Indirizzo: Via e numero civico, NPA, Località), Contact (Indirizzo e-mail, Numero di telefono).

	Non richiesto	Opzionale	Obbligatorio
Nome			
Nome	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cognome	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indirizzo			
Via e numero civico	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPA	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Località	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contatto			
Indirizzo e-mail	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numero di telefono	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Setting up notifications

Define whether you want to receive free e-mail notifications for each payment.

The screenshot shows the 'Sales notification' step in the TWINT merchant portal. The page title is 'Create a paylink or QR code for postal delivery'. A progress bar at the top indicates five steps: 1. Basic details, 2. Configure form, 3. Sales notification (current step), 4. Summary, and 5. Confirmation. The main content area is titled 'Sales notification' and contains a checkbox for 'I would like to receive a confirmation via e-mail for each transaction.' which is checked. Below the checkbox are two input fields: 'E-mail address' with the value 'sarah.ryffel@twint.ch' and 'Language' with a dropdown menu set to 'English'. There are 'Back' and 'Next' buttons at the bottom right. The footer text reads 'TWINT merchant portal version 00.0.76'.

You can check all transactions in your merchant portal in real time and export the data.

4. Reviewing the summary

Check all the information you entered and make any corrections or amendments that are necessary.

The screenshot shows the TWINT merchant setup interface. At the top, there's a navigation bar with 'HOME', 'SETTINGS', 'STORES', 'TRANSACTIONS', 'EARNING', and 'ADVERTISING MATERIAL'. The main content area is titled 'Create a payment link or QR code for postal delivery' and shows a progress bar with 5 steps: 1. Basic details, 2. Configure form, 3. Sales notification, 4. Summary (current step), and 5. Confirmation. Below the progress bar, there's a 'Summary' section with the text: 'Have you checked your details? You can make changes after saving your details at any time.' The summary is divided into three sections: 'Basic data', 'Account for payments', and 'Sales notification'. Each section has a checkbox to its right, all of which are checked. The 'Basic data' section includes: Sector (Financial institutions - Manual Cash Disbursements), Name of the store (Lola AS), Street, house number (Eichackerstrasse 13), Postal code, town (8400 Winterthur), Country (Switzerland), Website (Lola AS, Winterthur), Name of client (for statements)/terminal code (Lola AS, Winterthur), and Logo (a logo for Lola AS with the text 'This logo may be used by TWINT for advertising purposes'). The 'Account for payments' section includes: Account for payments (CH44 3100 0000 9017 0287 4) and Account holder (Sarah Nyffeler). The 'Sales notification' section includes: E-mail (sarah.nyff@twint.ch) and Language (English).

5. Saving confirmation

Click „Save“ and the system will create your payment link.

Your shop has now been created. We have sent you a confirmation e-mail with all 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.

Good to know: If you have newly registered as a merchant, we will need to check your details, which can take up to 30 days. During this time, you will already be able to accept payments with TWINT. However, we will only be able to pay out your credit once the check has been completed. If you have any questions, please contact merchantonboarding@twint.ch.

6. Copying the payment link

You can copy and save the payment link you have just created and also share it with your customers. The TWINT payment link can be reused as many times as you would like. This means that you do not need to create a new link for each payment.

https://go.twint.ch/1/e/tw?tw=acq_bctFtgadQcM6mifZ5MuWcLNVtje45e_jLYJ2jT5MYkERh0hFRdsf9arM--BSP4bk

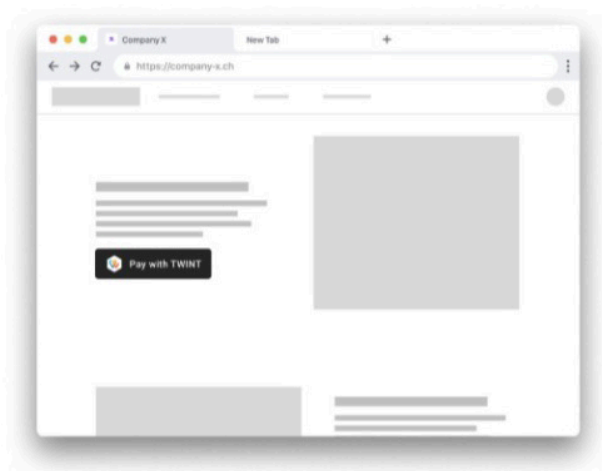


7. Inserting a button with the payment link

You can also include the payment link as a button on your website or in your newsletter. Create a button that matches the style and layout of your website or HTML e-mail, copy the code and paste it into the HTML code. Further information is available in our [documentation](#).

Optional: Insert the paylink as a button on your website or in your newsletter

If you would like to insert a TWINT payment button on your website or in a newsletter, configure the button and copy the code to the position on your website or in a newsletter where you would like the button to be displayed.



[Create a paylink as a button](#) ▾

8. Creating a QR code for postal delivery

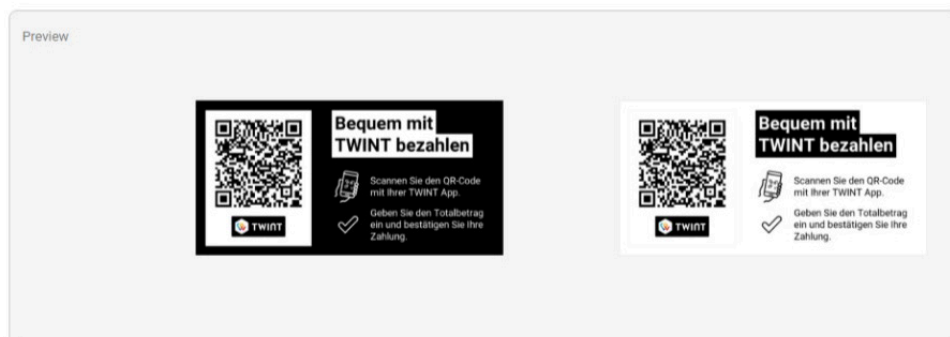
You can create a special QR code for distance transactions. The TWINT QR code for postal delivery is only intended to be used on flyers, order forms and other printed materials. You can download the desired language version in 2 colour versions. Further information is available in our [documentation](#).

QR code for postal delivery

The QR code for postal delivery makes it easier for you to execute distance transactions in an analogue manner. Please use this QR code only for postal delivery. The QR code is valid until you delete it and does not change if you amend the settings. Further information is available in the [documentation](#).

Language

German ▾



Download



9. Guidelines for using the TWINT payment link

It is forbidden to publish the TWINT payment link without reference to an order or additional information about a purchase. The TWINT payment link will not generate a receipt. The merchant must by law provide a legally valid receipt. It is forbidden to include a TWINT payment link in a separate image file. Instead, use the TWINT payment button in the merchant portal.

Use in e-mails

You must not use the TWINT payment link in mass mailings.

Use on websites

You must publish the TWINT payment link as a payment button on a website. The configurator and the explanations regarding how to use it can be found in the merchant portal.

Use in social media

You may not share the TWINT payment link publicly on social media. However, you can send it in direct messages.

Personalised TWINT payment link

You may only share TWINT payment links containing personal information with the person or group of people for whom the personalised TWINT payment link is intended.



Added value functions in the TWINT business portal

Settings

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

Shops

The overview will display all your shops sorted by payment solutions. Here, you can also edit all 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 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 .csv format, apply filters to transactions, search for individual transactions and initiate reversals and credits.

Statements

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

