



Instructions for business customers

Online shop with TWINT

Welcome to TWINT!

You have an online shop and would like to collect payments with TWINT. On the following pages, we provide you with a step-by-step explanation of just how easy this is.

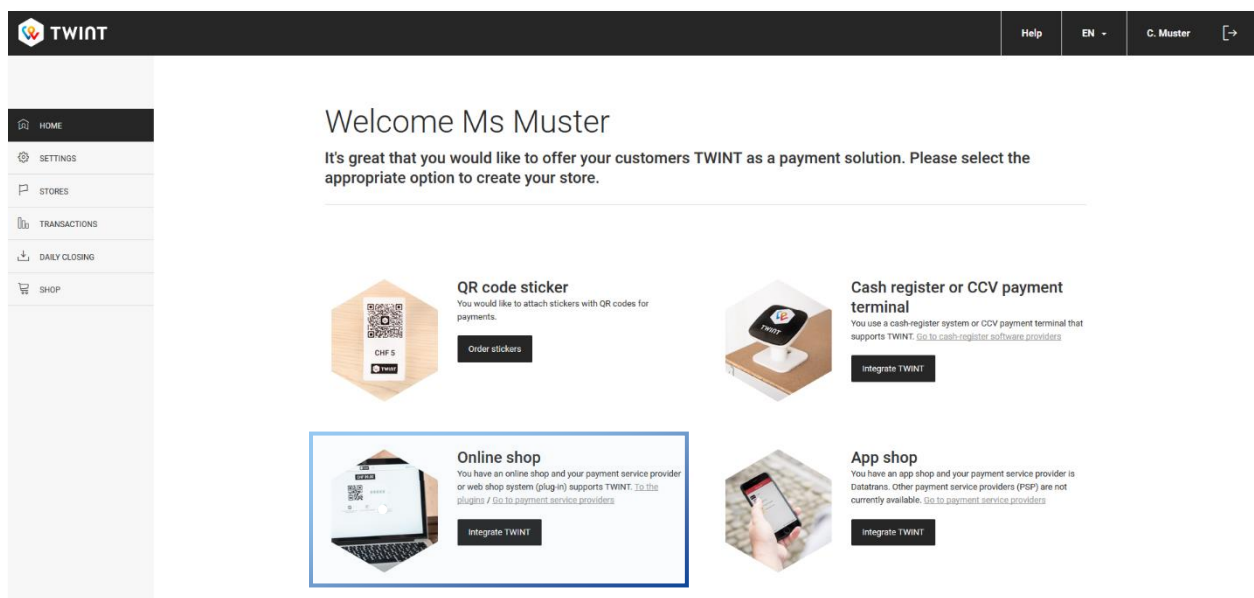
Part 1: Register your online shop for TWINT

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 in your online shop, please enter a new store. This is also necessary even if you already use other TWINT products.

How to create a new store

Select 'Online shop' on the homepage or select 'Stores' in the left-hand navigation bar and then 'Add online shop'.



Your store will be created after completing these four steps:

- 1 Basic details
- 2 Connection
- 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.

Logo

Upload a 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

The screenshot shows the 'Add online shop' form in the TWINT admin interface. The form is titled 'Add online shop' and has a 'Cancel' button. It is divided into four steps: 1. Basic details, 2. Connection, 3. Summary, and 4. Confirmation. The 'Basic details' step is currently active. The form fields are as follows:

- Sector:** Please enter the sector.
- Category:** Services
- Subcategory:** Business Services, Not Elsewhere Classified
- Name of store:** TWINT online shop
- Street, number (optional):** Online shop street, 10
- Postcode, town (optional):** 3007, Bern
- Website:** 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. There is a checkbox for 'This logo may be used by TWINT for advertising purposes.' and a 'Drag logo here or upload it' area.

2. Connection

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

Integration

You have two different options for connecting TWINT to your online shop.


Shop plug-in: we offer a plug-in for the most popular online shop systems. The plug-in can be purchased very easily via a provider. You can generally select whether the provider should take on responsibility for the installation straight away and thus save you any additional work. List of supported online shops:

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

PSP (payment service provider): if you already process payments via a payment service provider (PSP), you can also have the provider activate TWINT for you. The PSP takes on responsibility for the installation and informs you as soon as TWINT is ready to use.


List of supported PSPs:

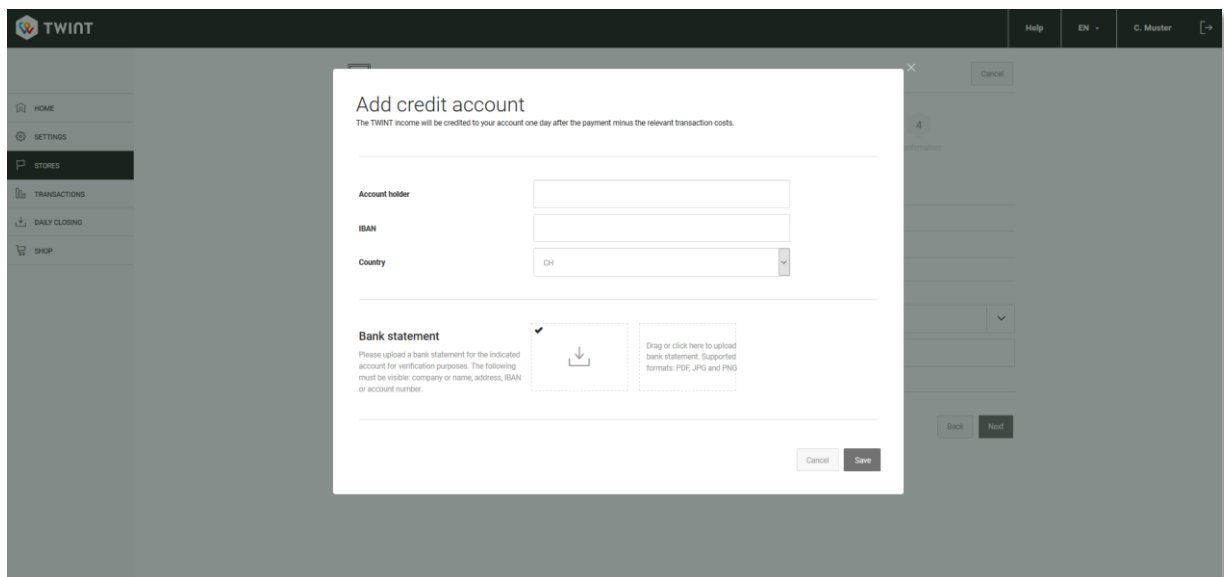
<https://www.twint.ch/en/business-customers/products/payment-service-providers/>

 **Important:** is your shop system/payment service provider not on the list yet? Contact your provider for the desired integration of the TWINT payment method.

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.



3. Summary

Check all of your details again and edit these if necessary.
Click on 'Send order' to create the store.

The screenshot shows the 'Add online shop' summary page in the TWINT interface. The page is titled 'Add online shop' and features a progress bar with four steps: 1. Basic details, 2. Connection, 3. Summary (current step), and 4. Confirmation. The main content area is divided into two sections: 'Basic data' and 'Further details'. The 'Basic data' section includes fields for Sector (Business Services, Not Elsewhere Classified), Name of store (TWINT online shop), Street number (Online shop street 10), Postal code, town (3007 Bern), and Website (www.twint.ch). A logo image is displayed below these fields. The 'Further details' section includes fields for Integration type (PSP (payment service provider): TWINT SPS), Credit account, and Name of store (for statements)/CCV terminal code. At the bottom right, there are 'Back' and 'Send order' buttons. The left sidebar contains navigation options: HOME, SETTINGS, STORES (selected), TRANSACTIONS, DAILY CLOSING, and SHOP. The top right corner shows 'Help', 'EN', and 'C. Muster'.

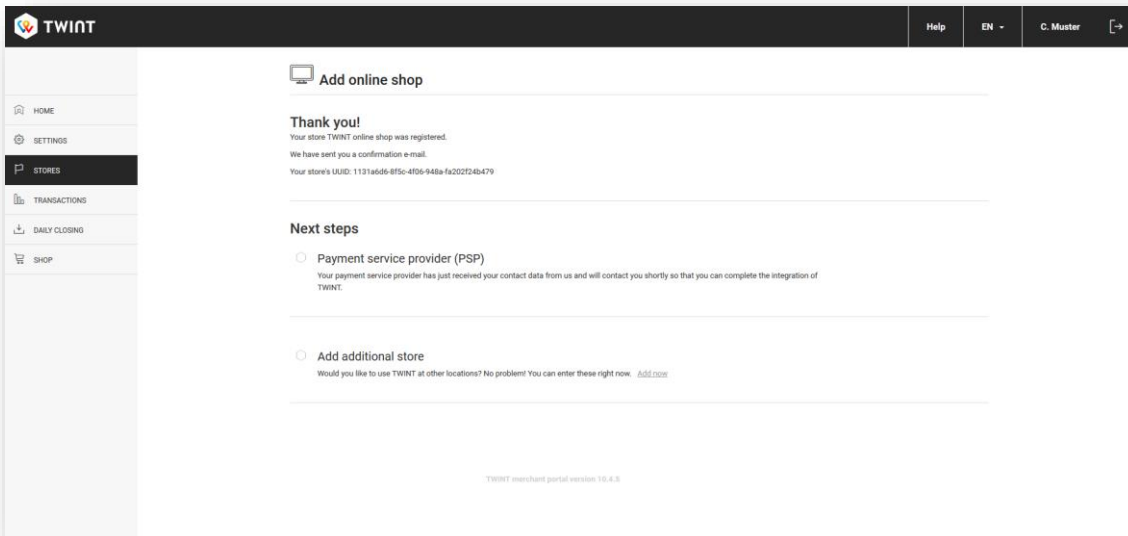
4. Confirmation

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.

Integration

The next steps are indicated to you the confirmation screen. These next steps may include the following:

- 1 Shop plug-in:** please contact the relevant provider to complete the integration of TWINT. The plug-in can be purchased very easily via a provider. You can generally select whether the provider should take on responsibility for the installation straight away and thus save you any additional work.
- 2 PSP (payment service provider):** your payment service provider has received your contact data from us and will contact you shortly so that you can complete the integration of TWINT.



Add additional store

Enter an additional store with TWINT.

Part 2: Other merchant portal functions

Settings

You can 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.