WORLDLINE

TWINT on payment terminal

Quick guide

Digital Payments
for a Trusted World

TWINT

Welcome
to TWINT

LET'S START.

**On the following pages you will learn step-by-step how easy
it is to pay with TWINT on your payment terminal. We suggest you
keep this quick guide at hand next to your cash register.
TWINT is the mobile payment solution from Worldline and the
largest Swiss banks.**

**More information at:
worldline.com/merchant-services/twint**
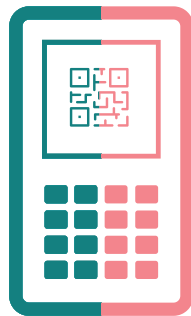
①

Customer would like to pay with TWINT

Type in the amount on your payment terminal or cash register system, like you would with a conventional card payment, and confirm by pressing OK.

②

QR code on payment terminal

The QR code now appears on your payment terminal.
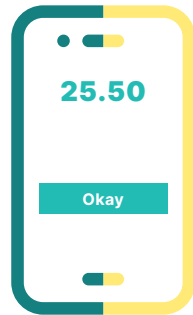
③
Scan QR code

The customer scans the QR code
from a distance of 15 – 20 cm with the
TWINT app.

④

Payment

The customer verifies the payment
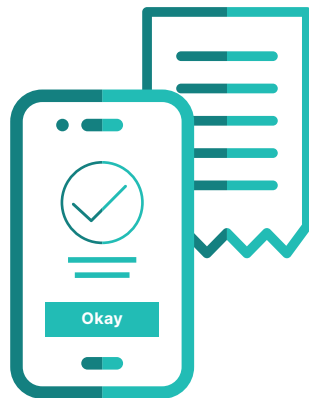with the TWINT app.

❺
Receipt

As usual, you will receive a receipt
from your payment terminal
or your cash register system.

❻

Customer receives receipt

Your customer will receive the printed
sales receipt just like before,
as well as a confirmation of payment
in the TWINT app.

The most important in brief

Optimum scanning distance between payment terminal and smartphone.
Worldline recommends a distance of 15 – 20 cm between payment terminal and smartphone when scanning the QR code. Please inform your customer about this.

Your customers and you must have access to a mobile network.
As well as with credit and debit card payments, a LAN, radio network or Wifi is also necessary for TWINT. Your customer needs to have access to a radio or Wifi network on his or her smartphone too.

Only begin the payment process once your customer is ready.
The QR code must be scanned within 60 seconds. If it's not scanned within this 60 seconds, the process will be cancelled. In this case, start the payment process again.

In cases of waiting times: Open TWINT whilst queuing.
Ask your customer to already open the TWINT app whilst waiting in the queue and to get ready for the payment. This reduces waiting times.

Avoid light reflection on the payment terminal screen.
Please check whether the payment terminal screen is exposed to a high reflection of light and move the payment terminal if necessary. If a customer does not stick to a distance of 15 – 20 cm, then please remind him or her to do so. If the QR code still cannot be read, please contact your terminal hotline.

Your local point of contact can be found at: worldline.com/merchant-services/contacts