WORLDLINE

WeChat Pay at the payment terminal

Quick guide

Digital Payments
for a Trusted World

微信支付
WeChat Pay

Welcome
to WeChat Pay

LET'S GO!

WeChat Pay is a mobile payment solution from China.

The following pages will demonstrate to you on a step-by-step basis how easy it is to pay with WeChat Pay at your payment terminal. We recommend keeping this quick guide close to your cash register so that it is there when you need it.

**More information can be found at:
worldline.com/merchant-services/wechatpay**
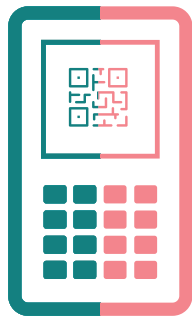
①

Customer wishes to pay with WeChat Pay

Type the amount into your payment terminal or cash register system and confirm by pressing "OK", as you would for a conventional card payment.

2

QR code on the payment terminal

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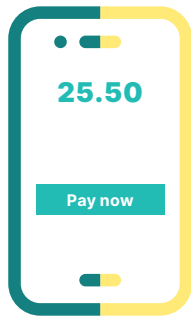
3 A
Scan QR code

The customer scans the QR code
with their WeChat Pay app at a distance
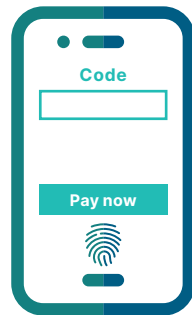of 15–20 cm.

3 B

Information about the transaction

After the customer has scanned the QR code, the transaction details will then be displayed to them in the WeChat Pay app.
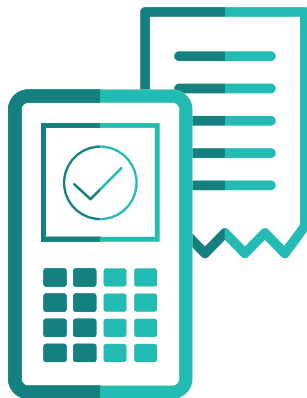
25.50

Pay now

❹
Confirm payment

The customer enters their PIN or uses
their fingerprint to confirm
the payment in the WeChat Pay app.

Code

Pay now

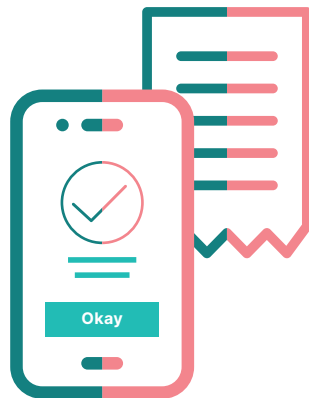**❺**
Receive a receipt

You will receive a payment receipt
from your payment terminal or
your cash register system as usual.

6

Customer receives receipt

As before, your customer receives
the printout of the till receipt and a payment
confirmation in their WeChat Pay app.

Okay

A brief overview of the important points

Optimal scanning distance between payment terminal and smartphone.
When scanning the QR code, Worldline recommends a distance of 15–20 cm between the payment terminal and smartphone. Please inform your customers about this.

Both you and your customers must have a mobile data connection.
As with credit and debit payments, WeChat Pay also requires a LAN, wireless or WiFi connection. Your customer must also have a wireless or WiFi connection on their smartphone.

Only start the payment process when your customer is ready.
Your customer must scan the QR code within 60 seconds. If this doesn't happen, the payment will be cancelled, as with standard card payments. In this case, please start the payment process again.

If there's a queue: open WeChat Pay whilst you wait in the queue.
Ask your customers to open the WeChat Pay app while they wait in the queue and get ready to make a payment. This may reduce waiting times.

Avoid light reflection on the payment terminal display.
Please ensure that the payment terminal display is not exposed to a lot of light reflection and move your payment terminal if necessary. If the customer does not adhere to the optimum distance of 15–20 cm, please ask them to do so. If the QR code still cannot be read, please contact your technical terminal hotline.

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