Worldline Crypto Payments at the point of sale

Quick guide

Welcome to Worldline Crypto Payments

LET'S GO!

On the following pages, you will discover step by step how easy it is to accept payments with Crypto Payments. Allow your customers to pay with cryptocurrencies at the point of sale in just a few steps.

Find out more:
worldline.com/merchant-services/crypto-payments

❶

Customer wants to pay in cryptocurrency

Ask your customer to open their crypto wallet. Payment is possible with any crypto wallet.

❷
Open the WL Crypto Payments app and enter amount

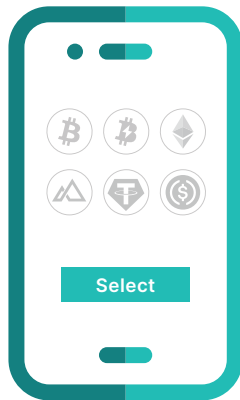Open the Worldline Crypto Payments app on your device and enter the desired amount of the transaction in Swiss francs (CHF) and confirm. You can also enter a reference ID as additional information about the transaction.

CHF 130

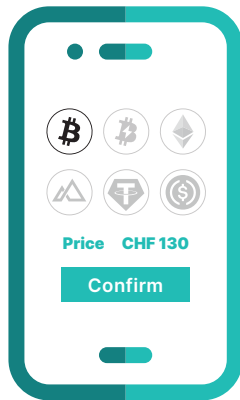**Confirm**

❸
Select cryptocurrency

Select the preferred cryptocurrency.
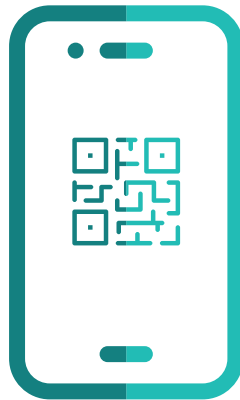A receipt can be sent by e-mail following payment confirmation.

Select

④
Confirm amount

Confirm the amount of the transaction in Swiss francs (CHF).

Price **CHF 130**
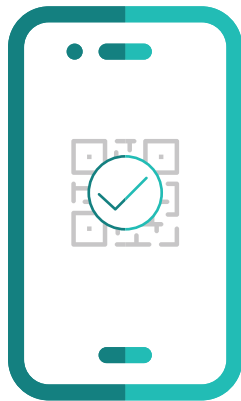
Confirm

❺

Scan QR code

The customer scans the QR code with their crypto wallet.

❻

Receive confirmation

After successfully completing
the transaction, you will
receive visual confirmation in your
Worldline Crypto Payments app.

Key points at a glance

Does your customer need an Internet connection?
In order to pay with Worldline Crypto Payments, your customers need to have a wireless or Wifi connection on their smartphone.

Is a transaction with cryptocurrencies secure?
Crypto transactions meet the same security standards as all other payment methods we offer. As soon as you receive a confirmation in the Worldline Crypto Payments app, we guarantee the pay-out to you.

Where can I find an overview of the crypto transactions executed?
You can find an overview of all successful transactions in the Worldline Crypto Payments app. Using the transaction ID, you can also view the transactions in your pay-outs or in the information available in the usual merchant portals.

How do refunds work?
Refunds take place at the point of sale directly between you and the customer (in CHF) and not via the Worldline Crypto Payments app.

What happens in the case of an overpayment?

An overpayment may occur when your customer manually changes the payment amount in their crypto wallet – this is only possible with certain crypto wallets. In this case, provide a refund in Swiss francs (CHF).

What happens in the case of a partial payment?

A partial payment may occur when your customer manually changes the payment amount in their crypto wallet – this is only possible with certain crypto wallets. A partial payment is displayed to you in the Worldline Crypto Payments app. In this case, please ask your customer to pay the remaining amount.

How do chargebacks work?

Chargebacks are not possible with Worldline Crypto Payments.

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