

# Worldline Crypto Payments in e-commerce

**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 Worldline Crypto Payments. Allow your customers to pay with cryptocurrencies in your online shop in just a few steps.

Find out more:  
[worldline.com/merchant-services/crypto-payments](https://worldline.com/merchant-services/crypto-payments)

1

## Customer wants to pay in cryptocurrency

During the check-out process for an online order, your customer selects cryptocurrency as their means of payment in the payment window.



2

## Select cryptocurrency

The customer now sees a selection of cryptocurrencies they can use to pay and selects the preferred currency.



3

## QR code is generated

A QR code is generated automatically and appears in the payment window.



4

## Scan QR code

The customer scans the QR code with their crypto wallet and confirms the payment.



5

## Receive confirmation

As usual, you receive confirmation of successful payment from your payment service provider and your shop system if applicable.



6

## Customer receives confirmation

The customer receives a payment confirmation in their crypto wallet.





# 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.



## 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 payment confirmation, we guarantee its pay-out to you.



## Where can I find an overview of the crypto transactions executed?

You can find an overview of the crypto transactions executed via our normal merchant portals.



## How do refunds work?

Refunds can be automatically initiated via Saferpay. Your customer receives an e-mail where they can enter their bank details. Refunds are in Swiss francs (CHF) and paid directly to a Swiss bank account.



### How do chargebacks work?

Chargebacks are not possible with Worldline Crypto Payments.



### 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. If your customer does not pay the total amount, the paid partial payment will be automatically refunded. You receive a payment confirmation once the total amount has been paid.



### 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, you receive a payment confirmation and the difference is automatically refunded to your customer.



### Can your customers also shop with their smartphone?

If your customer has a crypto wallet on their smartphone, your customer can complete the transaction directly in their crypto wallet. Alternatively, the crypto address and amount can be manually copied into the crypto wallet.

Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

