

Using Alipay at the terminal

Quick guide

Digital Payments
for a Trusted World



Welcome to Alipay

LET'S GO.

On the following pages, you will discover step by step
how easy it is to pay with Alipay.

More information at:
worldline.com/merchant-services/alipay

1

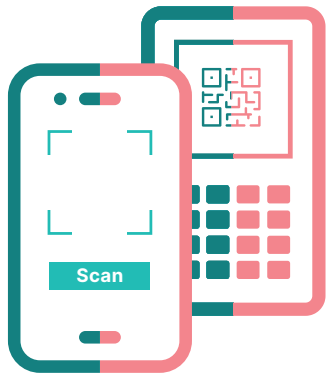
Customer wants to pay with Alipay

Ask the customer to launch their
Alipay app.



2 Scan QR code and pay

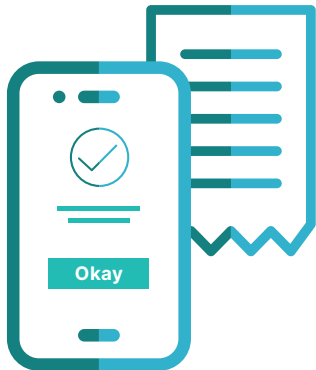
Enter the purchase amount at the cash register and ask your customer to scan the QR code at the terminal.



3

Confirmation of payment request

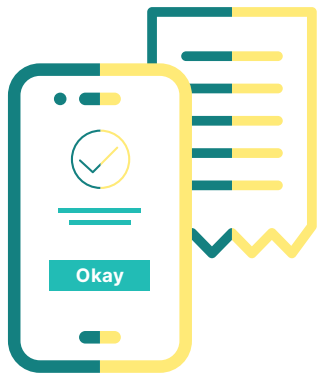
Your customer receives the payment request in their Alipay app, which must be confirmed in order to complete the payment process.



4

Customer receives confirmation and receipt

After successful payment, your customer receives a confirmation in his user app as well as a sales receipt.



The important points in brief



Internet connection

To pay with Alipay, your customer needs access to a mobile network or WLAN. For this reason, offer your customers access to your WLAN network whenever possible.



Refund process

The refund process is similar to the payment process. Enter the refunded amount in your POS and ask your customer to scan the QR code at the terminal with their Alipay app. After the scan is completed, the process must be confirmed by the customer by pressing the OK button on the terminal. The customer receives a receipt for the amount refunded.

Credits can only be generated with a QR code when the amount is identical to a customer's original payment (otherwise the credit will be rejected).

IMPORTANT: You must keep the goods. Worldline and Alipay will reconcile the customer's and merchant's credit – however, goods cannot be moved retrospectively.

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

