

Worldline



Payment Services

QUICK GUIDE

WECHAT PAY AT THE PAYMENT TERMINAL



微信支付
WeChat Pay



WELCOME TO WECHAT PAY

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:
six-payment-services.com/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.



3A

SCAN QR CODE

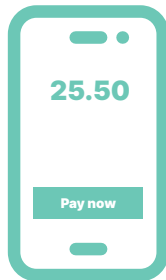
The customer scans the QR code with their WeChat Pay app at a distance of 15 – 20 cm.



3B

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.



4

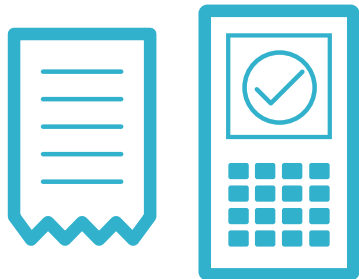
CONFIRM PAYMENT

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



5**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.



A BRIEF OVERVIEW OF THE IMPORTANT POINTS



Optimal scanning distance between payment terminal and smartphone.

When scanning the QR code, SIX Payment Services 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:

six-payment-services.com/contacts

six-payment-services.com
worldline.com

