

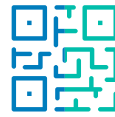
# Accepting Alipay+ and WeChat Pay at the Terminal

## Quick Reference Guide



### 1. Customer Wishes to pay with AliPay+ wallet or WeChat Pay

Type the amount into your payment terminal and confirm by pressing "OK".



### 2. Customer scans QR code to pay

Ask your customer to launch their digital wallet and scan the QR code that appears on the terminal.



### 3. Confirmation of payment request

Your customer receives the payment request in their digital wallet. Depending on their wallet settings, they must confirm with PIN or fingerprint to complete the payment process.



### 4. Customer receives confirmation and receipt

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

## SOME HELPFUL TIPS



### Optimal scanning distance between payment terminal and smartphone.

When scanning the QR code, ANZ Worldline Payment Solutions recommends a distance of 15-20cm 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, Alipay+ wallets and WeChat Pay also require 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.



### 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 15-20cm, please ask them to do so. If the QR code still cannot be read, please contact your technical terminal hotline.

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