

# Refunding Alipay+ and WeChat Pay at the Terminal

## Quick Reference Guide



### 1. Customer wants a refund with Alipay+ wallet or WeChat Pay

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



### 2. Customer scans QR to receive refund

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



### 3. Confirmation of refund

Your customer receives the refund request in their digital wallet.



### 4. Customer receives confirmation and receipt

After successful refund, your customer receives a confirmation in their user app as well as a 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 refund will be cancelled, as with standard card payments. In this case, please start the refund 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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