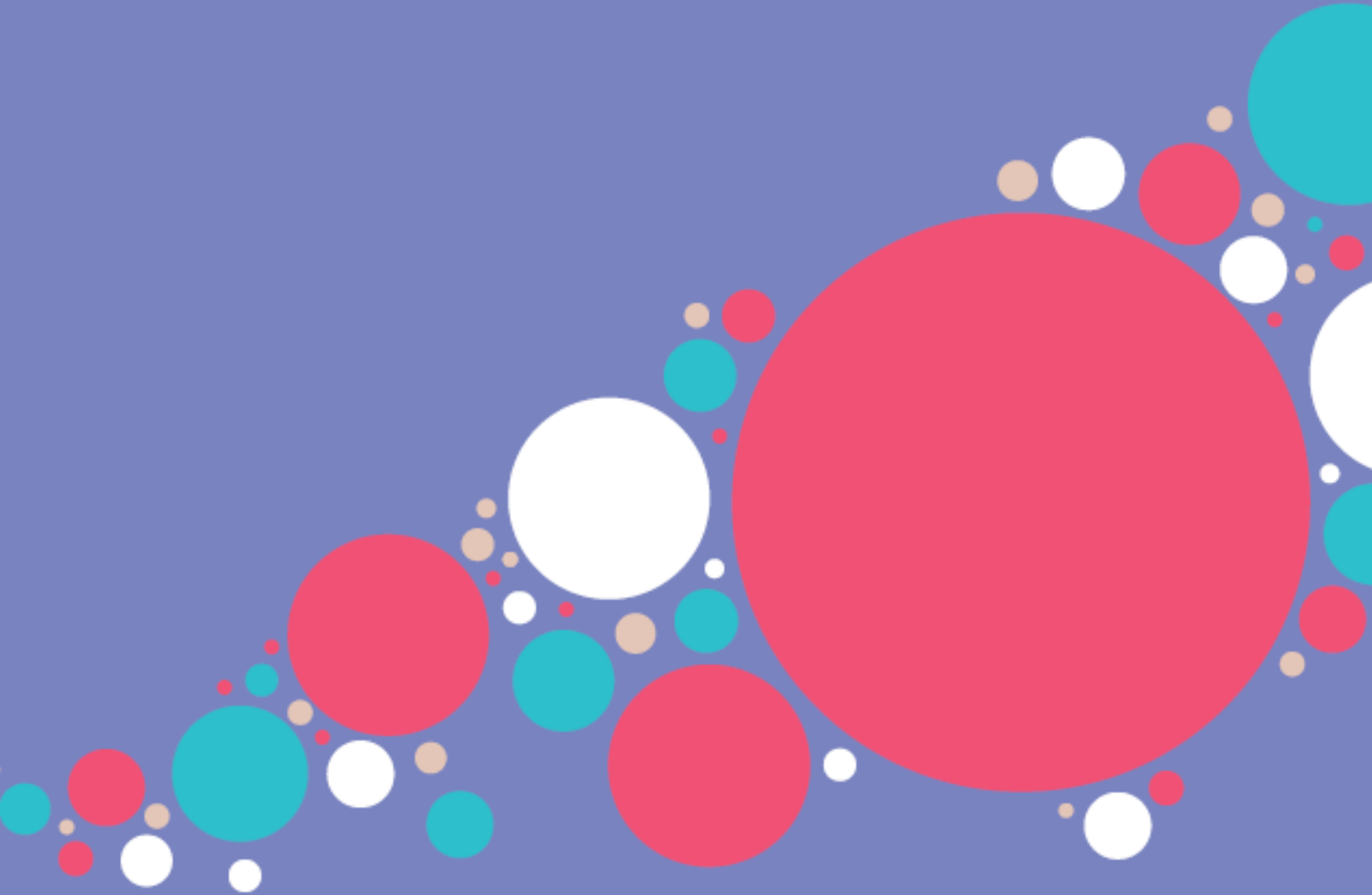


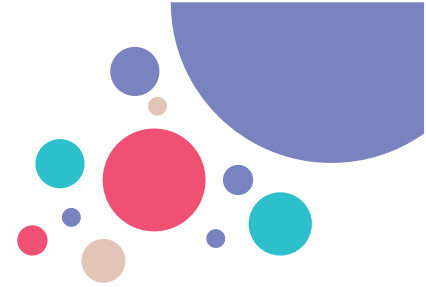
Paysafe:cash



Paysafecash Integration Design Guidelines

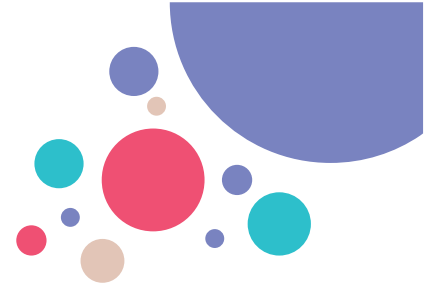


Version	Author	Status	Date
0.9	Robert Albrecht	DRAFT	24.06.2019
1.0	Robert Albrecht	FINAL	01.07.2019
1.1	Matthias Walch	DRAFT	12.05.2020
1.4	Matthias Walch	FINAL	30.09.2020



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1. Purpose of this document

This document is intended to provide design and text guidelines for the integration of Paysafecash as a payment method.

This document includes additional information to the API description which can be found here:

https://www.paysafecash.com/fileadmin/5_API/paysafecash/v3.html#/introduction/transaction-flow

2. Basic information

Logo:

or 2-line logo only for mobile applications

Paysafe:cash

**Paysafe:
cash**

Name of the payment option:

Paysafecash

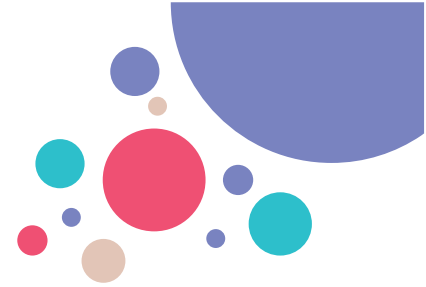
Please note, that the Paysafecash is always written with a capital “P” and without the “:” in between Paysafe and cash.

Means of the payment used:

Cash

Downloads:

All text and graphical elements that are required for integration can be downloaded at <https://www.paysafecash.com/en/business/downloads/> in all languages.



3. Steps included in a Paysafecash transaction

- 1) Selection of Paysafecash as payment option
- 2) Customer data takeover consent (optional)
- 3) Redirect to *Login or Register* at Paysafecash (optional, depending on customer's country)
- 4) Barcode
- 5) Payment

4. User Experience

This chapter shows the user story.

4.1. Step 1 - Customer selects Paysafecash as payment/deposit method





4.1.1. Web based integration

Example 1


PAYMENT

PAYMENT METHOD

☐ Credit card




☒ Pay with Cash




☐ Create your barcode and pay your order at a Payment Point in your area.

☐ PayPal



☐ EPS online transfer



VOUCHERS & DISCOUNT CODES (Optional)

Vouchers can be redeemed in the next order step "Confirm".

Please note: If the complete order is to be paid for with a gift certificate, please select PayPal to skip this order step.

Delivery

Free

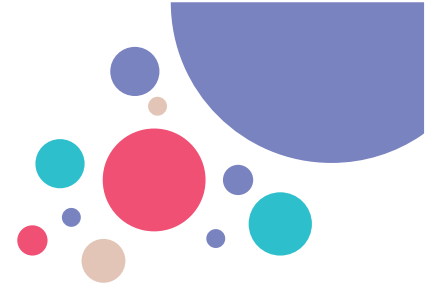
TOTAL (VAT included.)

59,90 €

CONTINUE

Check order in the next step and send

Figure 1a: Checkout page at web-shop



Example 2

Make Your Payment

Payment Amount: USD 1.00

Pay with

Credit/Debit Card

paysafecard

NETELLER

Paysafe:cash

Instant ACH

Play+

Powered by Paysafe

VISA SECURE

Pay cash – online!

1. Get the barcode

2. Find payment point

3. Scan & Pay

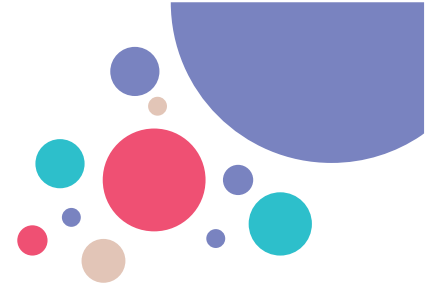
Top up your account with cash and a barcode at your local convenience store, which can be found [here](#)

By clicking the 'Proceed to Pay' button, you will be redirected to the Paysafeash website to make the payment.

Proceed to Pay

Figure 2b: Checkout page at web-shop

sales@paysafecash.com | www.paysafecash.com



4.1.2. App based integration (examples)

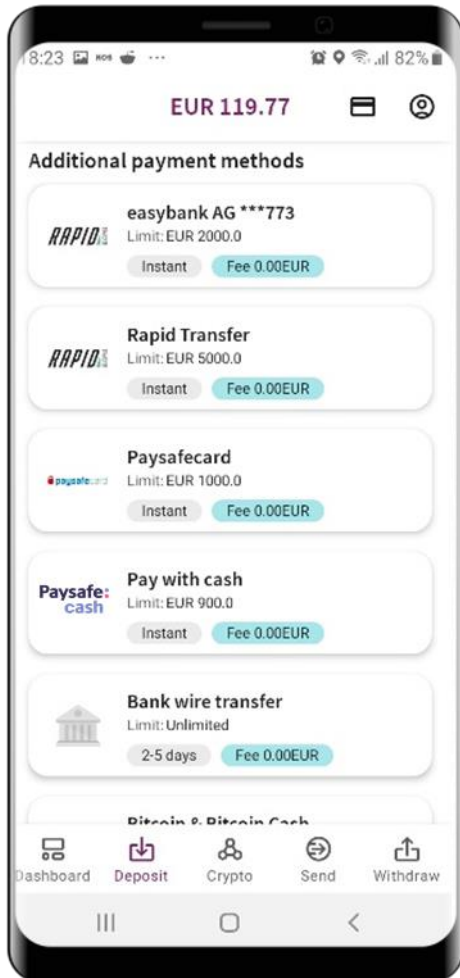


Figure 4: Checkout page at a mobile app

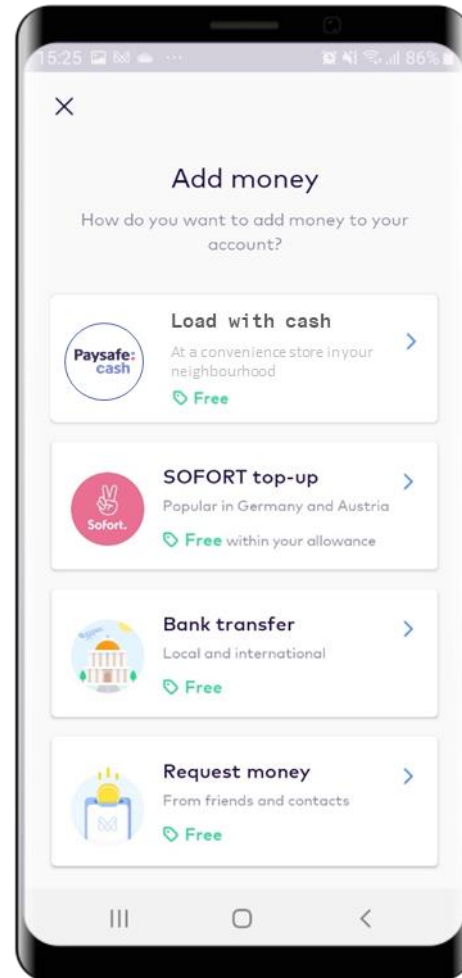
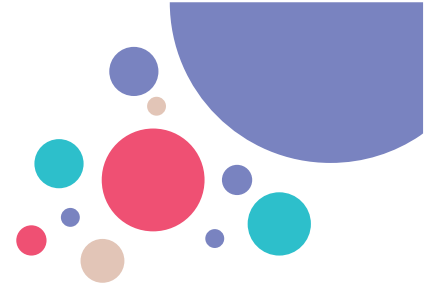


Figure 5: Checkout page at a mobile app



4.2. Step 2 - Customer consent page (optional)

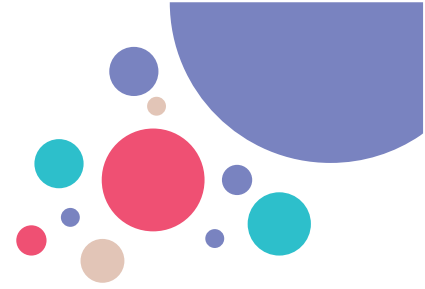
4.2.1. Customer data takeover to prefill the registration

To take over personal data from the business partner to Paysafe to prefill the registration form, the customer must be informed and provide his consent. You can find an exemplary dialog below. The consent page is in the sole responsibility of the business partner. This consent must be collected **only once at the first time** a customer chooses Paysafecash at the business partner

The screenshot shows a payment interface with the title "PAYMENT". Below the title, there is a section for "Pay with Cash" with the Paysafe:cash logo. The text "Create your barcode and pay your order at a Payment Point in your area." is displayed. Below this, there is a section titled "Data exchange to prefill the registration" with an icon of a smartphone. The text states: "For the registration at Paysafecash, <Business Partner Name> will share the following personal data with Paysafe:". A list of data points follows: Name, Address, Phone-number, E-mail, and Date of birth. Below the list is a checkbox labeled "I agree". At the bottom, there is a large teal button labeled "PAY NOW".

Figure 6: Customer consent page

If the customer gives the consent, the checkout can be proceeded with data takeover. In case the customer does not give consent, the payment can be continued without any customer data exchange.



4.2.2. Optional: Customer data takeover to prefill the registration

Paysafecash can be integrated with the option of customer data takeover to improve the conversion rate.

To make the user experience as flawless as possible, the business partner can send the customer data to Paysafe to prefill the registration.

If this feature is used the customer must be asked to give consent for the data exchange to Paysafe.

If the customer **does not give the consent**, the checkout shall be proceeded without any customer data sent to Paysafe.

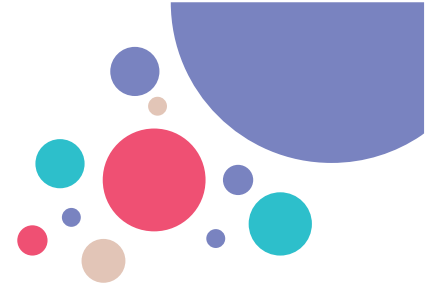
4.2.3. Mandatory customer data takeover from Paysafecash

In case the customer data takeover is mandatory, the customer data must be sent to Paysafe to ensure that the customer data are identical.

Therefore, the business partner is obliged to send the customer data in the initiate payment request.

If the customer data does not match, the customer is shown an error message with the request to adapt the personal data on either of the accounts.

If the data comparison is mandatory, no consent form the customer is necessary.



4.2.4. Customer Data compared during the data takeover

In case the customer data takeover is **mandatory**, Paysafecash will do a customer data comparison after the customer login with the following data:

- First name
- Last name
- Date of Birth
- Country of residence

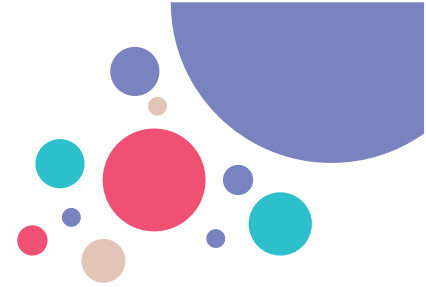
In case the comparison fails, the customer sees an error on the payment panel.

The figure displays four sequential screenshots of the Paysafe:cash payment interface, each showing a different data comparison error. Each screenshot consists of a blue header bar with the 'Paysafe:cash' logo, a red error message box, and a progress bar at the bottom.

- First Screenshot:** The error message states: "Your name and date of birth at Global Collect Services B.V. are not the same as your name and date of birth at Paysafecash. Please visit our [FAQ PAGE](#) for more information on how to change your personal information." The progress bar is partially filled with blue.
- Second Screenshot:** The error message states: "Your registration country at Global Collect Services B.V. is not the same as your registration country at Paysafecash. Please visit our [FAQ PAGE](#) for more information on how to change your personal information." The progress bar is partially filled with blue.
- Third Screenshot:** The error message states: "Your name at Global Collect Services B.V. is not the same as your name at Paysafecash. Please visit our [FAQ PAGE](#) for more information on how to change your personal information." The progress bar is partially filled with blue.
- Fourth Screenshot:** The error message states: "Your date of birth at Global Collect Services B.V. is not the same as your date of birth at Paysafecash. Please visit our [FAQ PAGE](#) for more information on how to change your personal information." The progress bar is partially filled with blue.

Each error message box includes a warning icon (exclamation mark inside a triangle) and a link to the FAQ page. The progress bar at the bottom of each panel is labeled "TRANSAKTION ABBRECHEN" with a close icon (X).

Figure 7: Data comparison failed



4.3. Step 3 - Customer is redirected to the payment panel

The customer is redirected to the Paysafecash *Login or Register* screen. Depending on the country of the customer the payment panel directly shows the barcode or the login/register screen.

Paysafe:cash

CANCEL TRANSACTION X

PERSONAL DETAILS

First name * Surname *

Date of birth * +44 Mobile number *

ADDRESS DETAILS

Country * United Kingdom Street and house number *

REGISTRATION DETAILS

E-mail address * Password *

☐ Send me information on Paysafecash or other relevant offers. Paysafecash does not sell my personal data to third parties. I can cancel at any time by clicking on the cancellation link in one of the marketing emails.

☐ Yes, I agree to the general terms and conditions, Cookie Policy and data privacy policy.

[Back to login](#) [SIGN UP AND GET BARCODE](#)

Complete payment in 3 steps

1 GET THE BARCODE
Print your barcode, get it by text message or e-mail or load the barcode into your wallet.

2 FIND PAYMENT POINT
Use the search function to easily find your nearest payment point.

3 SCAN & PAY
Have your barcode scanned by the salesperson there and pay the amount due – done.

[SEARCH PAYMENT POINT](#)

Search payment point

Figure 8: Login or Register screen

Paysafe:cash

104.32 GBP

912 000 581 892 742 595 34

Valid until: 07/10/2020 18:37

[DOWNLOAD PDF](#)

[SEND BY E-MAIL](#)

[SEND BY TEXT MESSAGE](#)

Payment amount: 104.32 GBP

Complete payment in 3 steps

1 GET THE BARCODE
Print your barcode, get it by text message or e-mail or load the barcode into your wallet.

2 FIND PAYMENT POINT
Use the search function to easily find your nearest payment point.

3 SCAN & PAY
Have your barcode scanned by the salesperson there and pay the amount due – done.

[HELP FOR SALES PERSON](#)

[SEARCH PAYMENT POINT](#)

Search payment point

Figure 9: Barcode panel



4.3.1. Paysafecash payment panel information

The barcode panel provides information to the customer on:

- Amount
- Validity
- Next steps to finalize the payment
- Help for sales person
- Storing and forwarding options of the barcode

Barcode

A barcode is then generated for the customer to take to one of our POS location where it is scanned.



Receiving the barcode

There are 4 barcode deliver options to choose from:

- Download/print PDF
- Download to wallet app
- Send to customer's e-mail
- Send text message to phone

Complete payment in 3 steps

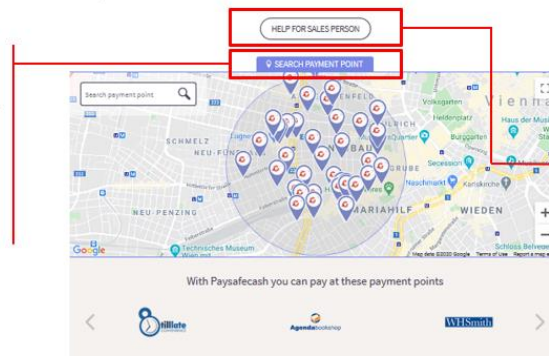
- 1 GET THE BARCODE**
Print your barcode, get it by text message or e-mail or load the barcode into your wallet.
- 2 FIND PAYMENT POINT**
Use the search function to easily find your nearest payment point.
- 3 SCAN & PAY**
Have your barcode scanned by the salesperson there and pay the amount due – done.

Payment amount

This payment amount shows which amount will be paid to which online shop.

Find a payment point

With the paysafecash search function, the nearest payment point can be found easily. The customer can use the “my location” function or type in his location manually. The result will be displayed in the map



Help for sales person

By clicking this button, the customer gets a PDF which helps the sales person to complete the payment.

Figure 10: Barcode panel explanation



4.3.2. Optional Step - Return to Partner

Upon downloading the barcode, the customer can return to the partner by clicking the link “Return to Partner”.

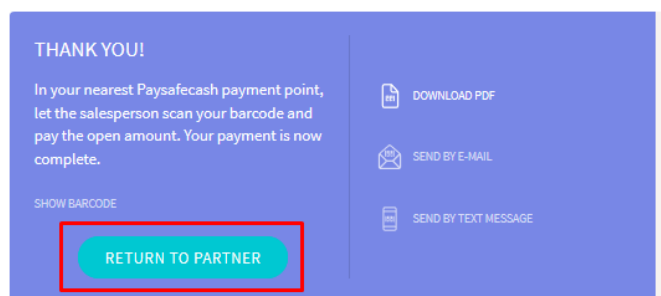
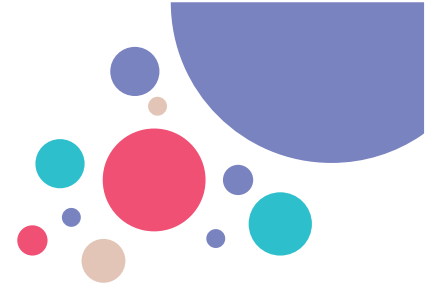


Figure 11: Return to Partner



4.4. Step 4 - Customer pays the barcode at the Payment Point

With the Paysafecash Payment Point search function, the nearest payment point can be found easily. The customer presents the barcode, which is scanned and pays the amount in cash:

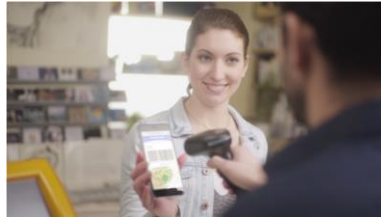


Figure 12: Payment with Paysafecash

4.5. Step 5 - Customer account load

After the payment has been completed at the Paysafecash Payment Point, the transaction is complete (e.g. customer account is loaded with the amount).

At the same time the customer receives from the Paysafecash app a push notification and a confirmation mail that the payment was successful.

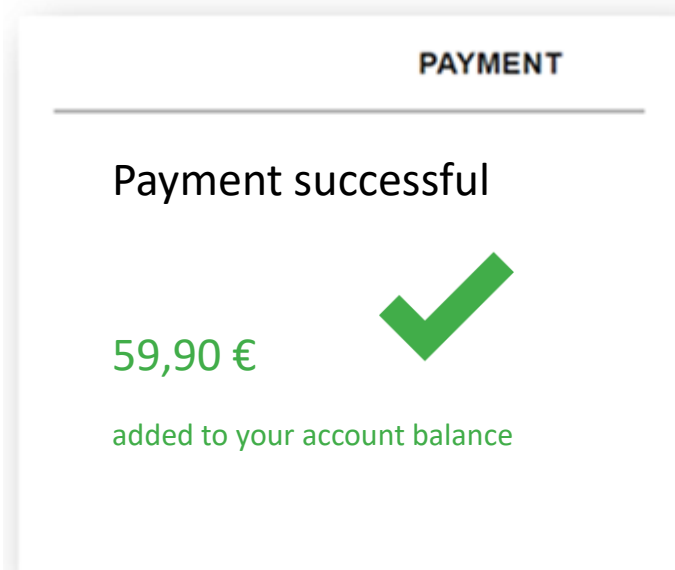
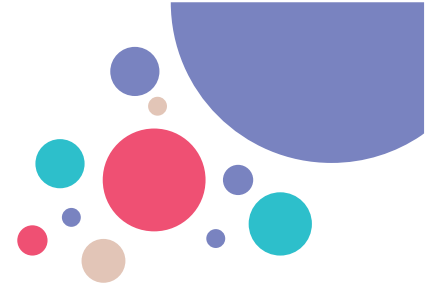


Figure 13: Payment successful



5. Text guidelines

5.1. Text blocks for the checkout page

The screenshot shows a checkout page titled "PAYMENT". On the left, under "PAYMENT METHOD", there are four radio button options: "Credit card", "Pay with Cash", "PayPal", and "EPS online transfer". The "Pay with Cash" option is selected and highlighted with a red box. Above it is a "Short description" field, and below it is a "Long description" field. To the right of the "Pay with Cash" option is the "Paysafe:cash" logo, also highlighted with a red box. Above the logo are logos for Visa Electron, Visa, Mastercard, and Amex. To the right of the "Pay with Cash" option is a "PayPal" logo. Below the "Pay with Cash" option is an "eps" logo. On the right side of the page, under "VOUCHERS & DISCOUNT CODES (Optional)", there is a note: "Vouchers can be redeemed in the next order step 'Confirm'." Below this is another note: "Please note: If the complete order is to be paid for with a gift certificate, please select PayPal to skip this order step." At the bottom right, there is a table showing the order summary:

Delivery	Free
TOTAL (VAT included.)	59,90 €

Below the table is a red "CONTINUE" button and a note: "Check order in the next step and send".

Figure 14: Integration example 1

Short Description (alternatives):

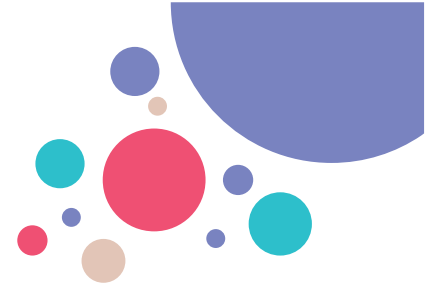
- "Pay with cash" (preferred)
- "Pay cash"
- "Cash"

In case there is no short description, please use the Logo instead.

Long Description (alternatives):

(also to be used for any kind of information displays or mouse overs fields e.g. ⓘ)

- "Create your barcode and pay your order at a Paysafecash Payment Point in your area."



- “Pay cash in one of many Paysafecash Payment Points in your area.”
- “Generate a barcode and go to a Paysafecash Payment Point near you to complete the payment”

Please apply the following hyperlink the word “Paysafecash” in the above examples:

5.2. Checkout page integration examples

Additional Information

Reserved by
First Name: Henry
Last Name: Bonnet

☒ Please provide your contact information above.

Payment Method

☐ Credit/Debit Card

☒ **Cash** **Pay with Cash**
Create your barcode and pay your order at a Payment Point in your area.

Your Items

60-to-75-Minute Architecture River Tour of Chicago for One - Shoreline Sightseeing \$29.00
\$41.44 You Save \$12.44

Qty: 1

Figure 16: Integration example 2

PAYMENT FOR YOUR ORDER

TOTAL BASKET: €49.00
TOTAL: €49.00

YOUR ORDER

MASSIF LYON 25 Feb. 49.00 €

YOUR CONTACT INFO

Katharina Raubek
katharina.raubek@paysafe.com

Paysafe:cash

PAY WITH CASH: Generate a barcode and go to a payment point near you to [complete the payment](#)

Confirm my payment of €49.00

Figure 15: Integration example 4

SELECT A PAYMENT METHOD:

☐ Immediately: Toll-free

☒ **Cash** **Paysafe:cash** Toll-free

☐ Bank Transfer Toll-free

☐ credit Toll-free

☐ debit Cards Toll-free

☐ Pay at the ticket office

Total price EUR 119.62

After confirmation of your payment we will send you:

- Confirmation email for your booking
- Your ticket

Figure 17: Integration example 5

Payment

If you have a coupon, enter the code here:

Means of payment € 85.00

☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS ☐ DISCOVER ☐ PAYPAL ☒ **Paysafe:cash**

Order Summary

x 1 Sony Smartwatch 3 SW50 ... 85.00 €

Shipping 0.00 €

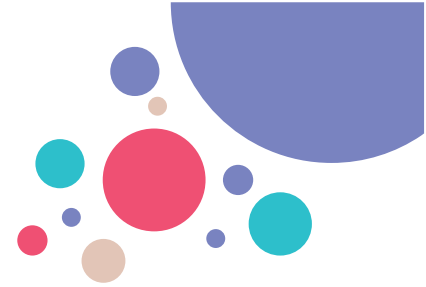
Mr. Albrecht Robert
Am Europplatz 2
75002 Wien

Total of the order 85.00 €

Continue

100% secure payment

Figure 18: Integration example 3



5.3. Text blocks for the consent page

Data takeover consent page:

For registration at Paysafecash, <Business Partner Name> will share the following personal data with Paysafe:

- Name
- Address
- Country
- Phone-number
- E-mail
- Date of birth

5.4. Text guidelines after redirection/barcode creation

After barcode creation:

Once the transaction is created, please display the following message to the customer:

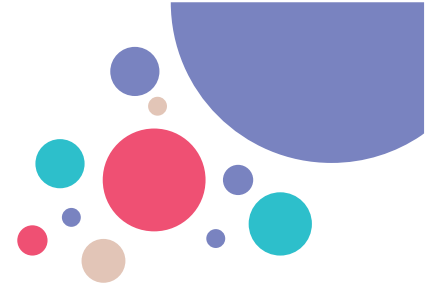
- "Thank you, please go to the [payment point](#) and pay the transaction.

If the barcode is paid and the transaction is successful, please display the following message:

- "Thank you, your purchase is complete" or
- "Thank you for your transaction."

If the barcode is expired or the transaction failed for any reason, please display the following message:

- "Unfortunately, your payment failed. Please try again." or
- "Unfortunately, your barcode is expired. Please generate a new barcode."



6. Frequently asked questions

The following is a subset of frequently asked questions and the recommended answers:

Q: What is Paysafecash?

A: Paysafecash is a new, alternative payment method that makes it possible to pay with cash securely and easily for online purchases.

Q: How can I generate a Paysafecash barcode?

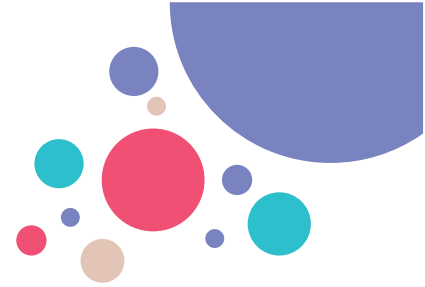
A: The customer selects "Paysafecash" in the online shop as the desired payment method and is forward to Paysafecash. Depending on the region the customer is located in, the barcode is either directly presented or the customer is asked to register for a Paysafecash Account before the barcode can be created.

Q: Why do I need to register for an account?

A: In most countries where Paysafecash is offered customer are required to register once for a Paysafecash Account in order to comply with international Anti-Money-Laundering regulation. For the customer the account provides significant benefits such as a transaction history, storage of generated barcodes and the option to have refunds paid into the Paysafecash Account for future payments.

Q: How can I receive the barcode to other devices?

A: The barcode can be printed out, loaded into the Paysafecash App or a wallet application on a smartphone, sent via SMS / E-Mail. For customers with an account, the barcodes are automatically synced with the Paysafecash app after creation. No further action required.



Q: How can I pay at the payment point?

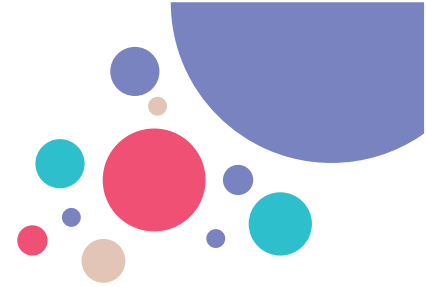
A: The barcode must be presented in one of Paysafecash's payment points. In the payment point the customer requests to pay a Paysafecash barcode. The barcode is scanned by the salesperson in the payment point and the customer pays the open amount. The customer receives a receipt from the payment point as well as a confirmation per E-Mail from Paysafecash. Now, the ordered product or service is cleared to be delivered.

Q: The barcode can not be scanned from a mobile phone.

A: Unfortunately, not all POS have the ability to scan the barcode from mobile devices. As an alternative the POS can type in the barcode number to finalize the payment.

Q: Where can I find the nearest Paysafecash payment point?

A: The customer can find the nearest Paysafecash payment point using the online or in-app search function. Link: ...



7. Alternative redirection payment flows

7.1. Scanning of a QR Code from an invoice

QR codes are widely used on paper invoices to enable the use of mobile banking and payment application to quickly read the invoice information and use it for payment.

The Paysafecash App enable the customer to read a QR code¹ to generate a Paysafecash barcode:



Paysafe:cash

PAY WITH CASH:

Scan the QR code with the
Paysafecash app



Scan with **Paysafe:cash**



Figure 19: QR code display template 1

7.1.1. User Experience

1. Customer opens the Paysafecash application and scans the QR code from the invoice to create the Paysafecash barcode.

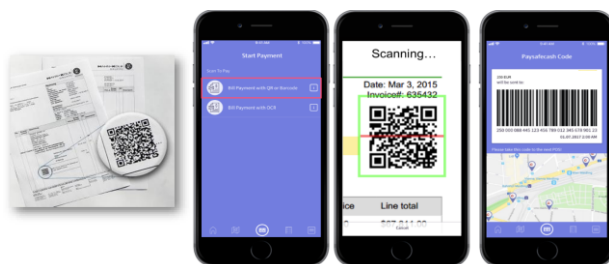
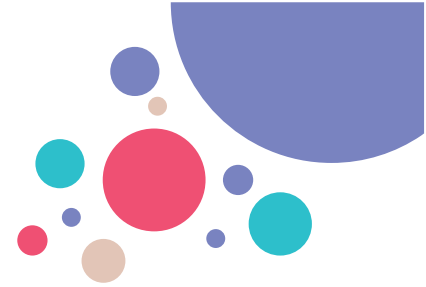


Figure 20: QR code scanning

2. With the Paysafecash Payment Point search function, the nearest payment point can be found easily. The customer presents the barcode, which is scanned and pays the amount in cash.

¹ Currently supported QR code formats: <https://www.stuzza.at/en/>



7.1.2. Design guidelines for QR code from invoice

As the QR code can be placed anywhere on a merchant invoice the available space for descriptions may be limited.

At least merchants are asked to display the Logo close to the QR code alongside with the app store icons.

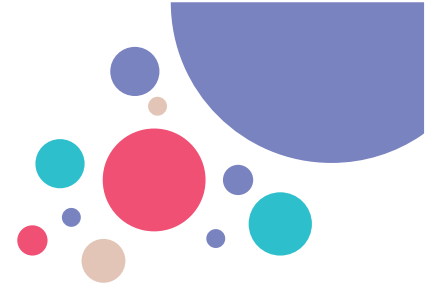
Additionally, a more detailed description can be provided to customers. Please find below a German example:



Figure 22: QR code scanning explanation template 1 in German



Figure 21: QR code scanning explanation template 2 in German



7.2. Redirection via static link

Paysafecash transactions can also be initiated via a simple link integration on the merchant's website. Here, the customer is forwarded to the Paysafecash's confirmation page where one or more additional information must be provided by the customer to initiate the payment.

This solution is dedicated for products or services where the customer enters the amount he is paying (e.g. donations).

7.2.1. User Experience

1. The customer clicks on the link at the merchant's web-shop

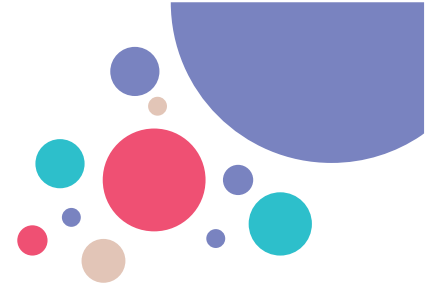
New: Online donations - pay in cash

Paysafe:cash

Generate the barcode and **go to the nearest affiliate** to finish the payment.

DONATE NOW!

Figure 23: Link redirection from merchant's web-shop



2. Customer provides all required information on the confirmation page:

Paysafe:cash

Please complete or check that all of the fields are accurate. You may only make changes to these data directly with the responsible provider.

Payment recipient SOS-Kinderdorf	Currency EUR	Amount * 10
Valid until 10/06/2019, 09:52 CEST	Payment reference Donation to SOS Kinderdorf	

By clicking on "Confirm", you are confirming that the data provided above are correct.

CONFIRM

Complete payment in 3 steps

- 1 CONFIRM**
Confirm your data, login to Paysafecash and receive a barcode by text message or e-mail or load the barcode into your wallet.
- 2 FIND PAYMENT POINT**
Use the search function to easily find your nearest payment point.
- 3 SCAN & PAY**
Have your barcode scanned by the salesperson there and pay the amount due – done.

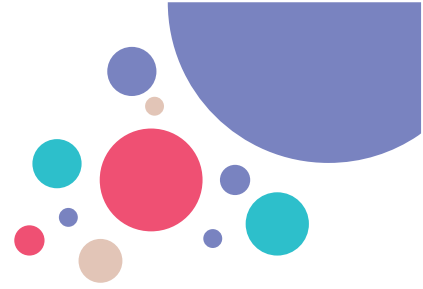
Figure 24: Confirmation page

The implementation of the link redirection can already prefill certain fields on the confirmation page. These are shown in light grey and cannot be changed by the customer. In the above example the amount and the payment reference are to be filled by the customer

3. After confirming the details in the previous screen, the customer is redirected to the Paysafecash Login or Register screen.

7.2.2. Design guidelines for redirection via static link

The display of the link redirection should be accompanied by the logo and at least a short description.



8. Description for Glossary or Shop Systems

The following text should be used to explain Paysafecash on a Wiki, Glossary or shop system:

Paysafecash is a new, alternative payment method that makes it possible to pay securely and easily with cash on the Internet. The customer selects "Paysafecash" in the online shop as the desired payment method and generates a barcode. The barcode can be printed out, loaded into the Paysafecash App or a wallet application on a smartphone, sent via SMS / E-Mail. The barcode must be presented in one of Paysafecash's payment points. The customer can find the nearest Paysafecash payment point using the online or in-app search function. In the payment point the customer requests to pay a Paysafecash barcode. The barcode is scanned by the salesperson in the payment point and the customer pays the open amount. The customer receives a receipt from the payment point as well as a confirmation per E-Mail from Paysafecash. Now, the ordered product or service is cleared to be delivered. For more information visit: www.paysafecash.com

Paysafe:cash

If you have any questions, please do not hesitate to contact our sales team.

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