





Tap and Go



Chip and PIN

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Getting started

Applying for PayPal Here

- 1** Sign up for a PayPal premier or business account at paypal.com.au
- 2** Apply for PayPal Here at paypal.com.au/here

Your PayPal Here application will be reviewed and you will receive an email from us within 2 business days.

- 3** Download the free PayPal Here app to your mobile device

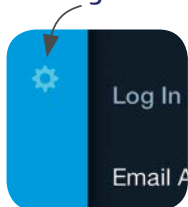


Logging in to the app

You can login to the PayPal Here app with either your **email address and PayPal password** or **mobile number and PIN**.

To select your login method, tap the **settings** icon.

Settings icon



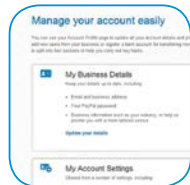
Setting up your business profile

Information about your business appears on receipts and in your customers' PayPal account.

To add your logo and business details:

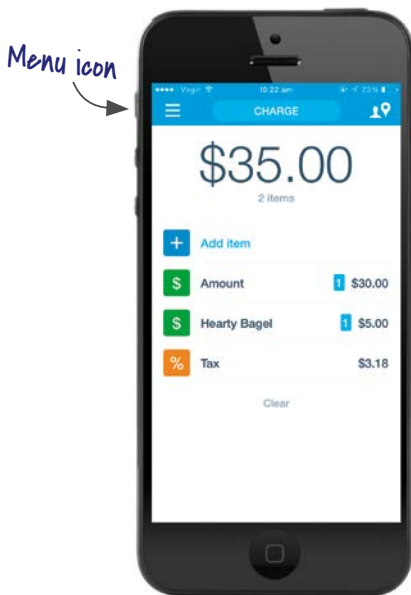
- In the app, tap the **menu icon**, then your business name at the top. You can add a logo or edit your business information.
- To change the business name that appears on your receipts, you'll need to log in to your PayPal account online then choose **Profile** > **My business details**.

Menu icon



Setting up an item list

Setting up a list of frequently purchased items is quick and easy. Simply go to the menu and select **Manage items** where you can add items, prices and images.



Tap and Go card reader



Power button

On: Press once

Standby: Press once more

Off: Hold button for 5 seconds

Your card reader's lights

Bluetooth light:

Fast blinking:

Pairing mode

Slow blinking:

Pairing mode and ready to connect

Solid light:

Connected to mobile device

The card reader screen will also display what mode you are in



PIN entry:

First LED blinking:

Card inserted, waiting for PIN

All LEDs lit:

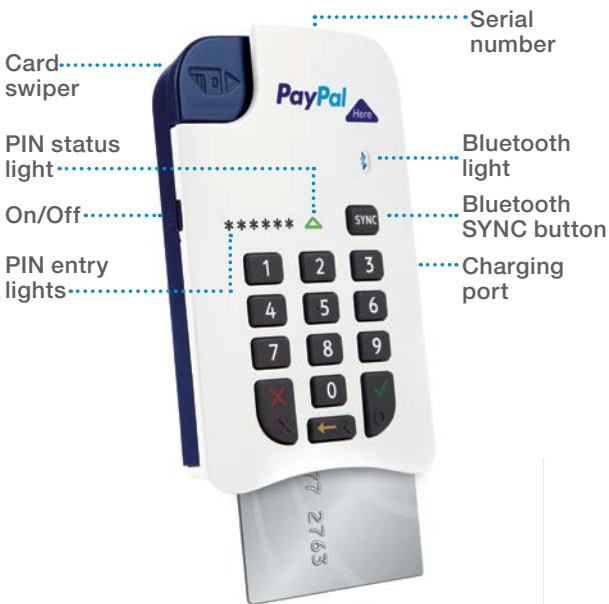
Tap card successful

LEDs temporarily lit:

Start-up mode



Chip and PIN card reader



Power button

On: Press once

Standby: Press once more

Off: Hold button for 5 seconds

Your card reader's lights

Bluetooth light:

Fast blinking:

Pairing mode

Slow blinking:

Paired and ready to connect

Solid light:

Connected to mobile device



PIN entry:

First LED blinking:

Card inserted, waiting for PIN

All LEDs lit:

PIN entry mode

LEDs temporarily lit:

Start-up mode



PIN status light:

Solid green:

Correct PIN

Blinking green:

Start-up mode

Solid red:

Incorrect PIN or low battery



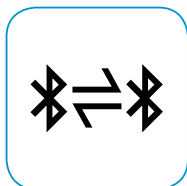
Pairing your card reader for the first time

For the **Tap and Go** card reader

- 1 On your mobile phone or tablet:
Turn on Bluetooth in your mobile or tablet's settings.
- 2 Select the PayPal card reader.

Don't see the card reader?

Hold down the reader's Bluetooth button until the on-screen Bluetooth icon starts to blink. For Android devices you may also need to select Search for Devices.



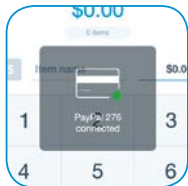
For **Chip and PIN** card readers repeat steps 1 and 2 and if you don't see the reader, hold down the SYNC button until the Bluetooth light blinks quickly. For older Android devices you may also need to select Search for Devices.



Pairing your card reader in ready-to-pair mode

Once you've paired your reader for the first time, it will auto connect every time you open up the PayPal Here app.

- 1 Turn on your card reader.
- 2 If your card reader is in standby mode, press any button to revive it. The Bluetooth light should start flashing.
- 3 Launch the app.
- 4 After a few seconds, your card reader will be connected.



Bluetooth not picking up your card reader?

- 1 Make sure your card reader is charged.
- 2 Go to **Bluetooth settings** on your mobile device and unpair your reader.
- 3 Run through the pairing steps again.

Your card reader's battery

Charge your card reader's battery by connecting the supplied USB cable to any computer or plug adaptor.



You can see the battery level on your **Tap and Go card reader** on the card reader's screen or in the app, tap Card Readers to see the available battery charge.

For the **Chip and PIN card reader**

Hold down the yellow arrow for a few seconds. The PIN lights represent the remaining power, e.g. 3 of the 6 PIN lights indicate the card reader is 50% charged. If the PIN lights are solid red, your battery is low.

If connected to the app tap Card Readers to see the available battery charge.



Battery Tips

Before using your card reader for the first time, we recommend you charge its battery for at least 3 hours.



Chip and PIN card readers

- To place the card reader in stand-by mode:
 - Minimise the app (without logging out).
 - On the card reader, press the power button once.

When you're ready to take a payment, turn on the reader and press any button to revive it.

- If you're not planning to use the reader for a while, turn it off completely by holding down the power button for 5 seconds.

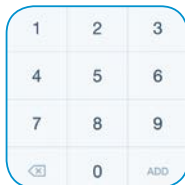
Tap and Go card readers

Turn off your card reader by pushing down on the blue power button on the top left side of the card reader. To turn back on, press the blue power button once.

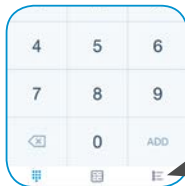
Taking payments

Entering an order

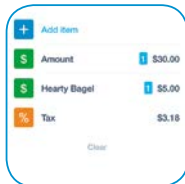
Enter the total amount due, and an optional item name (description). Tap **ADD** to enter a new item.



To add products from your item list, swipe the number pad to the left or tap the **item list icon**.



To review or edit items, tap the **total amount**. You'll see an itemised list plus any applied tax or discounts. Tap on an item to edit the quantity or remove it from the total amount.


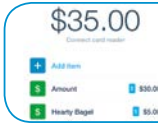
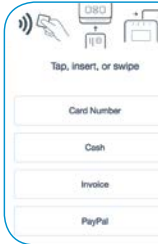
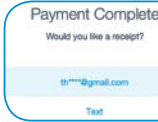


For tablet users:

You can also scan items using the barcode scanner.

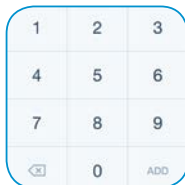


Taking payment with your card reader

- 1** Make sure your card reader is connected to your mobile device.A screenshot of a mobile app interface. At the top, it says "Custom" and "\$0.00". Below that, a card reader is shown with the text "Connecting to PayPal 276". There are buttons labeled "1" and "3" on either side.
- 2** In the PayPal Here app, enter the amount or select from your item list.A screenshot of the PayPal Here app. It shows a total of "\$35.00" with the text "Connect card reader" below it. There are buttons for "Add item", "Amount" (with a green dollar sign icon), and "Hearty Bagel" (with a blue dollar sign icon). The "Amount" button shows "\$30.00" and the "Hearty Bagel" button shows "\$5.00".
- 3** The Tap and Go card reader, will display all available card payment methods. For the Chip and PIN card reader, ask your customer to firmly insert their card into the bottom of the card reader and enter their PIN into the card reader.A screenshot of the Tap and Go card reader interface. It shows a hand tapping a card on a reader. Below the reader, it says "Tap, insert, or swipe". There are four buttons: "Card Number", "Cash", "Invoice", and "PayPal".
- 4** Discounts or tips may be applied if you've enabled this option in your settings.
- 5** Once the payment is approved, you can send a receipt by email or SMS.A screenshot of the "Payment Complete" screen in the PayPal Here app. It asks "Would you like a receipt?". Below that, it shows an email address "th****@gmail.com" and a "Text" button.

Taking payment without card reader

- 1 In the PayPal Here app, enter the transaction amount or select items from your list.



- 2 Tap **charge** and select **Card Number**.



- 3 Enter the card number, expiry date and CVV.



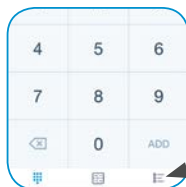
- 4 Tap next.

- 5 Once the payment has been approved, you can send a receipt by email or SMS.



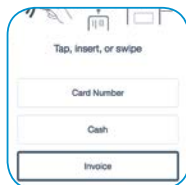
Sending an invoice

- 1 In the PayPal Here app, enter the transaction amount or select items from your list.

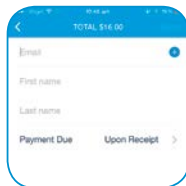


list icon

- 2 Tap **charge** and select **invoice**.



- 3 Enter your customer's name, email address and when the payment is due and tap **Send**.



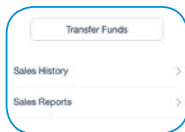
- 4 Your customer will receive the invoice by email. They can pay by clicking the link in the invoice and entering their card details or with their PayPal account.

Managing your business

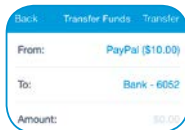
Transferring Money:

If you've linked your bank account to your PayPal account you can transfer money you receive to your bank account through the PayPal Here app.

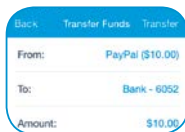
- 1 From the menu, go to **Sales Activity**, then tap **Transfer Funds**.



- 2 In the 'From' field, select the PayPal balance you want to transfer money from.



- 3 In the 'To' field, choose the destination bank account.

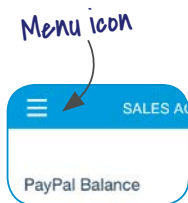


- 4 Enter the amount to be transferred and tap **Transfer**.

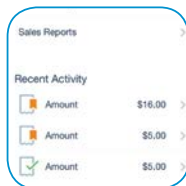
To link your bank account log in to PayPal online then choose **Profile > Add or edit bank account**.

Viewing your sales

- 1 Go to **Menu**, then tap **Sales Activity** > **Sales History**.



- 2 You'll see a list of your sales. The icons tell you which sales are paid, unpaid, refunded or cancelled.



- 3 Tap any transaction to view the full details.

Issuing a refund

In your sales history, tap the transaction you wish to refund and tap **Refund**. You can choose to refund with or without the customer's card.

Re-issue an invoice

To re-issue an invoice in your Sales Activity, tap **Sales History** and select the transaction. You can choose to send the invoice by email or text message. You can also tap a transaction to re-issue an invoice by email or text messaging.







Contact us

Customer support: 1800 323 891
paypal.com.au/hereuserguide

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