



PayMe for Business Starter Guide

商戶入門指南

29 / 11 / 2019 (V1.6)





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I. 簡介

PayMe for Business 已隆重登場!我們知道您熱切期待連繫超過 100 萬位 PayMe 用戶,所以我們為您準備了這份商戶入門指南,讓您於使用 PayMe for Business 時更得心應手。

有關 PayMe for Business 的條款及細則,請參閱 https://payme.hsbc.com.hk/zh-hk/business-terms-and-conditions 或聯絡我們了解詳情。



I. Introduction

PayMe for Business is open for business and we know you're keen to start collecting payments from over 1 million PayMe users. So to make sure your business hits the ground running, we've put together this guide to the key features that will ensure you get started in no time!

For PayMe for Business Terms and Conditions, please visit https://payme.hsbc.com.hk/en/business-terms-and-conditions or contact us for details.



PayMe for Business 只適用於滙豐商務「網上理財」客戶使用。另外,現 階段每間公司只能開設一個 PayMe for Business 賬戶,而該賬戶會於註 冊時連結一個銀行戶口。如您的業務設有多間分店,您只可在同一時間於 一間分店使用 PayMe for Business。

登記滙豐商務「網上理財」

如果您是滙豐工商金融服務的客戶而仍未登記使用網上理財,請前往 http://www.business.hsbc.com.hk/bib了解更多以確保您可以使用 PayMe for Business。

登記滙豐工商金融服務

如您想開設戶口,或與我們洽談,了解滙豐如何助您業務大展拳腳,請前 往 http://www.business.hsbc.com.hk/biz-accounts 了解更多,我們稍後 會與您聯絡。

登記以緊貼 PayMe for Business 的最新動態

如您想優先獲取我們產品和功能的最新資訊,請前往 https://payme.hsbc.com.hk/zh-hk/sign-up 登記! PayMe for Business is only available to HSBC Business Internet Banking customers. Currently we enable one company to create one PayMe for Business account, which is linked to a bank account at signup. If you have multiple stores, you will only be able to use your account at one store at a time.

Sign up for HSBC Business Internet Banking

If you're an HSBC Commercial Banking customer but haven't signed up for Internet Banking yet, find out more here http://www.business.hsbc.com.hk/bib to make sure you can use PayMe for Business.

Sign up for HSBC Commercial Banking

If you are not a HSBC Commercial Banking customer and you'd like to open an account or discuss how HSBC can help your business thrive, find out more here http://www.business.hsbc.com.hk/biz-accounts and we'll be in touch.

Sign up for PayMe for Business news

Sign up here https://payme.hsbc.com.hk/sign-up to make sure you're among the first to know when we launch new product features and upgrades!

II. 下載及註冊的事前準備



- **商務流動裝置**,作為您商店的銷售終端機 (POS)。此外,您還
 需要:
 - o Wifi 或數據網絡
 - 。 iOS 10.0 / Android 5.0 或以上版本
 - o 建議使用手機以享最佳效果,但我們亦支援平板電腦
- 香港業務手機號碼,以用作賬戶登入及接收供登入用的驗證碼
- 業務電郵地址,以接收驗證電郵及交易提示;您將來亦需要此
 電郵以重設您的賬戶密碼
- 滙豐商務「網上理財」賬戶資料
- 該戶口的保安編碼器

重要事項

賬戶註冊手機號碼將會接收驗證碼,以授權作一些賬戶資料更改或登入賬 戶。

在註冊過程中,您需要設定一個賬戶密碼,以授權進行以下的重要交易, 包括:

- 退款
- 將資金轉賬至您的商務銀行戶口
- 更改賬戶資料,例如賬戶密碼、電郵地址或電話號碼

立即下載

簡單掃描 QR code,即可下載 PayMe for Business 流動應用程式:



您亦可於 App Store 或 Google Play™搜尋「PayMe for Business」下 載。

II. What you need to get started



- A business mobile device to work as a terminal in the store.
 You'll also need...
 - A wifi or data connection
 - iOS 10.0 or Android 5.0 and above
 - Mobiles work best but we support tablets too
- A HK business mobile number to serve as your log in ID and to send verification codes to, which will be required for future log in.
- A business email address we can send verification messages and transaction alerts to. This will also be needed to reset your PIN in the future.
- 4. HSBC Business Internet Banking account details
- 5. And the Security Device for that account

Some important points to remember

The mobile number you used to register for PayMe for Business will be used to send verification codes to for certain changes and when you log back into your account.

You'll set up a PIN when you sign up. This is required to authorise important transactions including:

- Refunds
- Transferring out funds to your business bank account
- Changing account details such as PIN, email or phone number

Download the app

Simply scan the QR code below to download the PayMe for Business app:



Or you can visit App Store or Google Play[™] and search "PayMe for Business".

Ⅲ. 註冊賬戶





III. Registration

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What you'll need to sign up today	Enter your busi mobile number	ness	Create y business	our profile	
Business mobile number So we can send you a verification code as part of the sign up process. Business email address To send a verification email and to receive alerts and notifications.	Business mobile number +852 This will be used to log on and we'l code to it shortly.	send a verification	Display busine This is the name you payments to you, so	ess name r customers will see make sure they kno	e when making www.ho you are.
HSBC Business Internet Banking The username and password to log on to your Business Internet Banking. Image: Security Device associated with that account so we can verify that it's yours. Get started Image: Security Device associated with that account so we can verify that it's yours. Get started Image: Security Device associated with that account so we can verify that it's yours. Get started Image: Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Image: Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Image: Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours. Security Device associated with that account so we can verify that it's yours.	Send verificatio	A business	By creating a business Personal Data Ordinar	confie, lagree to PayM ce and Personal Infor Continue 3 r busine	e for Business T&Cs, mation Collection.
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Business email This is the email address we'll send any notifications and updates about your account to.	Dusiness careg	Reauty	You'll need it	to keep your acc	
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Continue	Enterteinment	12122222277		0	3
4 Enter your business email	5 Choose your category and logo to create	business add your your profile	Create	<mark>6</mark> a 6-dig	git PIN



IV. 收款

PayMe for Business 提供以下3種收款方式:

- 1) 動態 PayCode(由商戶輸入收款金額的 QR 碼)
- 2) 靜態 PayCode(商戶專屬的 QR 碼)
- 3) PayLink(透過 WhatsApp 或手機短訊發送)

1) 動態 PayCode(由您輸入收款金額的一次性 QR 碼)



3 應用程式將即時生成動態 PayCode

讓客戶掃描付款

4 成功收款! 2) 靜態 PayCode (您公司專屬的 QR 碼)



3

圖片作日後收款之用; 或點按「訂製」以獲取實體 PayCode 放置於店內

4 點按「儲存」以儲存您的 PayCode 客戶可掃描您的 PayCode · 然後自 行輸入金額進行付款

3) PayLink

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複製並透過 WhatsApp 或手機短訊 分享 PayCode

客戶可隨時點按 PayLink 向您付款

IV. Payments

There are 3 ways you can collect payments with PayMe for Business....

- 1) Dynamic PayCode (QR code with the amount input by you)
- 2) Static PayCode (the unique QR code of your business)
- 3) PayLink (sent via WhatsApp or SMS)

1) Dynamic PayCode (a one-time QR code with the amount inputted by you)



Enter the payment amount



Input message to your customer and reference number (optional)



3 Dynamic PayCode generated and presented to the customer for scanning





2) Static PayCode (the unique QR code for your business)



3

an image for future use.

Tap Order to request a physical version for display at your business



3) PayLink

••••• PayMe 🗢	2:08 PM	100%	••••• PayMe 🗢	2:08 PM	100%
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	Add a message +				
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7	8	9			P
	0				
			Or collect pa	ayment by sharing you	ır PayLink
6					

1 Tap on the PayCode button





3 Copy and share the PayLink via WhatsApp or SMS

••••• PayMe 🦘	2:08 PM	100%
	New iMessage	Cancel
To: +852 12	34 5678	Ð
	ap here to pay: https://qr-; at3.allyouclouds.com/2/ qrcodeld>	bayme-
q w e	ertyu	i o p
a s	d f g h j	k I
φZ	x c v b n	m
123	⊈ space @ .	return

4 Customers can pay your business at any time by tapping the PayLink they receive







2 點擊「退款」

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	4	5	6	
	7	8	9	
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		退款		

3 輸入退款金額,可以進行 全額退款或部分金額退款





4 輸入密碼

5 完成退款!

想更快找到交易紀錄進行退款?







2 掃描退款客人的 PayCode **3** 即可選取交易進行退款

V. Refunds

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All Transactions 🗸		Net refundab	le amount			
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Net sa	les (HKD) .00	Refu	nd	C	ustomer doesn't lik	æit.
Total sales (HKD)	Total refund (HKD)	Alex Yuen Payment	88.00 12:21 13 Aug 2018	1	2	3
Transaction history	Download	Transaction ID ecfb7aa0-1359-4d44-8aa Service fee	a0-f07d4caeada1	4	5	6
		1.10 Reference		7	8	9
~	~~~	Description Thank you for your order!			0	$\langle \times \rangle$
=					Refund	

1 Choose the transaction you want to refund **2** Tap 'Refund' **3** Enter the amount – you can do full or partial refund



4 Enter your PIN



5 Refund complete!

Want to find a transaction faster?



3 You will be able to see all the transactions with the selected customer

2:08 PM

Transactions between you and Alex Yuen 100%

25.00

501.00

25.00

VI. 轉賬至銀行



1 點擊「轉賬至銀行」



••••• PayMe ᅙ	2:08 PM	100% 💻
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2 輸入金額

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3 輸入密碼



交易日期 2019年2月18日 16:49 交易編號 b7e7003d-b588-4f11-9cd7-ff6a4c86553f 銀行戶口 HSBC 001-1-0XXX56

4 轉賬成功! 5 您可於應用程式內查看交易紀錄

VI. Transfer to bank



1 Tap 'Transfer to bank'



Transfer to bank complete!

🐽 PayMe 🔶	2:08 PM	100% 💼
Cancel	Transfer to ban	k
HKD	500 HSBC 004-585*)
1	2	3
4	5	6
7	8	9
	0	$\langle \times \rangle$
	Transfer	

2

Enter the amount

Net sales (HKD)

0.00

• • •

\$

7D

Total sales (HKD) 0.00

Transaction history

1D

28D

Total refund (HKD)

0.00

CUSTOM

Download





5 In-app transaction record available

VII. 報告及分析

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交易紀錄 9月17日			下載
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有了 PayMe for Business

所有業務動熊觸手可及

••••• PayMe 🗢		2:08 PM		100%
取消	選	擇日期範	電	清空
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2019年2月]18	日,週·		^
			15日	
2017		12月	10日	
2018	3年	1月	1/日	
2019	9年	2月	18日	



2 您可以選擇查看1天、7天、28天 或最多365天的交易紀錄

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退款 所有交易紀錄 ~			
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5

再向左掃以查看選擇日期範圍的淨收

入和手續費



點按匯出圖標 將交易紀錄下載為 CSV 檔案



發送至您的電郵、儲存或打印

VII. Reporting and analytics







Send to your email, save or print

VIII. 需要幫助?

如您遇上問題或需要協助,可參考應用程式內協助中心的常見問題。 如找不到您需要的資料,只需要點按「想與我們聯絡」,便可以在應用程 式內發出查詢。PayMe 團隊會在 1-2 個工作天內回覆。如有緊急的查 詢,亦可在星期一至星期日早上9時到下午6時期間致電2233-3070。



點按「協助中心」



2 查看常見問題



VIII. Need help?

If you encounter any issues or questions, you can find a list of frequently asked questions by going to the in-app 'Help Center' first. If you can't find what you are looking for, just tap the 'Need to get in touch?' button to send us an enquiry. The PayMe team will get back to you within 1–2 working days. For anything really urgent, give us a call on 2233-3070 between 9am and 6pm, Monday to Sunday.







Send us an in-app enquiry or give us a call



4 Submit an in-app enquiry

IX. 讓顧客知道您接受 PayMe 付款

請送我一份迎新禮包!

如果您已註冊 PayMe for Business 賬戶,您即將會收到我們的迎新電 郵。您只需按照指示填妥表格,以登記您的收件地址,我們便會將迎新禮 盒發送給您,其中包括特別為商戶而設的禮品和配件,讓您的顧客知道您 已接受 PayMe 付款。

迎新禮盒內包括:



- 銷售點標誌座
- PayMe for Business 精美貼紙
- PayMe for Business 記事簿

一切已經就緒,讓您準備迎接全港 100 萬名正準備用 PayMe 消費的顧客!

IX. Let your customers know you accept PayMe

Send me a welcome pack!

If you've already registered for PayMe for Business, you will receive a welcome email, where you can submit your delivery address by filling out a form.

A welcome pack will then be on its way to you. It is packed with goodies to inspire and help you let your customers know you now accept PayMe. Each welcome pack includes...



- Custom made point-of-sale sign
- A selection of PayMe for Business stickers
- PayMe for Business notebook

May the 1 million PayMe users come your way!

X. 終端管理

全新終端管理功能, 讓您從多個終端或裝置收款及/或退款。新增終端, 讓您的員工開始收款, 而您只需透過您的手機, 便可輕鬆管理所有終端。

首次建立終端

(PayMe for Business 賬戶持有人或業務負責人)

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	<u>ت</u> ې	取消	ſ	~	
		新增終端名稱		您將如何使用此	終端?
PayMe Café PayMe café 查看及編輯檔案	>	設定一個獨特的終端名和 點)以便作出識別。	同(例如員工名字或地	告訴我們此終端將會交日	白一位員工抑或於門店
		總辦名稱 Cashier1		· 員工	
總結餘 (港幣) 88,888.88	轉帳至銀行			○ 門店	
		, A	II損		
業務分析 比較你與競爭對	手的的業務表現	«Cashier1»			
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4

如需要員工處理退款,您 可為每個終端啟動退款功 能。

5 輸入密碼·建立 QR 碼以 啟動新終端。

6

建立 QR 啟動碼後,使用 該新增終端掃描以啟動。

您亦可儲存此 QR 啟動碼 為圖片,並透過短訊或 WhatsApp分享。

啟動新終端

(員工/新增終端用戶)







10:0	04	all LTE 🗩
取消	選擇終端	
	所有交易紀錄	
	Cashier 2	
	Cashier 3	
	Cashier 4	



2

\$

如要查看銷售報告及活動 紀錄,可前往「交易紀 錄」並選擇「本終端」以 瀏覽此終端的交易紀錄。

1

如要查看所有終端的交易 紀錄,點按「所有紀 錄」。 3 點按「所有交易紀錄」 後,您可選擇查看所有終 端或個別終端的交易紀 錄。

X. Terminalmanagement

This feature allows you to collect payments and or perform refunds from multiple terminals/devices. Add an additional terminal for your employees and manage them from your own device

Creating a terminal for the first time

(PayMe for Business account holder/business owner)





4

Enable refunds for each terminal if you need your staff to be able to perform refunds.

5

Enter your PIN to generate QR activation code will be a QR code to activate the new terminal.

6

generated. Scan this with the terminal to activate.

You can also save the QR activation code as an image and share it via SMS or WhatsApp.

Activating the new terminal

(Staff/additional terminal user)



1

Terminal user downloads the PayMe for Business app and taps 'Connect additional terminal'.

2

Terminal user scans or imports the activation QR code generated by the business owner.

3

Terminal user is now able to collect payments and perform refunds if enabled.

Terminal management reporting



history' and select 'This terminal' to see transactions from this device only.

select individual terminals and view their transactions only.

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