



PayMe for Business Starter Guide

商戶入門指南

29 / 11 / 2019 (V1.6)

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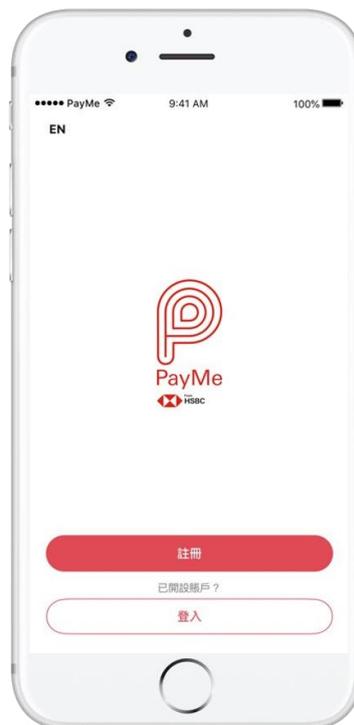
I. 簡介

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>

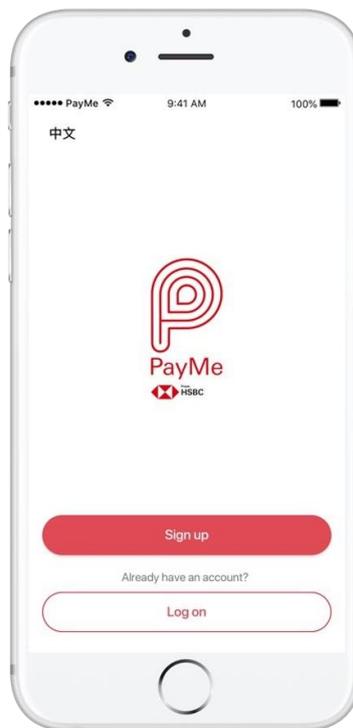
或聯絡我們了解詳情。



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 sign-up. 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：
 - Wifi 或數據網絡
 - iOS 10.0 / Android 5.0 或以上版本
 - 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



1. **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
2. **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.
 3. **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



1
註冊前
請先準備好以上各項



2
輸入香港業務手機號碼
並完成驗證



3
輸入業務名稱



4
輸入業務電郵地址



5
選擇業務類別，並加入企業標誌，以建立商業檔案



6
設定 6 位數字密碼



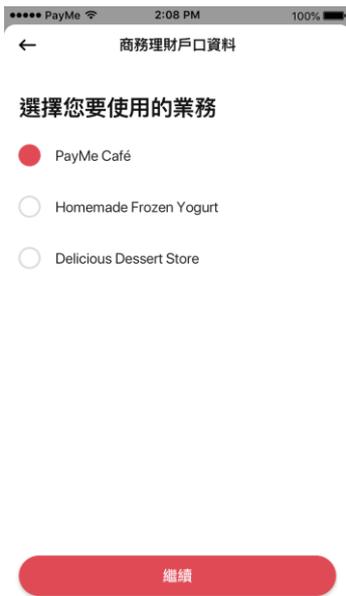
7
驗證電郵地址



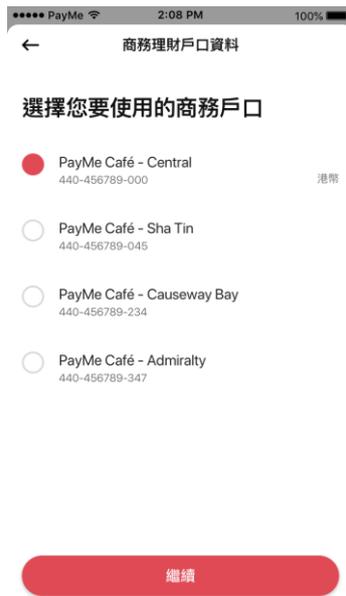
8
輸入滙豐商務
「網上理財」用戶名稱



9
輸入滙豐商務
「網上理財」密碼
和保安編碼



10
選擇您要使用的業務

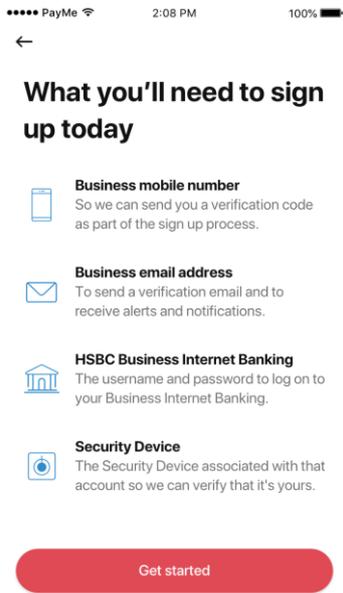


11
選擇商務銀行戶口

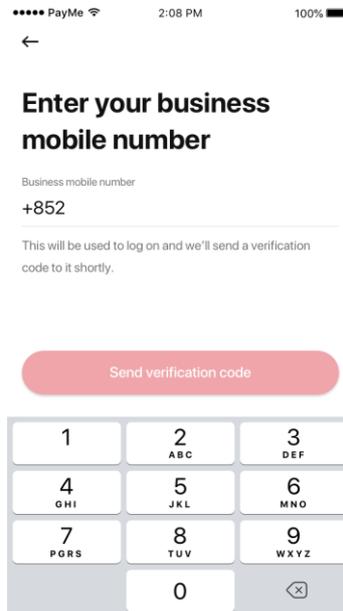


12
成功註冊！

III. Registration



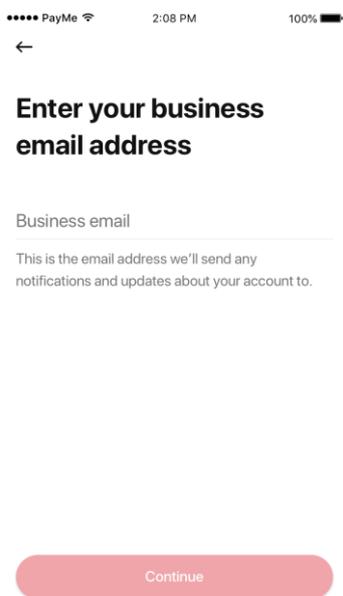
1
What you need to sign up



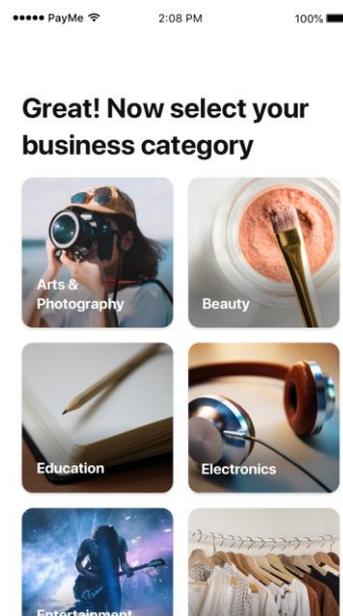
2
Enter your HK business mobile phone number and verify



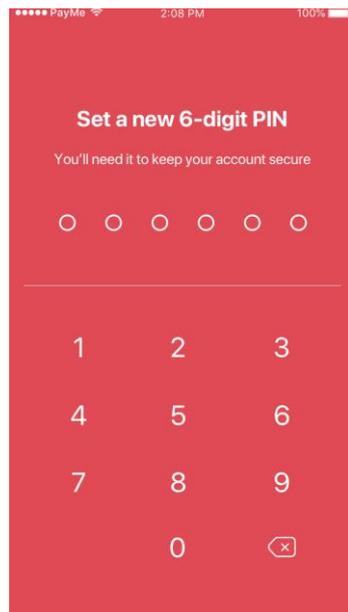
3
Enter your business name



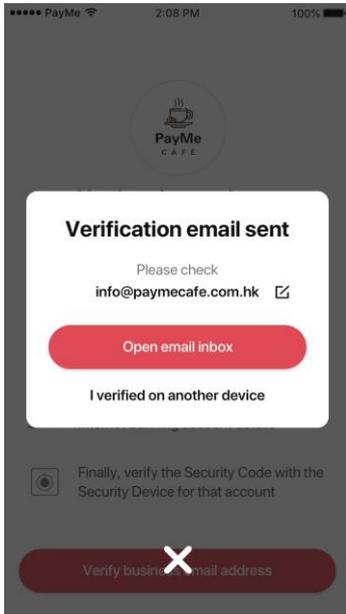
4
Enter your business email



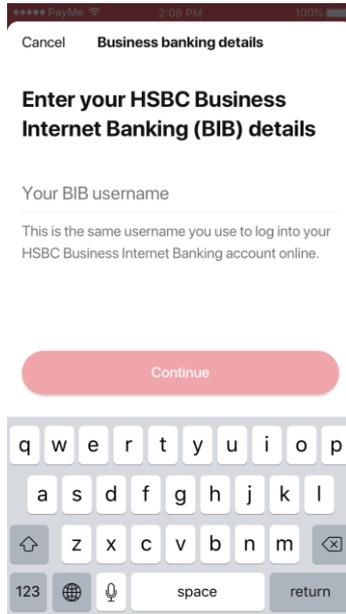
5
Choose your business category and add your logo to create your profile



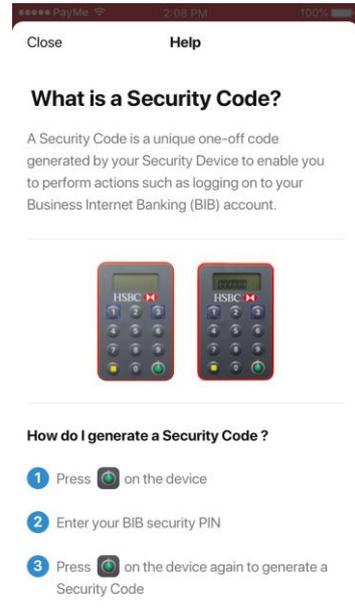
6
Create a 6-digit PIN



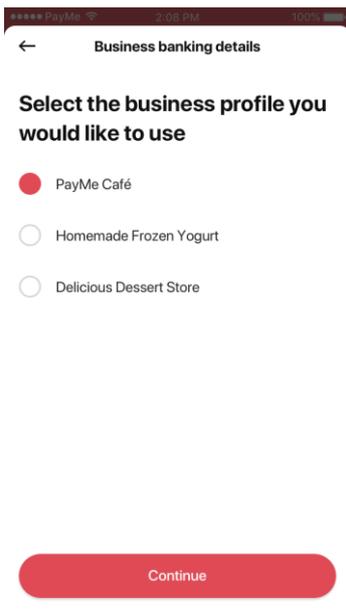
7
Verify your email



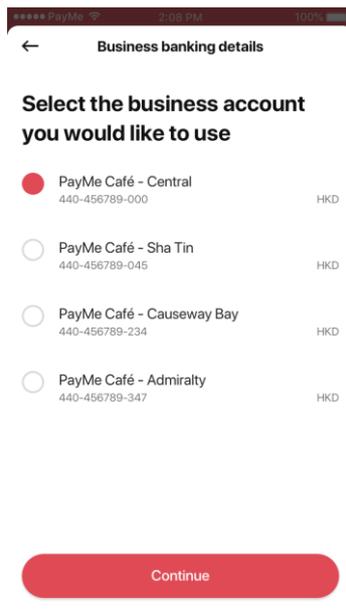
8
Enter your HSBC Business Internet Banking username



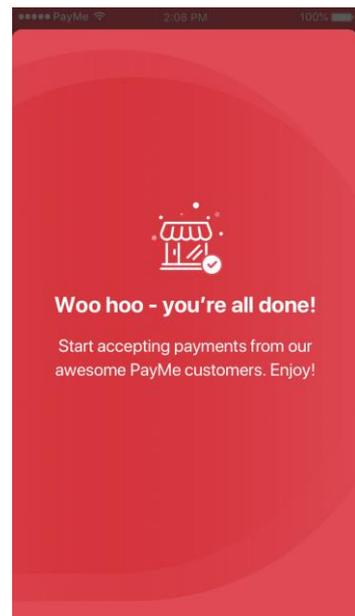
9
Enter your password and Security Code



10
Choose the business you want to use



11
Choose the bank account you want to use



12
Set up complete!

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)



1
輸入收款金額



2
輸入給客戶的訊息及內部參考編號
(非必要)

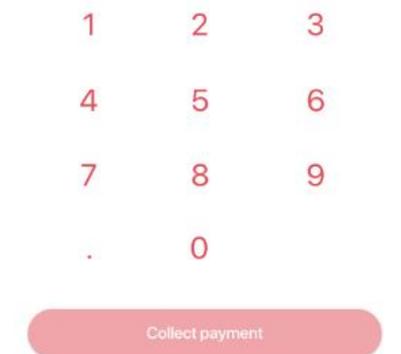
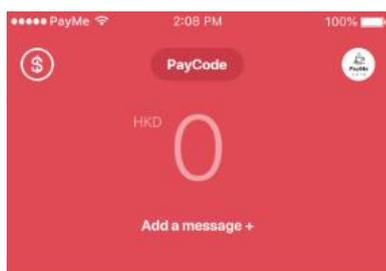


3
應用程式將即時生成動態 PayCode
讓客戶掃描付款



4
成功收款！

2) 靜態 PayCode (您公司專屬的 QR 碼)



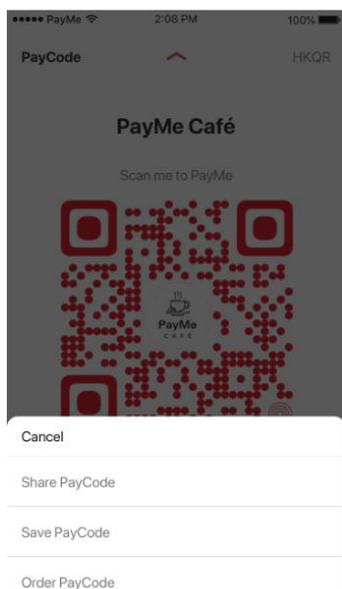
1

點按新的「PayCode」按鈕



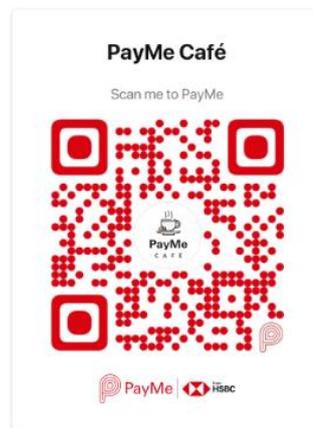
2

點按您專屬的 PayCode



3

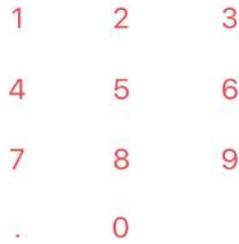
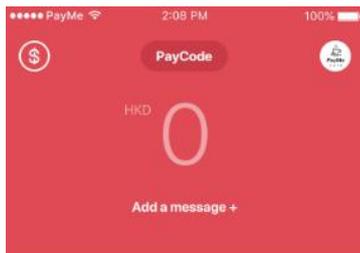
點按「儲存」以儲存您的 PayCode 圖片作日後收款之用；
或點按「訂製」以獲取實體 PayCode 放置於店內



4

客戶可掃描您的 PayCode，然後自行輸入金額進行付款

3) PayLink



1

點按「PayCode」按鈕



PayMe Café

Scan me to PayMe

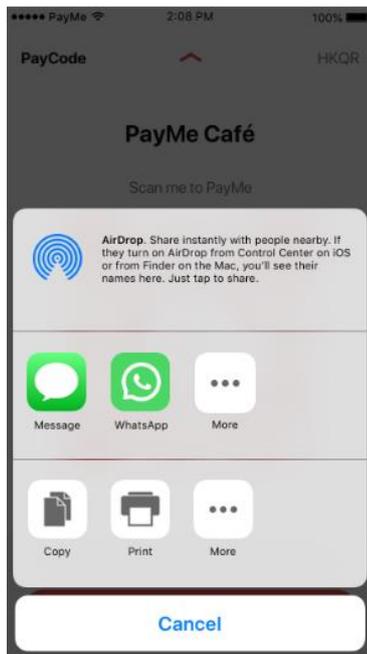


Or collect payment by sharing your PayLink

Share my PayLink

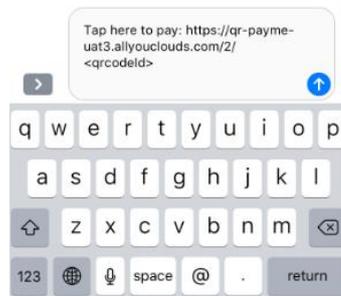
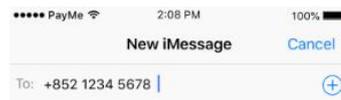
2

然後點按「分享我的 PayLink」



3

複製並透過 WhatsApp 或手機短訊
分享 PayCode



4

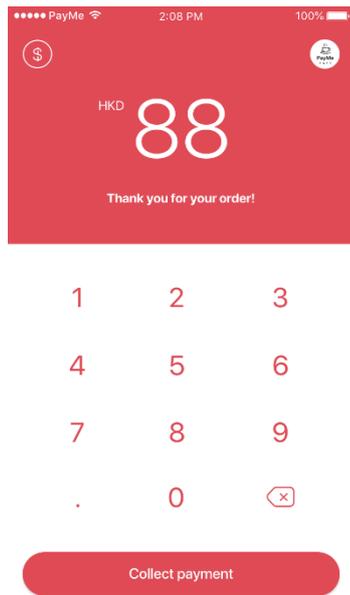
客戶可隨時點按 PayLink 向您付款

IV. Payments

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

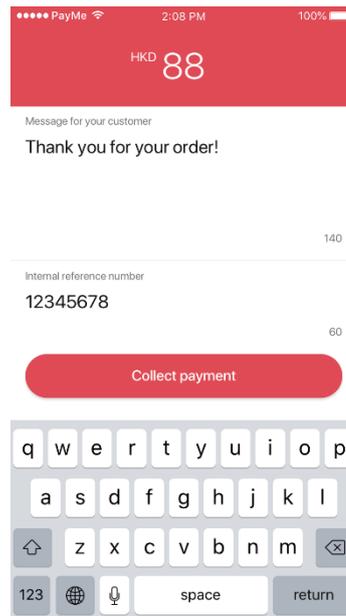
- 1) Dynamic PayCode (QR code with the amount input by you)
- 2) Static PayCode (the unique QR code of your business)
- 3) PayLink (sent via WhatsApp or SMS)

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



1

Enter the payment amount



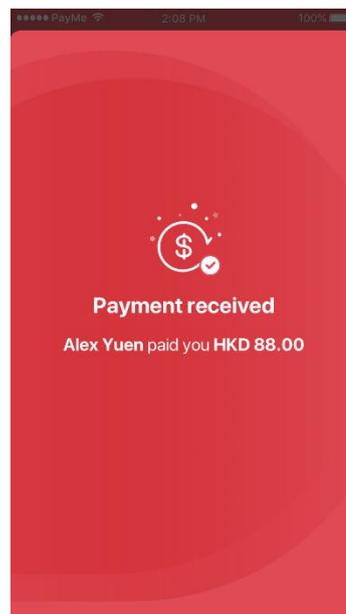
2

Input message to your customer and reference number (optional)



3

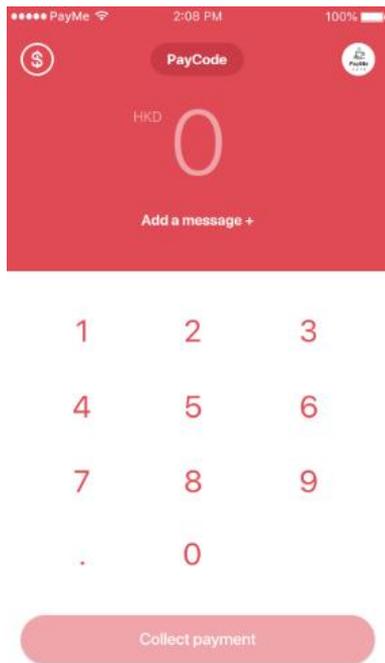
Dynamic PayCode generated and presented to the customer for scanning



4

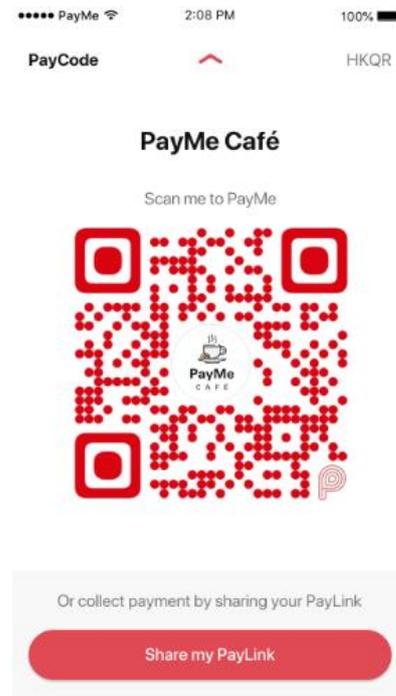
Payment received!

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



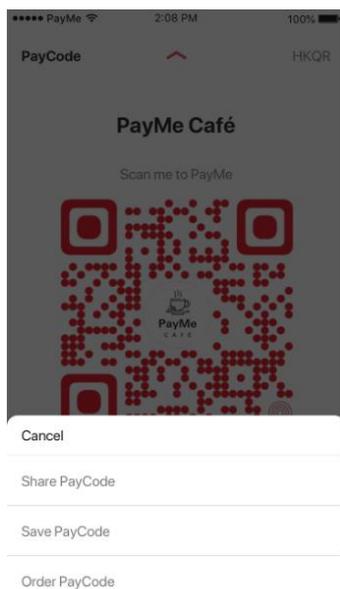
1

Tap on the PayCode button



2

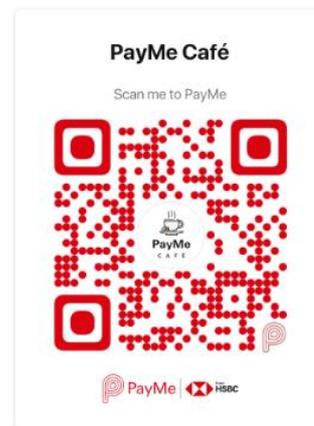
Tap on the unique PayCode



3

Tap Save to save your PayCode as an image for future use.

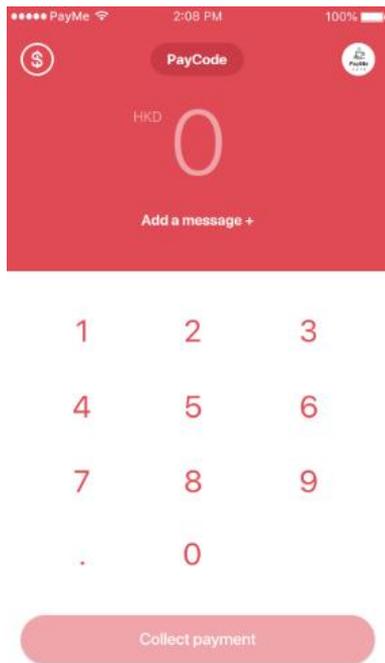
Tap Order to request a physical version for display at your business



4

Your customers can then scan your PayCode, enter the amount and pay you

3) PayLink



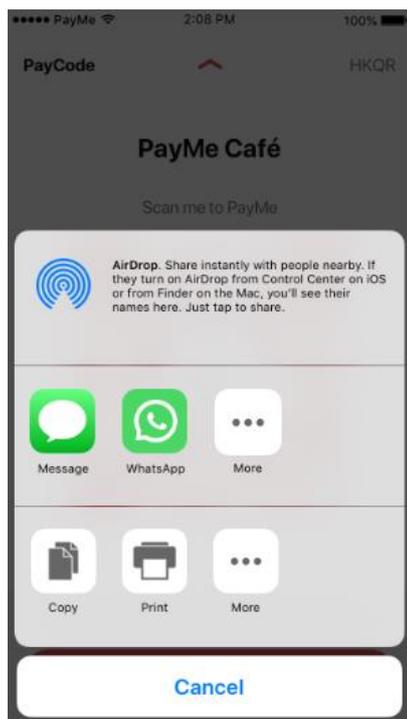
1

Tap on the PayCode button



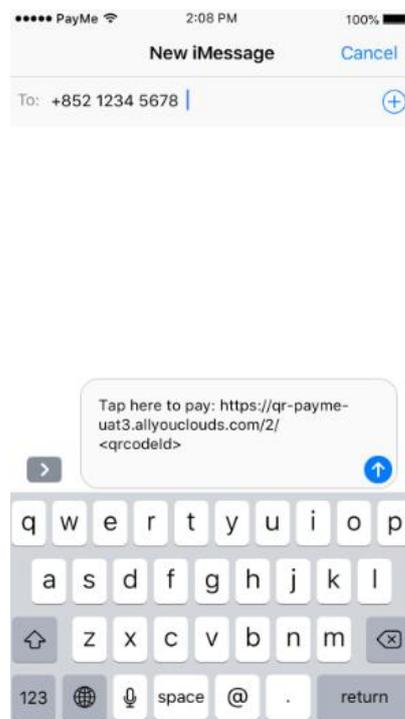
2

Tap Share my PayLink



3

Copy and share the PayLink via WhatsApp or SMS



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

V. 退款



1
點按您想退款的交易



2
點擊「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？



1
點擊「退款」

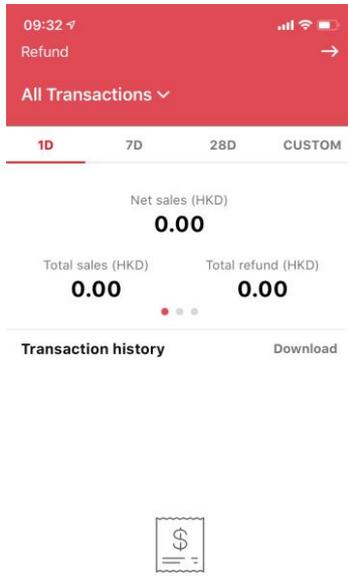


2
掃描退款客人的 PayCode



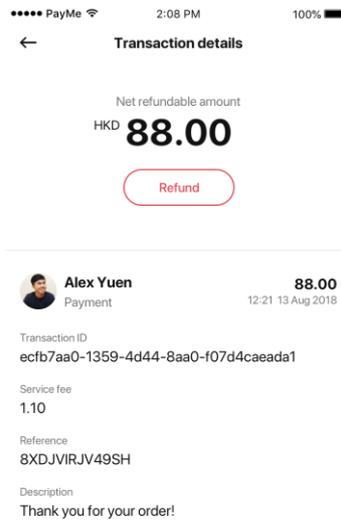
3
即可選取交易進行退款

V. Refunds



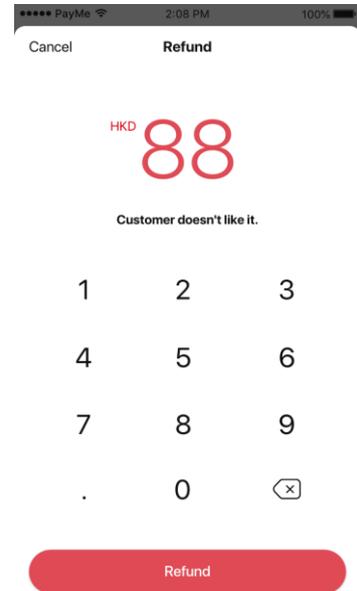
1

Choose the transaction you want to refund



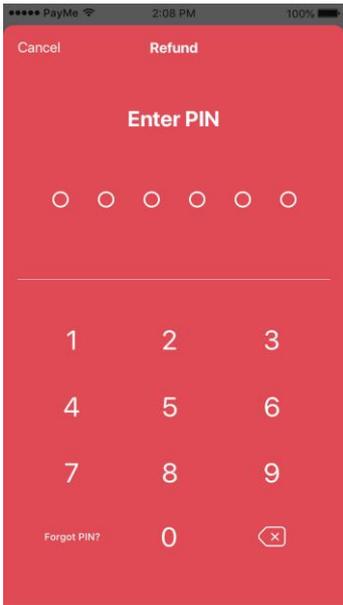
2

Tap 'Refund'

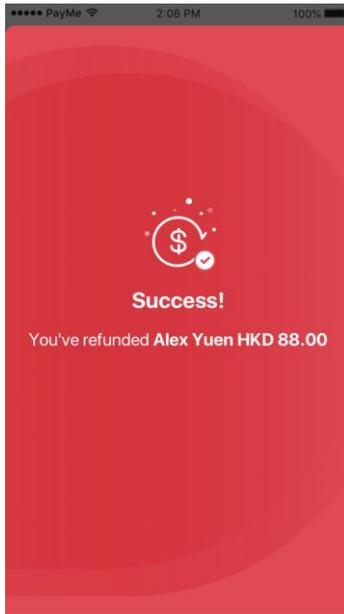


3

Enter the amount – you can do full or partial refund

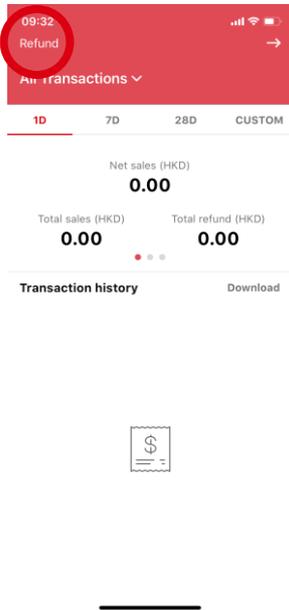


4
Enter your PIN

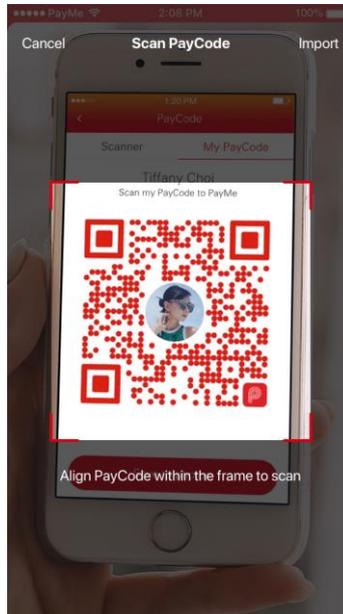


5
Refund complete!

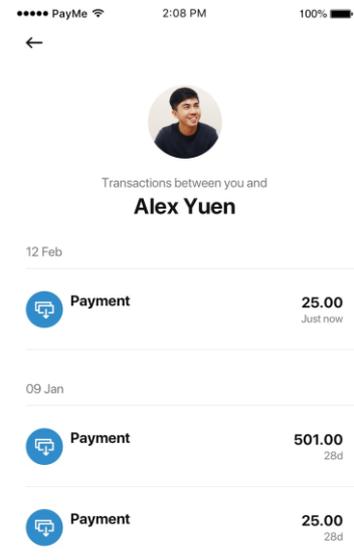
Want to find a transaction faster?



1
Tap 'Refund'



2
Scan the customer's
PayCode

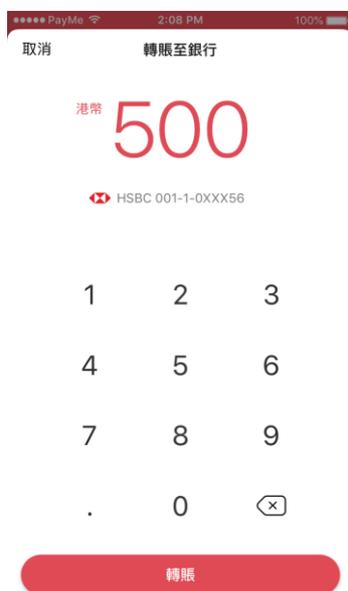


3
You will be able to see all
the transactions with the
selected customer

VI. 轉賬至銀行



1
點擊「轉賬至銀行」



2
輸入金額



3
輸入密碼



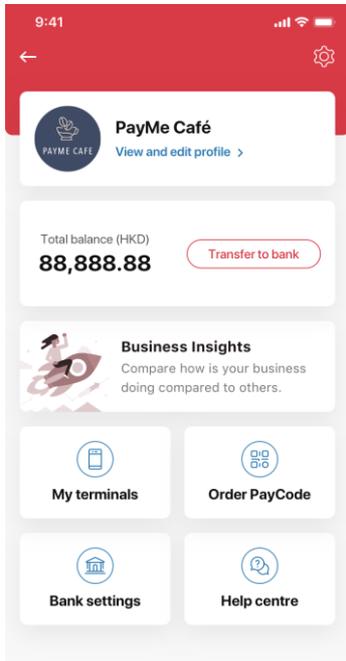
4
轉賬成功！



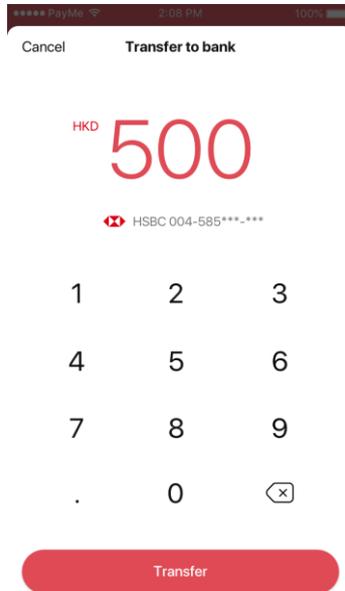
5
您可於應用程式內查看交易紀錄



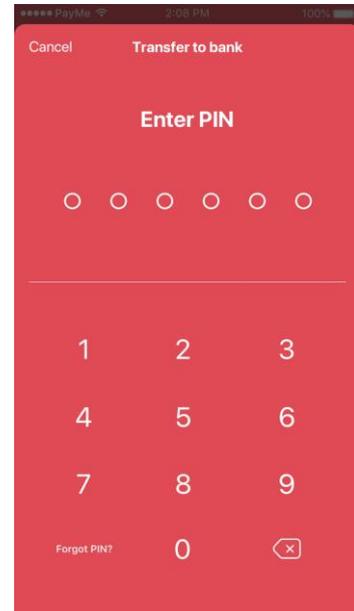
VI. Transfer to bank



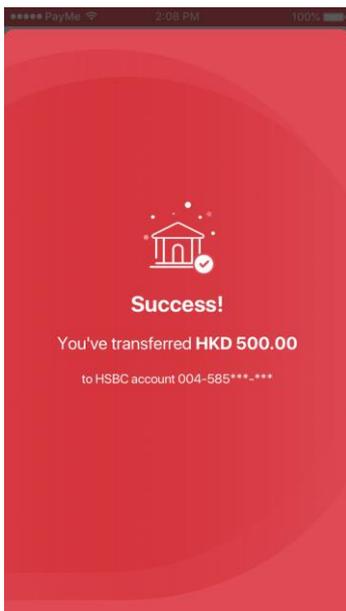
1
Tap 'Transfer to bank'



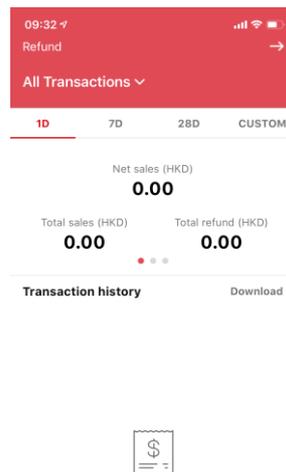
2
Enter the amount



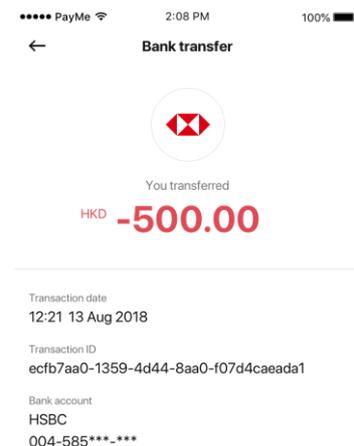
3
Enter your PIN



4
Transfer to bank complete!



5
In-app transaction record available



VII. 報告及分析



1

有了 PayMe for Business
所有業務動態觸手可及



2

您可以選擇查看 1 天、7 天、28 天
或最多 365 天的交易紀錄



3

於上圖紅框位置向左掃一下，以查看
更多業務洞察分析



4

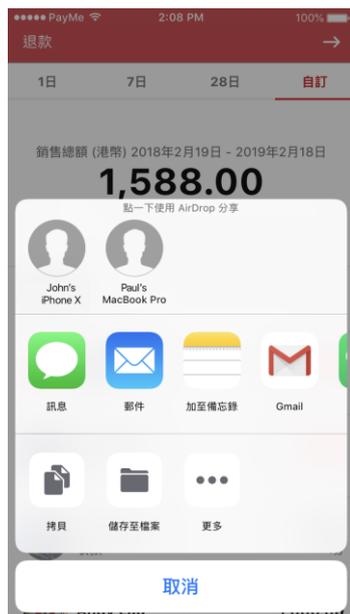
您可查看平均銷售額和及顧客數
量



5
再向左掃以查看選擇日期範圍的淨收
入和手續費

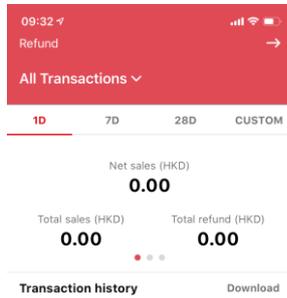


6
點按匯出圖標
將交易紀錄下載為 CSV 檔案



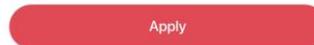
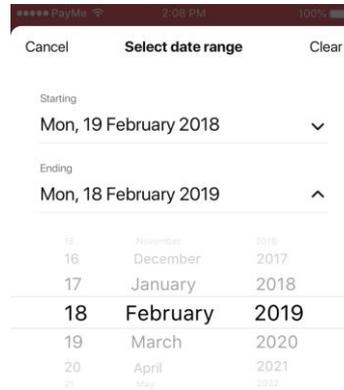
7
發送至您的電郵、儲存或打印

VII. Reporting and analytics



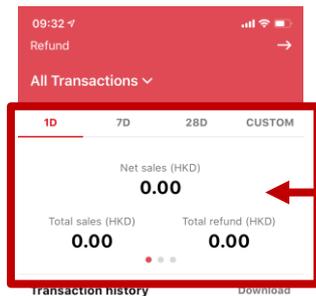
1

With PayMe for Business, your whole business is at your fingertips



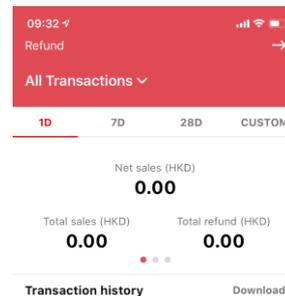
2

Choose to view 1, 7, 28, or up to 365 days of transactions from the custom tab



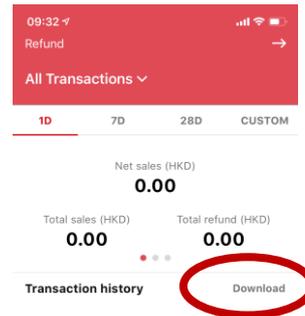
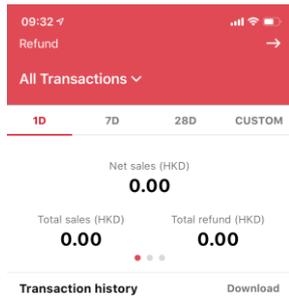
3

For more business insights, swipe left in the area indicated by the red rectangle



4

You can see more information on average sales and customer numbers

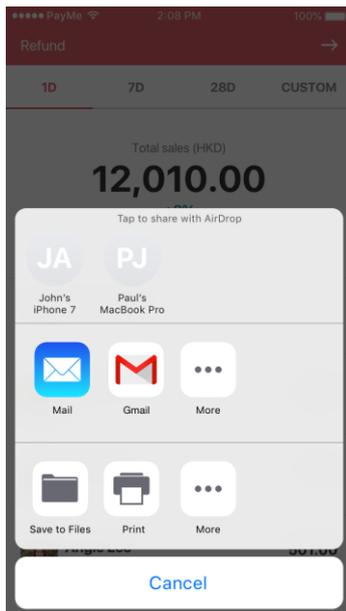


5

Swipe left again to check your net income and service fees in the specified period

6

Finally, tap the export icon to download your transaction history as a CSV file



7

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。



1
點按「協助中心」



2
查看常見問題



3
可以發送查詢或直接致電聯絡我們

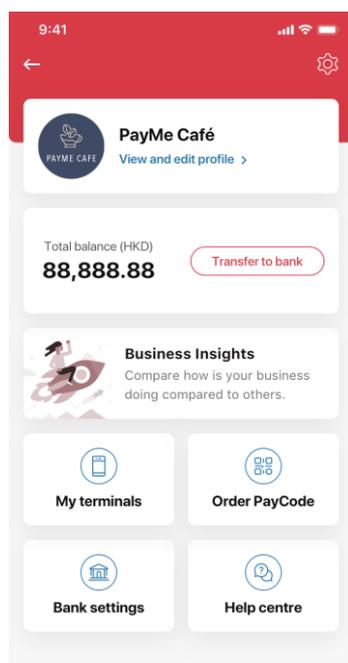


4
提交查詢

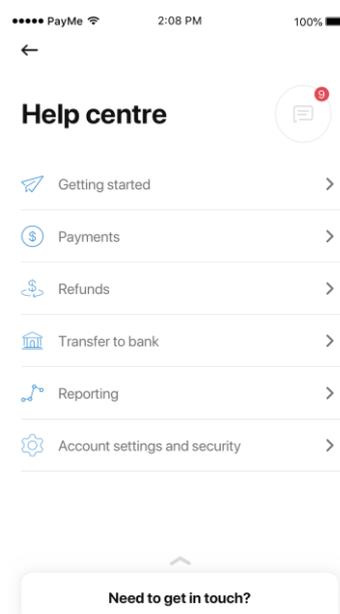
VIII. Need help?

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.

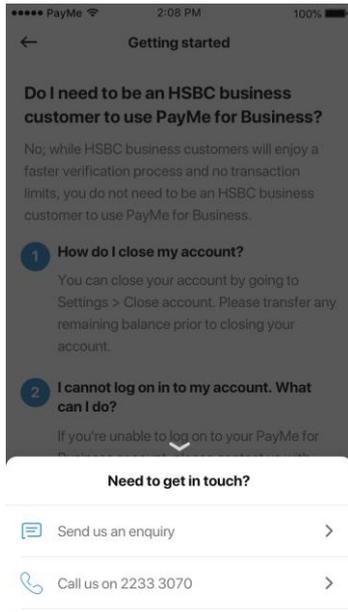
If you can't find what you are looking for, just tap the 'Need to get in touch?' button to send us an enquiry. The PayMe team will get back to you within 1–2 working days. For anything really urgent, give us a call on 2233-3070 between 9am and 6pm, Monday to Sunday.



1
Tap 'Help centre'

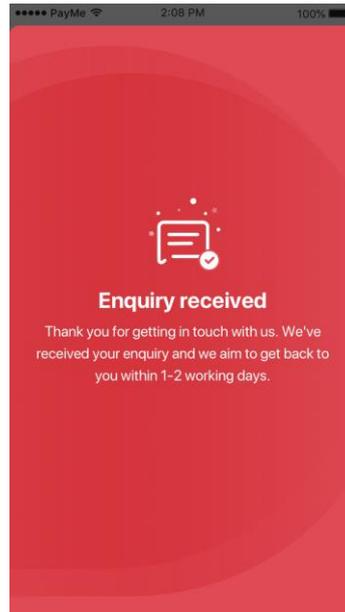


2
Browse a list of FAQs



3

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。

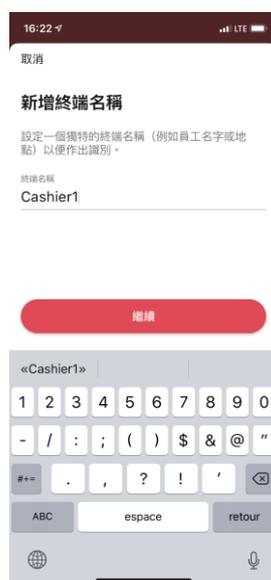
首次建立終端

(PayMe for Business 賬戶持有人或業務負責人)



1

前往「設定」>「管理終端」。您可建立最多 50 個終端。



2

輸入終端名稱，可以是員工名字或門店地點。

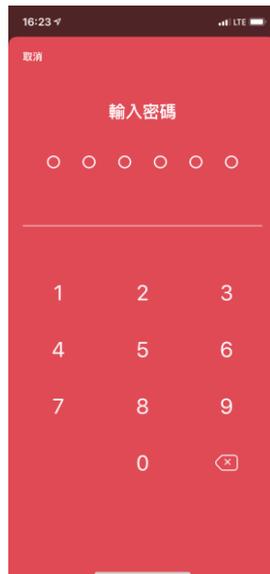


3

設定終端用途，可選員工或於指定門店使用。



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)



1

新增終端用戶下載 PayMe for Business 應用程式，按「連結新增終端」。



2

掃描或匯入業務負責人建立的 QR 碼。



3

新增終端現已可收款及退款（如啟動了退款功能）。



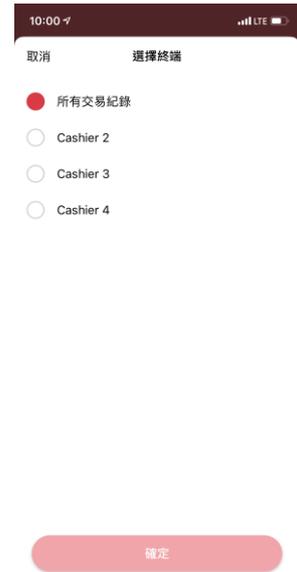
1

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。



2

如要查看所有終端的交易紀錄，點按「所有紀錄」。



3

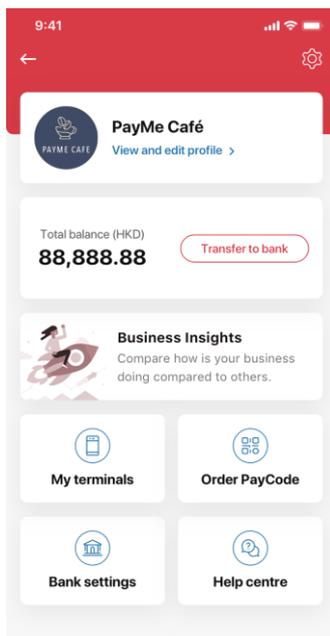
點按「所有交易紀錄」後，您可選擇查看所有終端或個別終端的交易紀錄。

X. Terminal management

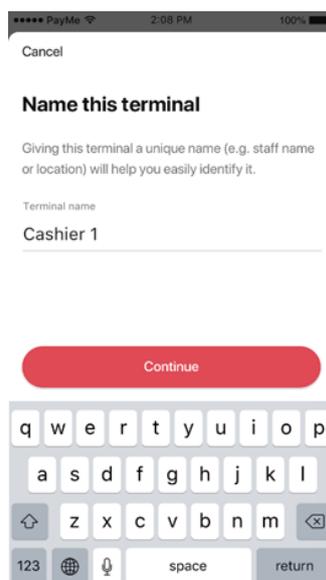
This feature allows you to collect payments and or perform refunds from multiple terminals/devices. Add an additional terminal for your employees and manage them from your own device

Creating a terminal for the first time

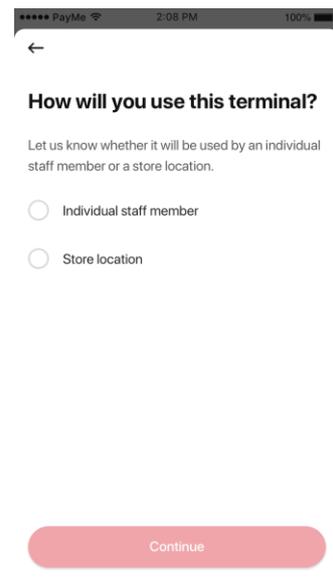
(PayMe for Business account holder/business owner)



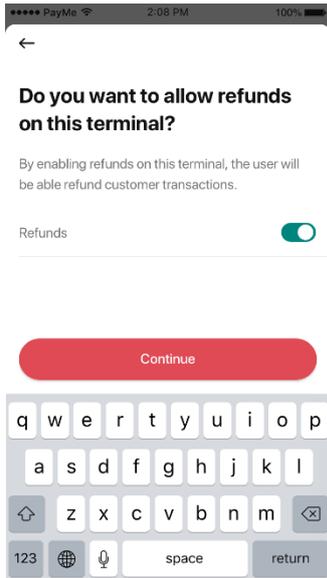
1
Go to Settings > Manage terminals. You can create up to 50 terminals.



2
Enter a terminal name. This could be a staff member's name, or a store location.

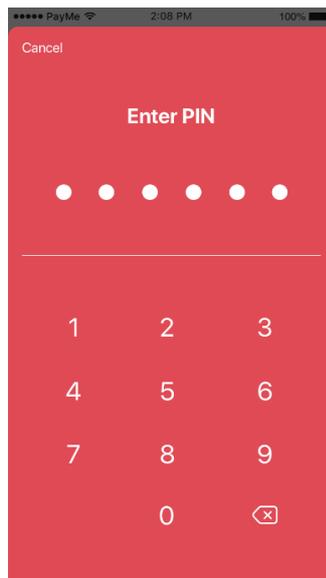


3
Let us know whether the terminal will be used by an individual or a store location.



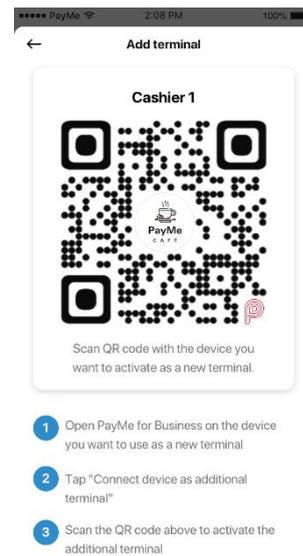
4

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



5

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



6

QR activation code will be 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)



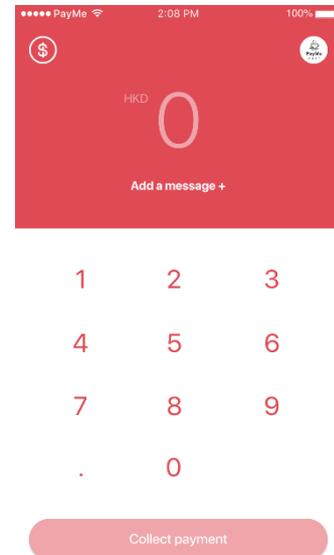
1

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



2

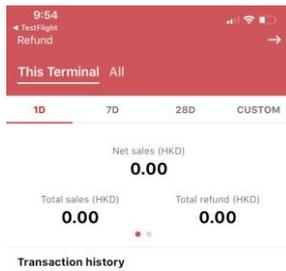
Terminal user scans or imports the activation QR code generated by the business owner.



3

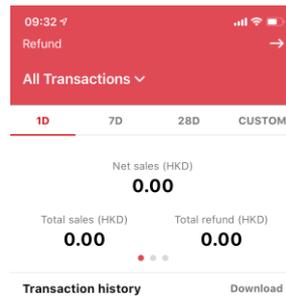
Terminal user is now able to collect payments and perform refunds if enabled.

Terminal management reporting



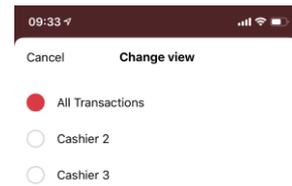
1

To view reports and sales activity, go to 'Transaction history' and select 'This terminal' to see transactions from this device only.



2

To see transactions from all of your terminals in one place, tap 'All transactions'.



Apply

3

You'll then be given the option to view all transactions, or you can select individual terminals and view their transactions only.

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