

PayPal/Venmo Cashier Training Guide

Taking Payments
(Cashier)

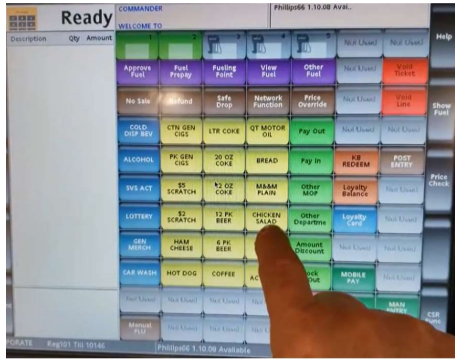
Consumer
Experience

Consumers using
PayPal

Consumers using
venmo

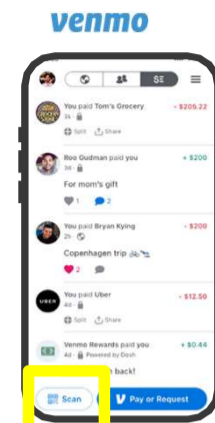
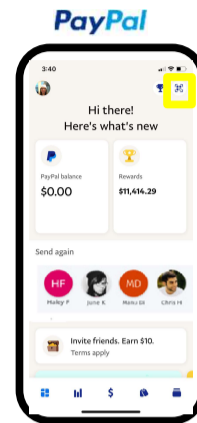
STEP 1

Ring up items



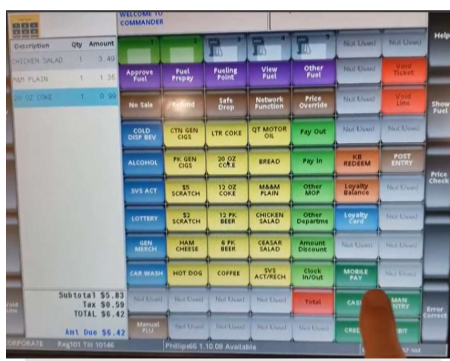
- Consumer opens PayPal/ Venmo app
- Selects appropriate Scan button

Note: First time users may need to select funding source (credit card, debit card, bank account).

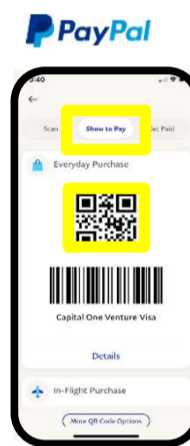


STEP 2

Press the tender key designated for "MOBILE PAYMENTS".

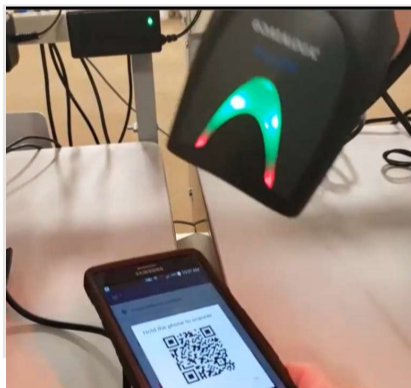


- Consumer selects **Show to Pay**
- Consumer presents QR code to Cashier to scan

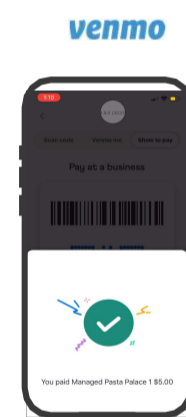
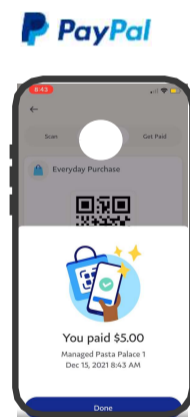


STEP 3

Scan the QR Code on the consumer's mobile device



Consumer receives confirmation of transaction



STEP 4

Transaction will process and receipt will print

Consumer receives confirmation and leaves happy



Support

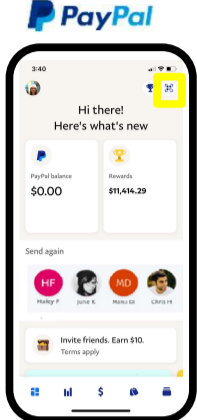
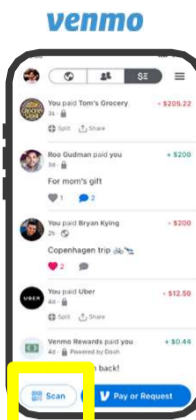
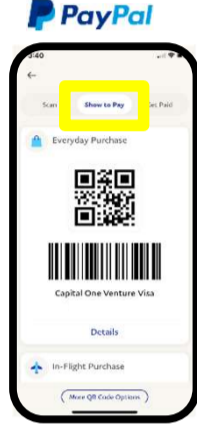


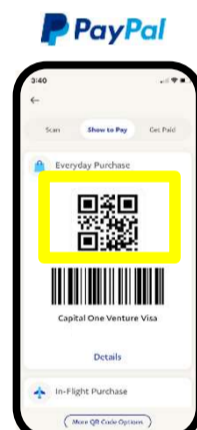

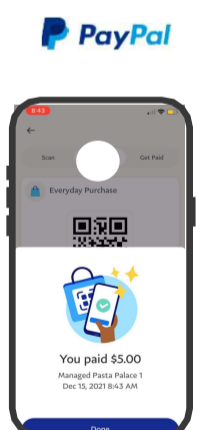
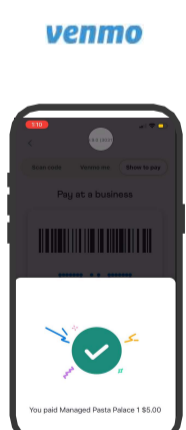
If there is a register issue contact the **Internal Help Desk +1-800-IAM-DOWN** or **1-800-426-3696**

If the customer has a problem with their app, advise them to contact **PayPal Customer Service** at **+1-888-221-1161**.

First-time users may also have some additional risk steps to complete. Let the consumer know this is normal and request they complete these risk steps.

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Consumer Experience

<p>Consumers using PayPal</p> <ul style="list-style-type: none"> ➤ Consumer opens PayPal app ➤ Selects the Scan icon in upper right corner 	<p>Consumers using venmo</p> <ul style="list-style-type: none"> ➤ Consumer opens Venmo app ➤ Selects Scan icon in bottom left corner 
<ul style="list-style-type: none"> ➤ Consumer Selects "Show to Pay" to generate a QR code  <p><i>Note: User may select/update funding source (credit card, debit card, bank account).</i></p>	<ul style="list-style-type: none"> ➤ Consumer Selects "Show to Pay" to generate a QR code  <p><i>Note: User may select/update funding source (credit card, debit card, bank account).</i></p>
<p>Consumer presents the QR code to the Cashier to scan</p>  	<p>Consumer presents the QR code to the Cashier to scan</p> 
<p>Consumer receives confirmation of transaction</p> 	<p>Consumer receives confirmation of transaction</p> 

Consumer receives confirmation and leaves happy

