



MERCHANT GUIDE

MERCHANT SET-UP



Scan the QR code to download the ShopBack for Business app



Enter your outlet code
This code can be found in your merchant guide

Outlet Code

Login as Cashier using your Outlet Code



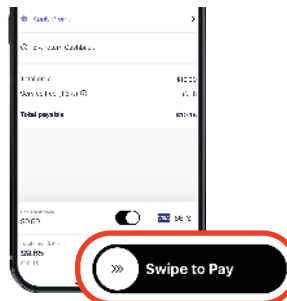
Order ID: 210917-3163-KBAX
17 Sep 2021, 12:59 PM
Successful

Verify payments instantly in the Live Transactions tab

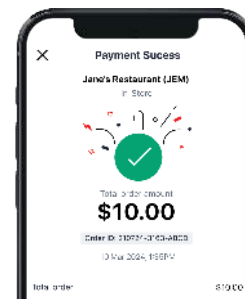
CUSTOMER JOURNEY



Customer scans the ShopBack Pay QR code at your payment area

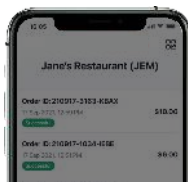


Customer enters the full price of their order and swipes to Pay



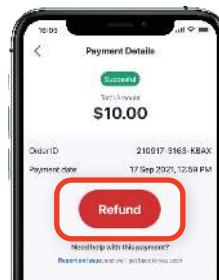
Customer shows the cashier their Payment Success screen

REFUND PAYMENT



Order ID: 210917-3163-KBAX
17 Sep 2021, 12:59 PM
Successful

Select the Order ID you want to refund using the Live Transactions or History tab



Select the Refund button



Get the code from your manager
Authorisation Code
Cancel Confirm Refund

Enter your Authorisation Code and Confirm