



PayPal

Here™



\*\*\*\*\*



SYNC





Madi,  
The Little  
Paper Pantry

# In this guide:

## **Getting started**

- Applying for PayPal Here
- Logging in to the app
- Setting up your business profile
- Setting up an item list

## **Your card reader**

- Your card reader
- Your card reader's lights
- Pairing your card reader
- Your card reader's battery

## **Taking payments**

- Entering an order
- Taking payment with the card reader
- Taking payment without the card reader
- Sending invoices

## **Managing your business**

- Transferring money
- Viewing sales and refunds

# Getting started

## Applying for PayPal Here

- 1** Sign up for a PayPal premier or business account at [paypal.com.au](https://paypal.com.au)
- 2** Apply for PayPal Here at [paypal.com.au/here](https://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

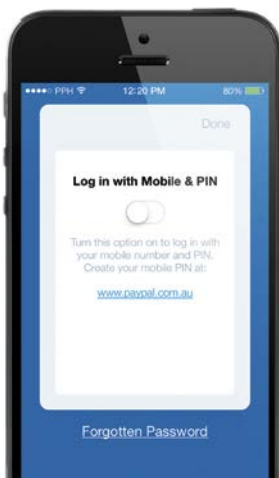
You can login to the PayPal Here app with either your **email address and PayPal password** or **mobile number and PIN**.

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

*Settings icon*



To create your PIN for mobile number login, log in to your PayPal account online choose **Profile > Phone > Update** and click **set or change your PIN**.



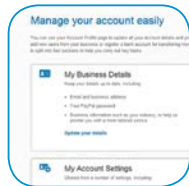
## Setting up your business profile

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

### To add your logo and business details:

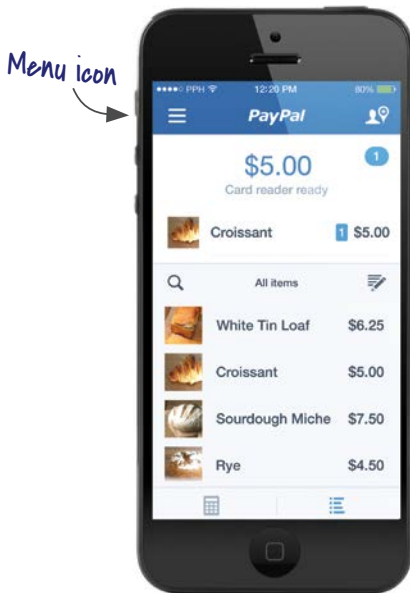
- In the app, tap the **menu icon**, then your business name at the top. You can add a logo or edit your business information.
- To change the business name that appears on your receipts, you'll need to log in to your PayPal account online then choose **Profile** > **My business details**.

Menu icon

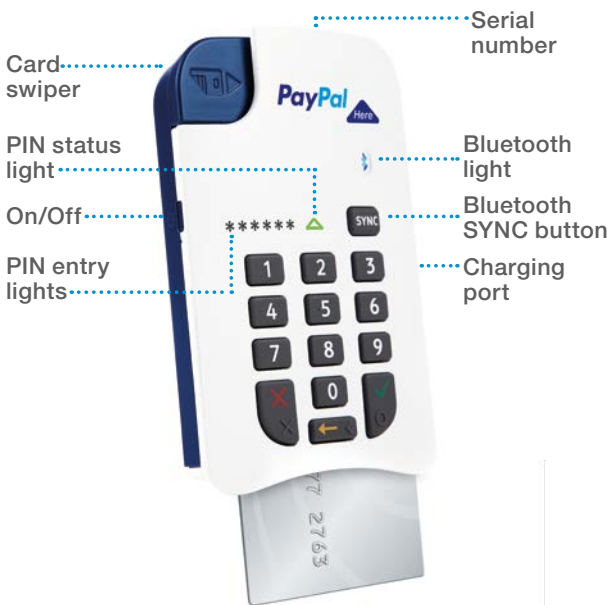


## Setting up an item list

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.



# Your 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

- 1 Turn on your card reader.  
A green light will blink followed by the Bluetooth light.
- 2 Go to **Settings** on your mobile and turn on Bluetooth.
- 3 Select your card reader from the list of available devices.

### Can't see the card reader?

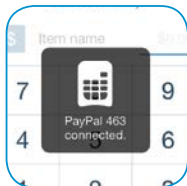
Hold down the SYNC button until the Bluetooth light blinks quickly.



## 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

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

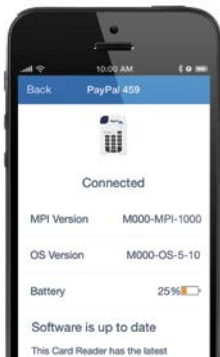
**Charge** your card reader's battery by connecting the supplied USB cable to any computer or plug adaptor.



**Check** your battery by holding down the yellow arrow for a few seconds. The PIN lights represent the remaining power, e.g. 3 of the 6 PIN lights on indicates 50% charge. If the PIN lights are solid red, your battery is low.



If connected to the app, check your battery by tapping the menu icon then **Card Readers**.



## TIPS

### Conserving your card reader's battery



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

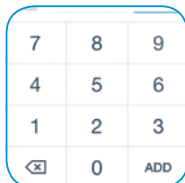
When you're ready to take a payment, turn on the reader and press any button to revive it.

- 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.

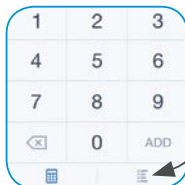
# Taking payments

## Entering an order

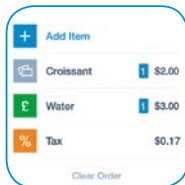
Enter the total amount due, and an optional item name (description). Tap **ADD** to enter a new item.



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.



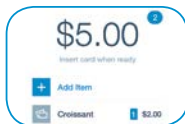
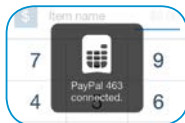
## For tablet users:

You can also scan items using the barcode scanner.

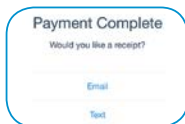


## Taking payment with your card reader

- 1 Make sure your card reader is connected to your mobile device.
- 2 In the PayPal Here app, enter the amount or select from your item list.

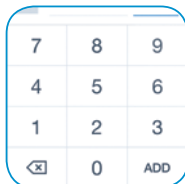


- 3 Ask your customer to firmly insert their card into the bottom of the card reader.
- 4 Discounts or tips may be applied if you've enabled this option in your settings.
- 5 Your customer enters their PIN into the card reader.
- 6 Once the payment is approved, you can send a receipt by email or SMS



## Taking payment without card reader

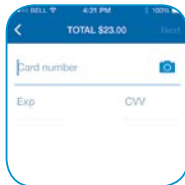
- 1 In the PayPal Here app, enter the transaction amount or select items from your list.



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

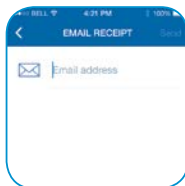


- 3 Enter the card number, expiry date and CVV.



- 4 Tap next.

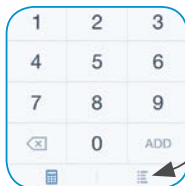
- 5 Once the payment has been approved, you can send a receipt by email or SMS.





## 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**.



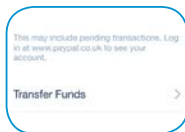
- 4 Your customer will receive the invoice by email. They can pay by clicking the link in the invoice and entering their card details or with their PayPal account.

# Managing your business

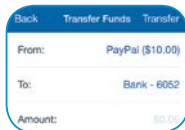
## Transferring Money:

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.

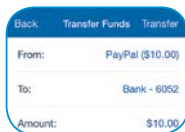
- 1 From the menu, go to **Sales Activity**, then tap **Transfer Funds**.



- 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.

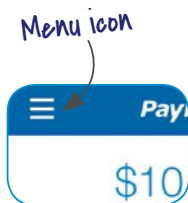


- 4 Enter the amount to be transferred and tap **Transfer**.

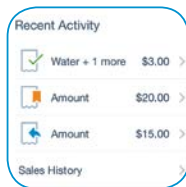
To link your bank account log in to PayPal online then choose **Profile > Add or edit bank account**.

## 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](https://www.paypal.com.au/hereuserguide)**

The PayPal Here card reader is provided by PayPal Payments Pte. Ltd (ABN 64 816 791 531), a Singaporean company. The PayPal service is provided by PayPal Australia Pty Limited (ABN 93 111 195 389) which holds an Australian Financial Services Licence number 304962. Any information provided is general advice only and does not take into account your objectives, financial situation or needs. Please consider the Combined Financial Services Guide and Product Disclosure Statement available at [www.paypal.com.au](https://www.paypal.com.au) before acquiring or using the service.