



CUSTOMER MANUAL

Your QRPay terminal, operational in 3 steps.

This guide summarizes how your payment terminal will be registered. You will see that your part is very simple - we take care of everything else, until your equipment is fully operational and you have your credentials in hand.

WHAT YOU DO

**One visit,
one envelope.**

Go to your CaixaBank branch and hand in the envelope we prepare for you.

WHAT WE DO

-> **All the
configuration.**

Testing, production go-live, Apple Pay and Google Pay activation, and final delivery of credentials.

01

YOUR PART

Visit to CaixaBank

When we deliver your terminals, you will also receive **an envelope with all the documentation prepared for CaixaBank**. At the branch, your only task is to hand it in.

- Go to your CaixaBank branch**, state that you want to register a merchant account and hand in the envelope we provided.

WHAT THE ENVELOPE CONTAINS



Commission agreement

Pre-agreed rate with CaixaBank:
3 cents per transaction.



Merchant registration form

Merchant address, phone, contact person and technical details -
already completed with your information.

At the time the terminal is delivered, we will ask you for the necessary details to complete the document.

What you need to bring

Are you already a CaixaBank customer?



You already have a business or self-employed account open

You only need your **ID** and the envelope we give you.



You will need to open a business account during the same visit

Also bring: **ID**, form **036/037**, company deeds and powers of attorney (if a company), proof of tax address. Allow **2-3 extra days** for the account to be activated.

02

OUR PART

Complete configuration

From the moment the bank registers the merchant, interIBI takes care of all technical management with Redsys. This is the internal process, completely transparent to you:

1

Receive test credentials

Redsys sends us the email with the test environment credentials. We register your merchant account on our platform.

2

Technical validation

We make test payments to verify that the integration works correctly with your merchant account.

3

Request transition to live environment

We process with Redsys the change from the test environment to the production environment.

4

Production activation

We receive the final data, configure your merchant account in production, and link your physical QRPay terminal.

5

Apple Pay and Google Pay **INCLUDED**

We request Redsys to activate Apple Pay and Google Pay for your merchant account, at no additional cost, to improve your customers' experience.

6

Email change and credentials delivery

Once configured, we change the registered email to yours and hand over all Redsys merchant credentials. From then on, control is entirely yours.

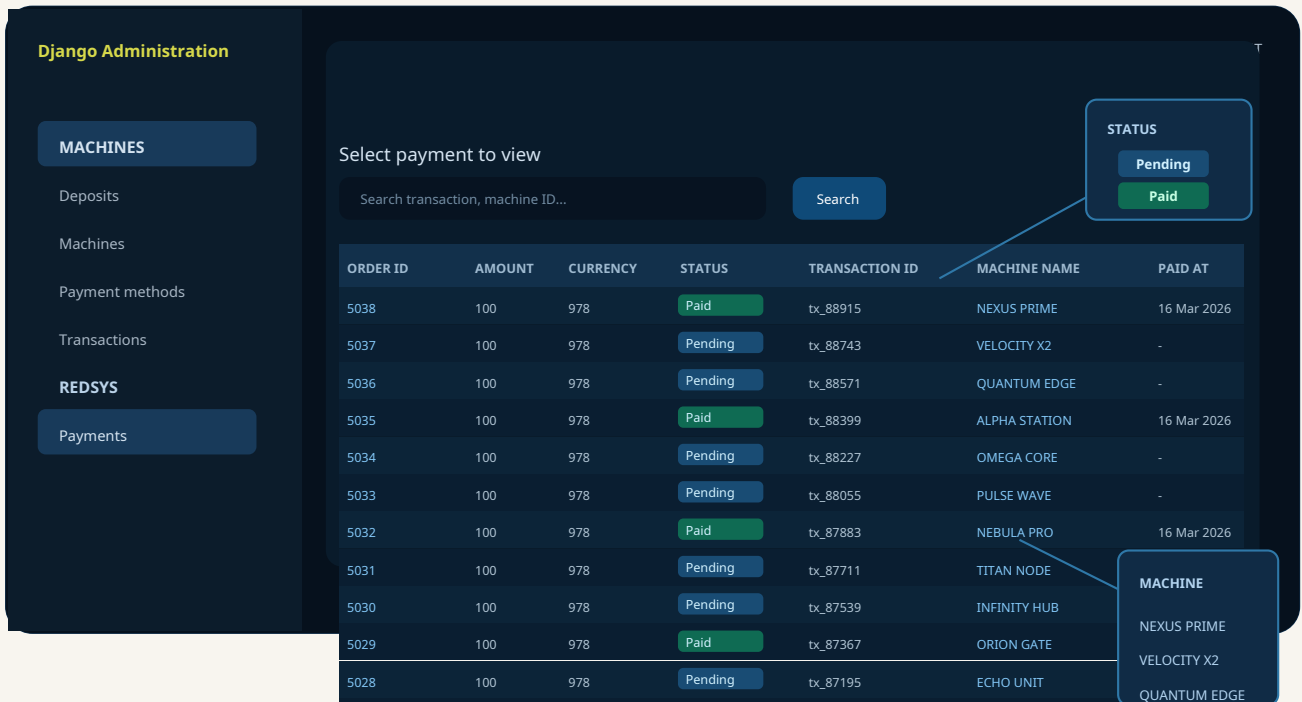
Timeframe

Between 3 and 10 business days from signing the registration, mainly depending on Redsys response times for the production go-live. We will keep you informed of the status at all times.

03

THE RESULT

Everything ready, turnkey



Your merchant account, operational

Once registration is complete, your terminal is **ready to take payments**. Through the interIBI **DJANGO** control panel, you can manage machines, settings, stock and operations in one place.

- **Terminal QRPay** taking payments
- **Apple Pay** activated
- **Google Pay** activated
- **Credentials** delivered to the customer
- **Redsys panel** accessible to you
- **Support** interIBI available

Questions during the process?

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