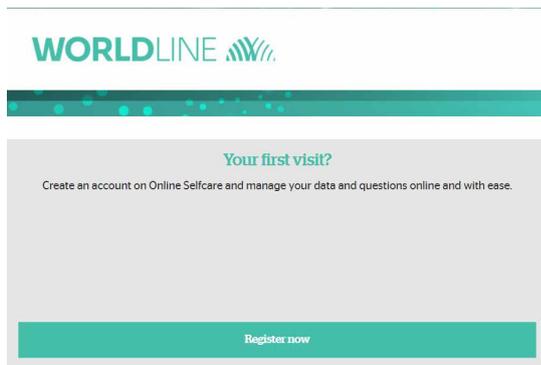


# Set-up Guide for Merchant Assistance

Set-up guide

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To make the Merchant Assistance options even easier to use, all you need to do is set up a profile that includes your contact details and the times you prefer Worldline to contact you if required.

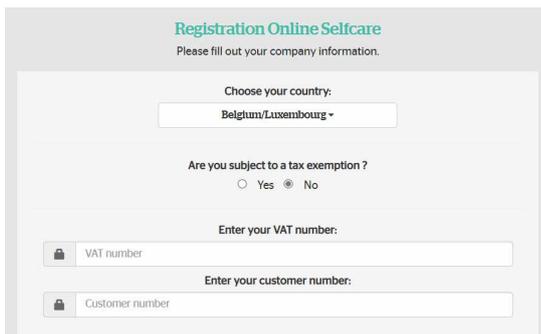


- 1 Set up your on-line selfcare (OSLC) account, if you have not already done so:

[https://services.worldline.com/nl\\_BE/osc/login](https://services.worldline.com/nl_BE/osc/login)

Click on register now.

You will need your VAT number, if you are registered for VAT, and your client number. You can find your account number in the e-mail in which this document has been attached.

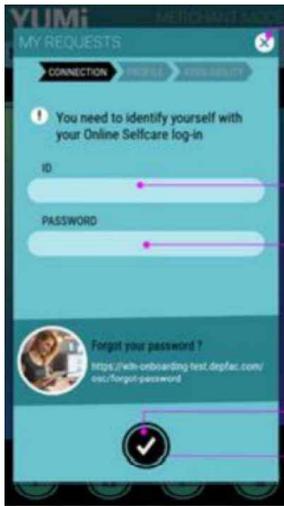


As soon you've finished the registration process and created a user you can now log-on with that user on your YUMI terminal. The registration process consists of many steps.



- 2 Select the application my tickets on your YUMI home page.





- 3 Log in using your Online selfcare credentials.



Set up your profile to make creating tickets easier.

Click on validate and you're now set to create tickets.

Next time you create a ticket the data you entered the first time will be visible and you can still adapt or just validate.

Your availabilities: are preferred hours you would like to be contacted upon.



CHECK-UP

- 4 On the terminal select the Check-up icon to launch a self-test of your terminal.



CONTACT US

- 5 If you want to reach out to us, you can find our phone number in the contact application.

Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

