

0. Welcome to DISH Pay Now

Congratulations on purchasing your DISH Pay Now device!

 **Before getting started**, make sure to **activate your DISH Pay Now account** [Click here!](#)



https://www.dish.co/DE/en/user/taptopay?utm_source=dpn&utm_medium=dish_support&utm_campaign=dpn_ah_dpn-quick-setup-guide-2024-step-2-dpn-register

Watch our comprehensive onboarding video to get started!

Check out our complete 3-step onboarding guide:



▼ Click here for details

Step 1: Activate your account

1. Scan the QR code and register



Option 1: Scan the provided QR code.

Option 2: Visit this URL: www.dish.co/DPN-register
(<https://www.dish.co/user/sign-up/step1>)

2. Sign-up to DISH

- a) If you don't already have an account, create one by following the on-screen prompts.
- b) If you already have an account, log in.

Keep your login credentials nearby. You will need them in Step 2: Complete device onboarding.

3. Create Establishment

After logging in, navigate to the option to add your business establishment.

Follow the account verification steps provided. (Tip: For a detailed walkthrough, refer to the [Account verification flow](https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device) (<https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device>) documentation if needed.)

4. Activate your Account

First choose to agree to DISH Pay Special Terms and Conditions. Your device is being activated, please hold on for a moment before you proceed.

5. Provide business information

Carefully fill in all required business details as prompted during the verification process.

In case you have questions or would like to access further information, please check out our detailed guide for Step 1 [here](https://support.dish.co/article/7aeq2m7dst-1-activate-your-account-and-device) (<https://support.dish.co/article/7aeq2m7dst-1-activate-your-account-and-device>).

6. Upload company documents

Gather the following documents for upload:

- Valid ID:

Acceptable IDs include passports, national ID cards, or driver's

licenses.

- Recent bank statement:

Must be from your business account, and not older than three months

- Business registration document:

Examples: Certificate of Incorporation, VAT registration, or other official government-issued proof of registration.

- Additional requirement for multi-owner businesses:

If your business has more than one owner, upload the ID documents for all ultimate business owners (UBOs).

Important:

Ensure all documents are:

- Clear and fully readable.
- Uploaded in the format requested (e.g., PDF, JPG).

7. Review & submit

Submit the documents and verify that the system confirms successful upload.

In case you have questions or would like to access further information, please check out our detailed guide for Step 1 [here](https://support.dish.co/article/7aeq2m7dst-1-activate-your-account-and-device) (https://support.dish.co/article/7aeq2m7dst-1-activate-your-account-and-device), consult the FAQ section for help or contact DISH Support Team for assistance and document their responses.



▼ Click here for details

Step 2: Complete device onboarding. Please allocate around 30 minutes of your time for the next steps.

Important: Before starting, make sure to register on dish.co.

1. Charge your card reader

2. Switch on/off the card reader

3. Choose your preferred language

Select the language you're most comfortable with from the options provided.

4. Connect to Wi-Fi

Select the preferred **Wifi network** and enter the password to connect.

5. Create or sign in to your Google Account

Important: Make sure you have a Google Account created in the country you are currently residing in.

a) If you do not have a Google Account yet, create one by following the on-screen prompts. Here you can find [how to create a Google Account](https://support.dish.co/article/rljzpnatdd-how-do-i-create-my-own-google-account-for-dish-pay-now) (<https://support.dish.co/article/rljzpnatdd-how-do-i-create-my-own-google-account-for-dish-pay-now>).

b) If you already have an account, log in.

Your Google Account is essential to ensure that you receive the necessary updates for DISH Pay Now and to ensure that you can work smoothly with your device. Since your Google Account has no further influence on your DISH Pay profile, it doesn't matter whether you sign in with a private or business Google Account.

6. Set Google Chrome as the default browser

When prompted, choose **Google Chrome** as your standard web browser.

7. Set a PIN code

Choose a secure PIN code to protect your device.

8. Skip the Google Pay feature

If prompted to set up **Google Pay**, **skip this step — it is not required for DISH Pay Now.**

9. Choose DISH Pay Launcher as default home App

When asked, select **DISH Pay Launcher** as the default Home App. *(This step is mandatory to ensure full device functionality.)*

10. Update DISH Pay App

Navigate to the update option and ensure the **DISH Pay App** is up-to-date for the latest features.

11. Log in to your DISH Account

Use the same credentials you created during "Step 1 : Account registration" to log in.

In case you have questions or would like to access further information, please check out our detailed guide for Step 2 by clicking [here](https://support.dish.co/article/ibxpg7jm9g-dish-pay-now-self-installation-guide) (<https://support.dish.co/article/ibxpg7jm9g-dish-pay-now-self-installation-guide>).

▼ Click here for details

Step 3: Start processing transactions

1. Congratulations!

You are now successfully logged into the DISH Pay App on your device.

2. Ensure your device is logged into your Google Account

This step guarantees you receive all updates for the DISH Pay App.

3. Receive the latest update of the DISH Pay App

DISH Pay App will automatically check for updates when launched in the device for the first time.

Be sure your device is connected to Wi-Fi and signed into your Google Account to complete this step.

4. Process your first transaction

- **Open the DISH Pay App.**
- **Enter the amount you wish to charge.**
- **Tap charge.**

Follow the on-screen instructions to complete the payment process.

5. Learn more

For more information and step-by-step instructions on how to process your first transaction on your device with the DISH Pay App, click here.



Went through all the steps? Congratulations on setting up your DISH Pay Now device! In case you have more questions, check out our FAQ, or feel free to reach out to our customer support team at [dish.co \(https://www.dish.co/contact/\)](https://www.dish.co/contact/).

FAQ

▼ Battery consumption

This will vary according to use. The included charging cradle lets you charge the device without having to plug it in and unplug it, and the battery life can last up to 4

hours with frequent unplugged use.

▼ What types of payments can be accepted with this device?

Visa, MasterCard and AMEX contactless-enabled cards and mobile wallets like Apple Pay, Google Pay, and Samsung Pay work with DISH Pay Now. We continuously expand our card acceptance.

▼ I already have a DPN device can I get a DISH Pay Terminal?

Yes, we would be glad to support you with another device from DISH Pay! Simply click on the following link and reach out to our team. (Click [here](#)

[.https://support.dish.co/l/en/article/4w014eityz-costumer-support#here_you_can_find_a_list_of_dish_phone_numbers_worldwide](https://support.dish.co/l/en/article/4w014eityz-costumer-support#here_you_can_find_a_list_of_dish_phone_numbers_worldwide).) A sales representative will shortly reply to your request.

▼ Do I need to connect the DISH Pay Now device to another device?

No, you don't need another device. The DISH Pay Now device has all the functions you need to accept payments. Make sure that the WLAN is connected (this is also possible via a hotspot).



2. Complete device onboarding

Welcome to step 2 of your **DISH Pay Now** onboarding journey! In this guide, we are going to show you how to set up your DISH Pay Now device. Please allocate 30 minutes of your time for the next steps.

Getting started with your DISH Pay Now device

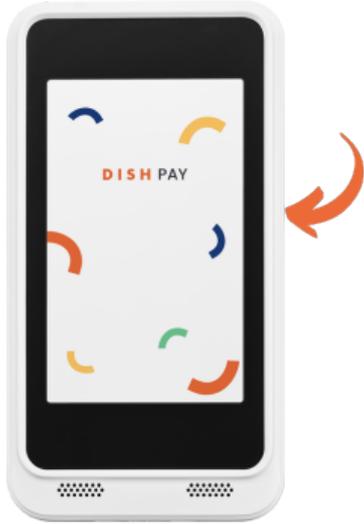
1 Unbox your Device DISH Pay Now device

Carefully unpack your device to prepare for setup.

2 Charge your DISH Pay Now device

Charge your device by connecting it to a power source with the included USB-A to USB-C cable, or placing it on the provided charging dock.

3 Turn on your DISH Pay Now device



Setting up your device & DISH Pay Launcher:

Step-by-Step Instructions:

- 4 Once you have turned on your device, select your preferred language and tap Start to continue.

Hi there

- English (United States)
- Vision settings

Start

- 5 Connect to Wi-Fi by selecting your network from the list, then enter the password if prompted and tap Connect.

WiFi is mandatory to onboard your DISH Pay Now device



Connect to Wi-Fi

Select a network

Network 1

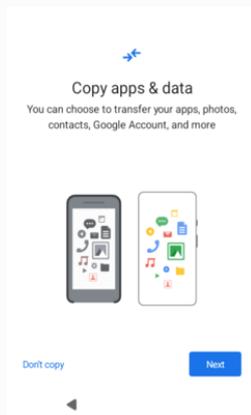
Network 2

Network 3

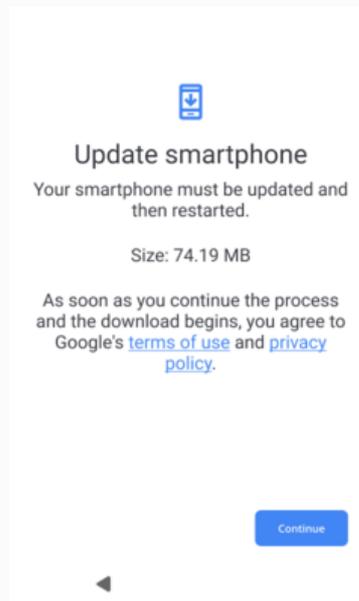
Network 4

Set up offline

- 6 Don't copy apps and data, as this is not needed for your DISH Pay Now device.



- 7 Your DISH Pay Now device needs an update. To ensure a successful update, make sure your device is at least 35% charged.



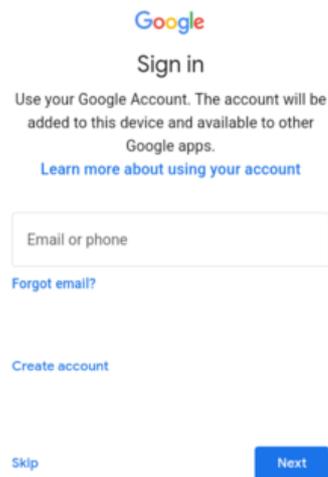
- 8 Your device will now restart. Please wait a moment. Once finished, follow the prompts.



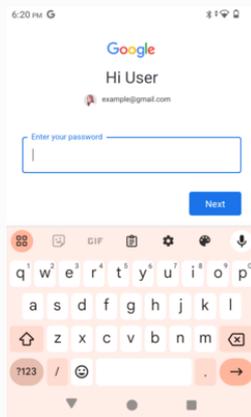
- 9 Sign in to your Google Account so that security standards for transactions on your device can be secured, then tap **Next**.

Important: Make sure you have a Google Account created in the country you are currently residing in.

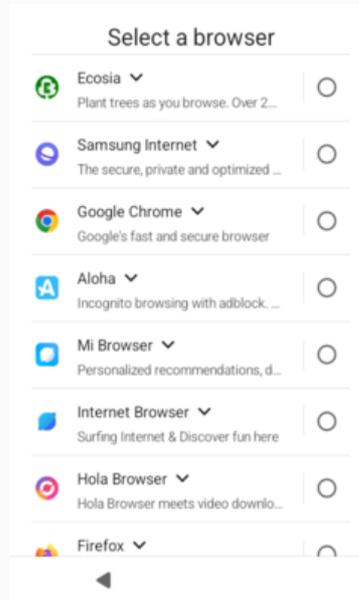
Choose either **For my personal use** or **For work or my business**.



- 10 Enter your Google Account password and tap **Next** to continue.



- 11 Please **ONLY choose the Google Chrome browser** in order to receive a smooth user experience with your device.



- 12 Set up a secure PIN for your device by entering a 4- to 6-digit number, then tap **Next**.



- 13 **Skip** Google Pay for contactless payments, as it is not required.

 Pay
Check out fast with your phone
Use Google Pay for fast, easy contactless payments at the grocery store and more.



Skip

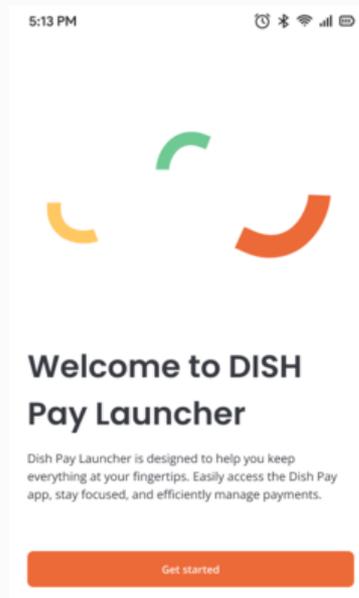
Next



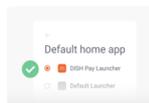
- 14 You will now find the DISH Pay Launcher on the home screen of your device. Tap the launcher to continue. If this deviates from your screen, please return to the browser selection and choose Google Chrome.



- 15 Press "Get started" to access the launcher.



- 16 Set the DISH Pay Launcher as your default home app.



Set DISH Pay Launcher as Your Default Home App

This ensures you have quick and easy access to the Dish Pay app, please select Dish Pay Launcher as your default home app when prompted by the system.

Next

- 17 Select the DISH Pay Launcher from the list and tap **Next**.



Default home app

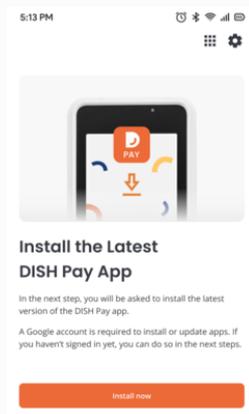
 DISH Pay Launcher

 Other Launcher

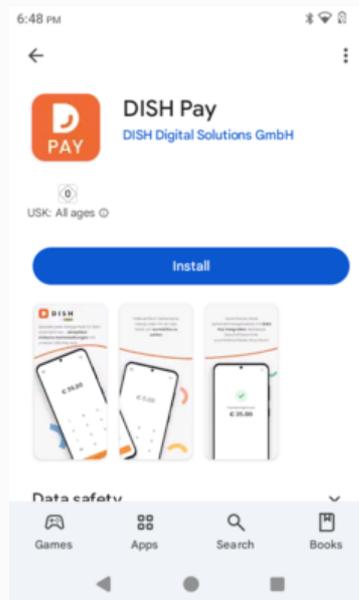


Apps, often called launchers, that replace the Home screens on your Android device and give you access to the contents and features of your device

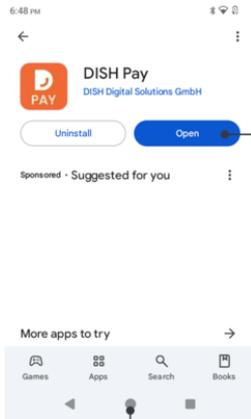
- 18 Press "Install now" to proceed.



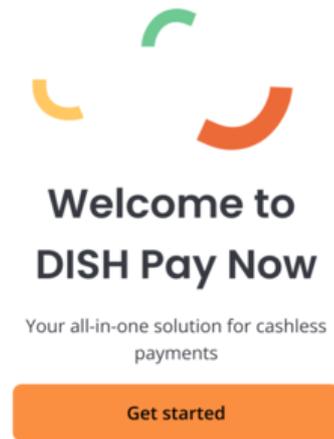
- 19 Press "Install" to receive the latest version of the DISH Pay App.



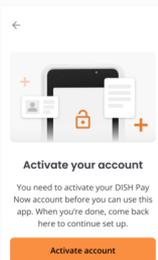
- 20 Once completed, press "Open" to enter the DISH Pay App.



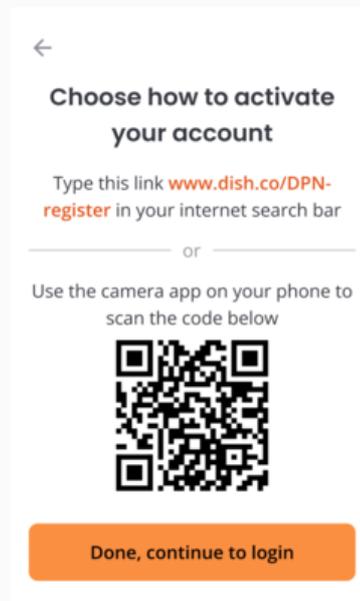
- 21 Press "Get started" to start using DISH Pay Now



- 22 Account Activation is needed to proceed to the DISH Pay App. Click "Activate account" to proceed



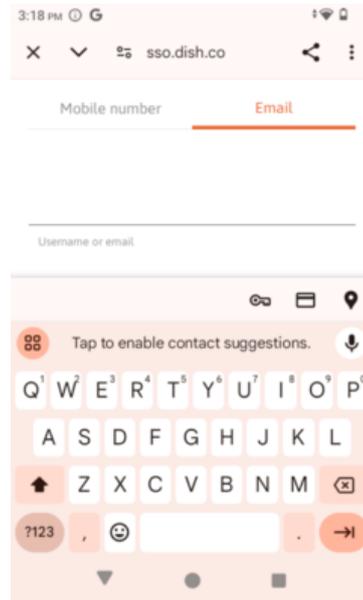
- 23 If you still need to activate your account, type in the URL on your desktop or scan the QR code with your mobile device to get started. If you already activated your account (see [1. Activate your account for reference](https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device) (<https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device>)), proceed by clicking "Done", continue to log in.



- 24 Press "Log in" to proceed



- 25 Log in with your dish.co credentials that you have created in step 1
([1. Activate your account for reference \(https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device\)](https://support.dish.co/l/en/article/7aeq2m7dst-1-activate-your-account-and-device)).



- 26 To ensure security and enable refunds, please set up an owner pincode.

Please enter owner pincode
The code should be between 4-6 digits and is required to use certain app functions and device management.

1	2	3
4	5	6
7	8	9
0	⌫	

Set pincode

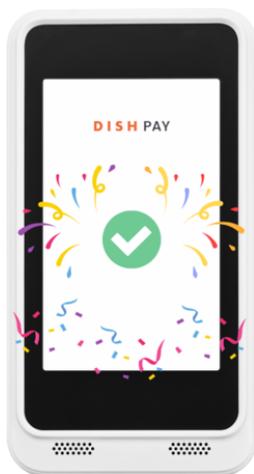
- 27 **Next**, confirm your owner pincode.

Please confirm owner pincode

1	2	3
4	5	6
7	8	9
0	⌫	

Confirm pincode

- 28 Congratulations on setting up your DISH Pay Now device! For the final step of your DISH Pay Now onboarding journey, click [here](https://support.dish.co/article/9hoqpqh5hf) (<https://support.dish.co/article/9hoqpqh5hf>).



Congratulations! Your DISH Pay Now device setup is complete, and you are ready to start accepting payments! Click [here](https://support.dish.co/article/9hoqpqh5hf) (<https://support.dish.co/article/9hoqpqh5hf>) to proceed to the final step of your DISH Pay Now onboarding journey.

Downloadable PDF

[Download the step-by-step list here](https://files.helpdocs.io/tyuneu2nhj/other/1732090543241/dish-pay-now-setting-up-the-device.pdf)
(<https://files.helpdocs.io/tyuneu2nhj/other/1732090543241/dish-pay-now-setting-up-the-device.pdf>).

FAQ

▼ Battery consumption of the device: How long will the battery last(hours/day etc.)? This will vary according to use. The included charging cradle lets you charge the device without having to plug it in and unplug it, and the battery life can last up to 4 hours with frequent unplugged use.

▼ What if I don't have a google account?

In case you **don't already have a Google account** to set up your device with, here is a quick tutorial on **how to create your own Google account: [How do I create my own Google account for DISH Pay Now?](#)**

(<https://support.dish.co/l/en/article/rljzpnatdd>).

▼ When setting up a Google Account do I need to choose a private or business account?

The creation of the google account is only necessary to ensure that you get access to necessary updates with your **DISH Pay Now Device**. However, your Google account has nothing to do with payment processing and the use of DISH Pay Now. Therefore, it does not matter what kind of Google Account you use.

▼ Why do I need a Google Account?

To make sure you are logged into the App store and receive the latest updates for the **DISH Pay App**. To ensure a smooth process, please have your login details (if available) ready. You may need a different device (smartphone) to verify your login details.

▼ Why do I need a Device PIN code?

It is a requirement from authorities that a mobile device accepting payment must have an active PIN code to unlock the device. You must ensure the device PIN code is set up from the beginning and remain active to use the DISHPay app.

Your transactions will be rejected if you deactivate the device PIN code, you need to go back to your mobile device settings and reactivate one. You need to go under settings < security & privacy < screen lock

▼ Is internet connectivity required to use the device?

An internet connection is required for real-time payment transactions. Make sure to have it connected to your Wifi network.

▼ In the unlikely event of an issue with my device, what should I do?

Please contact [DISH Support \(https://support.dish.co/l/en/article/4w014eityz-costumer-](https://support.dish.co/l/en/article/4w014eityz-costumer-support#here_you_can_find_a_list_of_dish_phone_numbers_worldwide)

[support#here_you_can_find_a_list_of_dish_phone_numbers_worldwide\)](https://support.dish.co/l/en/article/4w014eityz-costumer-support#here_you_can_find_a_list_of_dish_phone_numbers_worldwide), we will ensure to resolve your issue accordingly.

We want your feedback

Your opinion is very important to us. Did you like this tutorial? Was it helpful? Rate it using the emojis down below.



1. Activate your account

Congratulations on getting your own **DISH Pay Now device!**

In this guide, we are going to show you how to go through your DISH Account verification process so you can start processing transactions as soon as possible!

We recommend that you carry out this process with your computer.

Step 1 : Scan the QR code and register

▼ Details



Option 1: Scan the provided QR code.

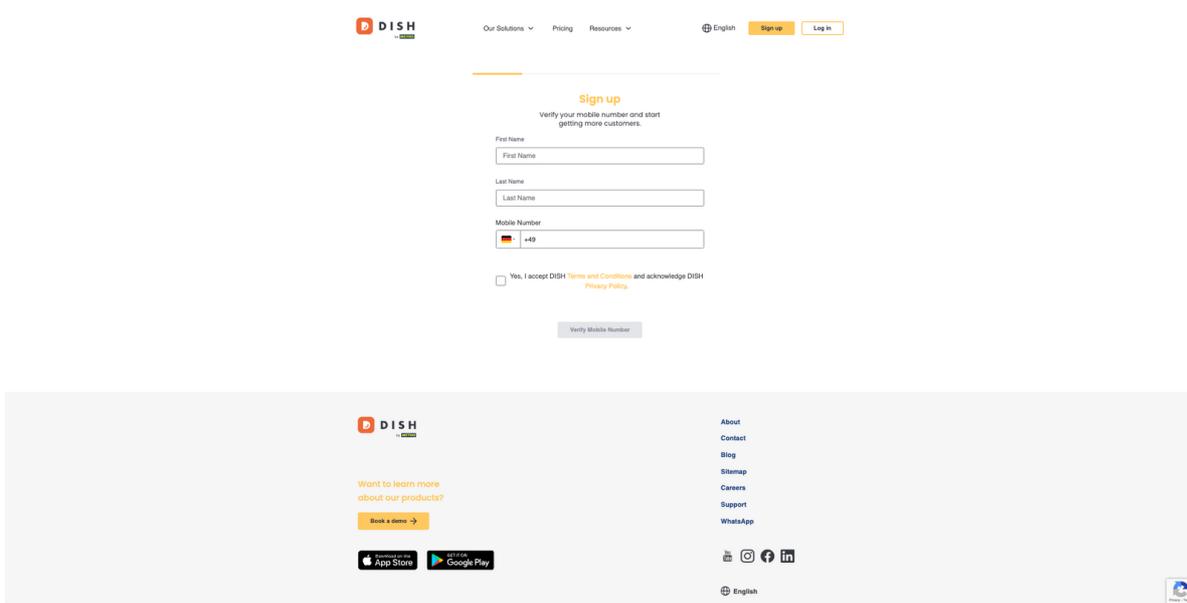
Option 2: Visit this URL: www.dish.co/DPN-register (<https://www.dish.co/DPN-register>).

Step 2 : Sign-up to DISH

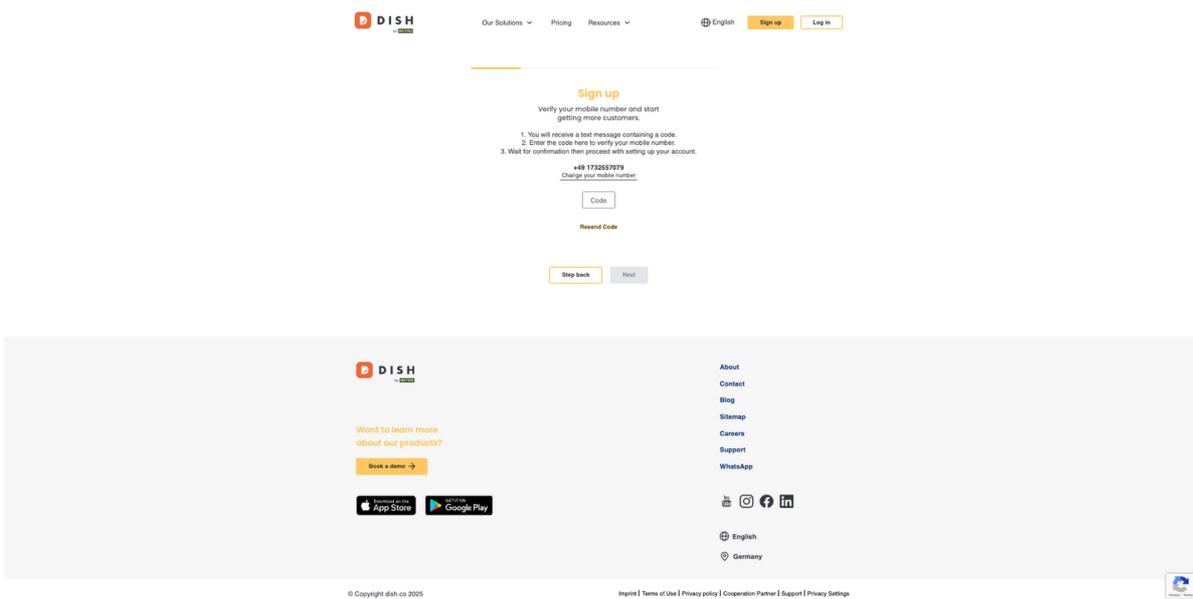
▼ Details

Sign up for DISH:

- 1) Add your First Name
- 2) Add your Last Name
- 3) Add your Mobile Number
- 4) Choose to accept DISH Terms and Conditions and acknowledge DISH Privacy Policy
- 5) Press "Verify Mobile Number" (in case you already have a DISH Account, proceed by entering your login details)



- 6) Enter the code you have received via your phone number here to verify your mobile number
- 7) Once entered, click "Next" to proceed

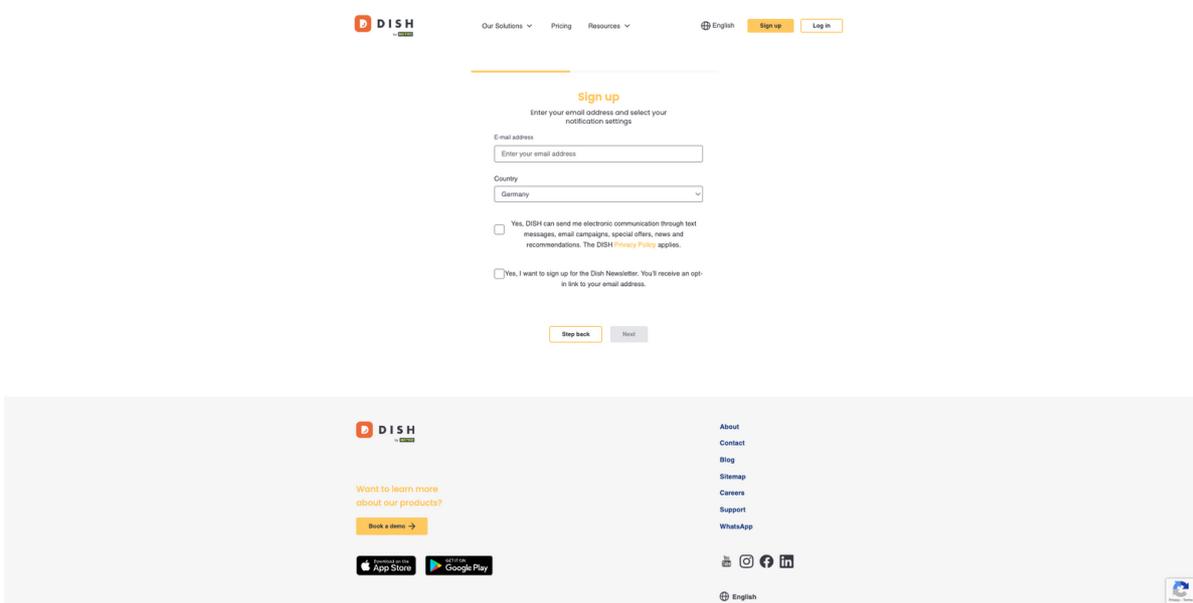


8) Enter your E-mail address

9) Choose your Country from the dropdown menu

10) Choose to accept receiving electronic communication through text messages

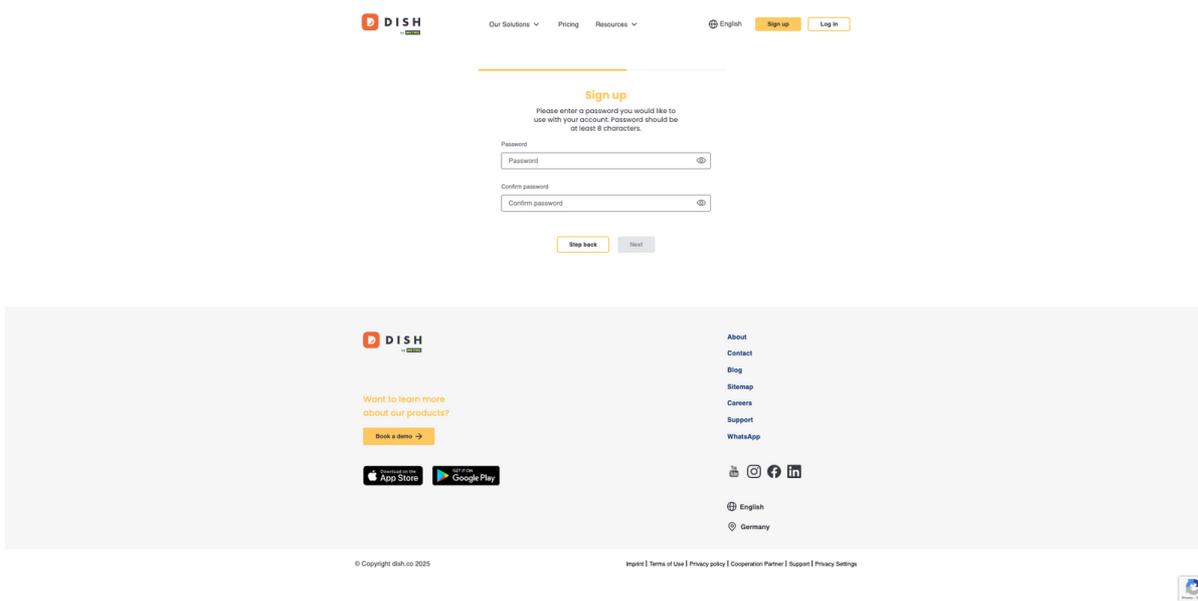
11) Once done, click "Next" to proceed



12) Enter a password to use with your account. It should be at least 8 Characters long

13) Confirm the password

14) Once done, click "Next" to proceed

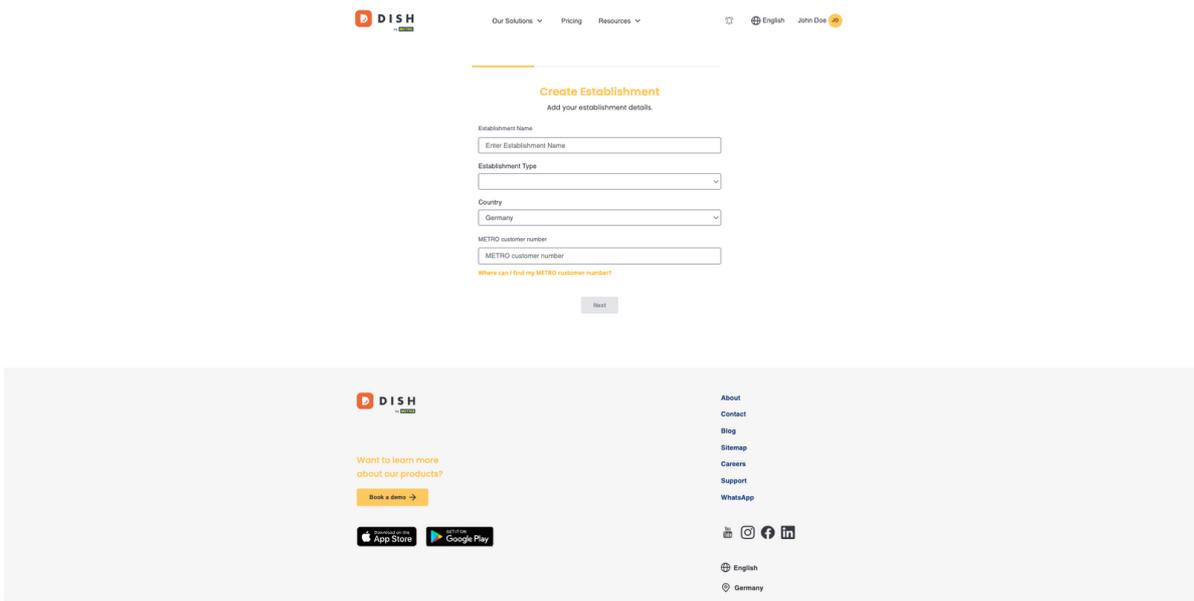


Step 3 : Create Establishment

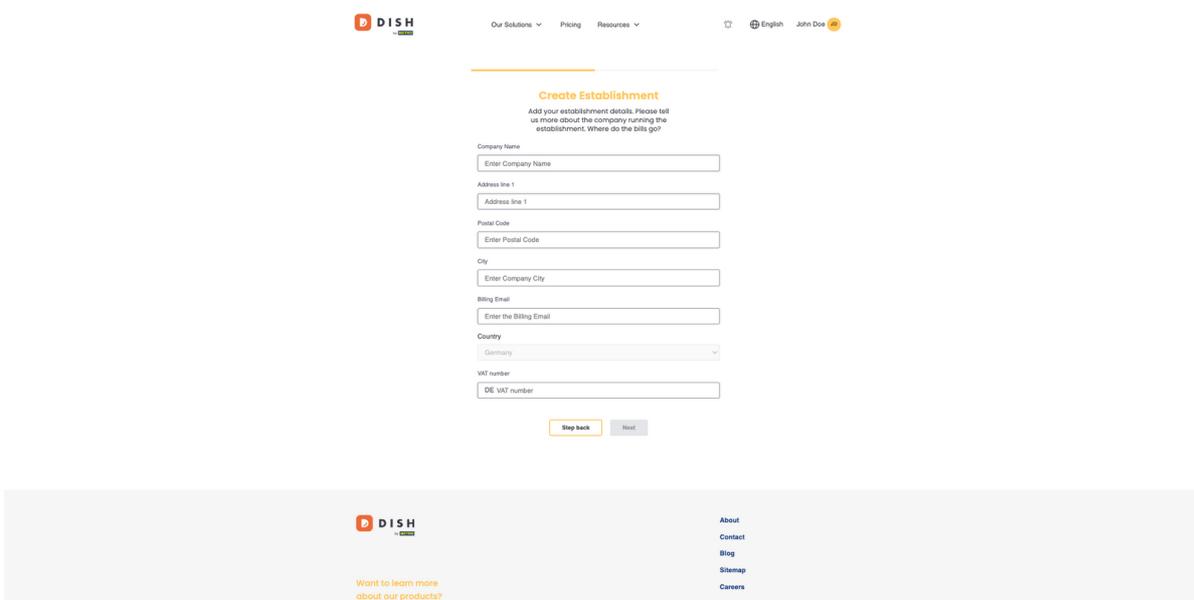
▼ Details

Create Establishment:

- 1) Add your Establishment Name
- 2) Add your Establishment Type
- 3) Add your Country
- 4) Add your METRO customer number (the “-” of your Metro number does not need to be added)
- 5) Once done, click "Next" to proceed



- 6) Add your Company Name
- 7) Add your Address
- 8) Add your Billing Email
- 9) Add your Country
- 10) Add your VAT number
- 11) Once done, click "Next" to proceed



- 12) Add your Address
- 13) Add your Postal Code
- 14) Add your City

15) Add your Country

16) Once done, click "Add Establishment" to proceed

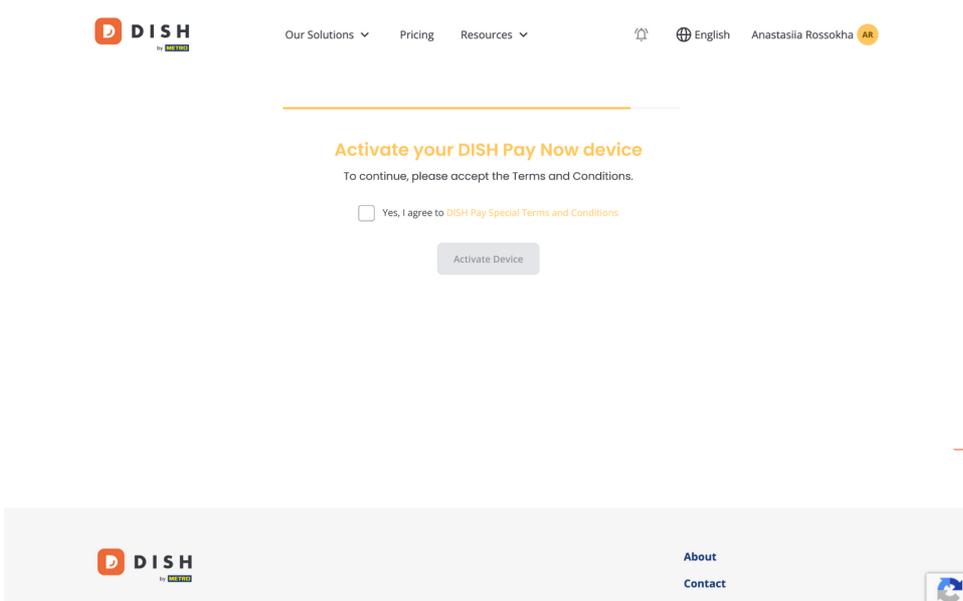
The screenshot shows the 'Create Establishment' page on the DISH website. The page has a white background with a light blue header. The header includes the DISH logo, navigation links for 'Our Solutions', 'Pricing', and 'Resources', and user information for 'English' and 'John Doe'. The main content area is titled 'Create Establishment' and asks the user to 'Add your establishment address.' There is a checkbox for 'Same as company'. Below this are several input fields: 'Address', 'Postal Code', 'City', and 'Enter Company City'. A 'Country' dropdown menu is set to 'Germany'. At the bottom of the form are two buttons: 'Step back' and 'Add Establishment'. The footer of the page is light gray and contains the DISH logo, a link to 'Back a dealer', app store icons for the App Store and Google Play, and a list of links including 'About', 'Contact', 'Blog', 'Sitemap', 'Careers', 'Support', and 'WhatsApp'. Social media icons for YouTube, Instagram, Facebook, and LinkedIn are also present, along with a language selector for 'English'.

Step 4 : Activate your Account

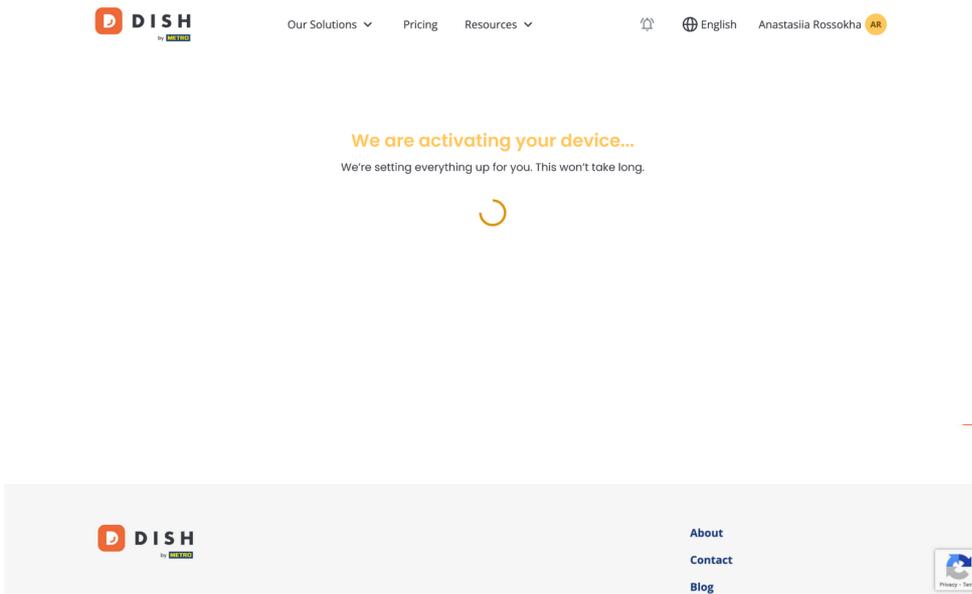
▼ Details

Account Activation:

1) Choose to agree to DISH Pay Special Terms and Conditions



2) Your device is being activated, please hold on for a moment



Congratulations, your device activation was successful! In the next step we need to verify your account to enable you to start accepting payments.

Step 5 : Enter business information

▼ Details

Go to the “Business” section.

Fill in the **Establishment Details**:

- **Establishment Name:** Enter the name of your business.
- **Phone Number:** Provide your contact phone number.
- **Website:** Add the URL of your business website. *(If you do not have your own website please insert: dish.co as a placeholder)*
- **Address:** Enter the street address, city, postal code, and select the country.

Step 5.1 - Business

Build your business profile by submitting your enterprise details.

Establishment Details

Establishment Name: GummiBear EN

Phone Number: +4917674663625

Website: https://wallet.aoc.dish.co/

Address Line: Hans Blocker Platz 20

Country: Germany | City: Mühlheim Am Der Ruhr | Postal Code: 45668

Company Information

Company Name: Inhaan Bakery

Company Type: Organization

Company Structure (Optional): Private Company

Registration Number (Optional): HBB 100484

VAT Number (Optional): DE11235681

Tax ID (Optional): Tax ID

Exempted from VAT

Address Line: Hans Blocker Platz 20

Country: Germany | City: Mühlheim Am Der Ruhr | Postal Code: 45668

Guidelines for the company type

Organization - The entity is an organization registered in the country they are operating in. There is more than one company owner.

Site Proprietorship - The individual who holds a contractual relationship with your platform is a site proprietor. A site proprietor exclusively owns a business, and their business is registered in the country they are operating in. There is one person as the unique owner of the company.

Guidelines for the company structure

Incorporated Association - The organization is a registered entity without profit that is organized around a purpose such as recreation, culture, or charity.

Save & Continue

Step 5.1 : Company information

▼ Details

In **Company Information**, complete the following fields:

- **Company Name:** Provide the registered name of your company.
- **Company Type:** Select the type (e.g., Organization).
- **Company Structure:** Choose the structure (e.g., Private Company).
- **Registration Number:** Add the official registration number, if applicable.
- **VAT Number:** Input the VAT number if available.
- **Tax ID:** Enter your Tax ID, if applicable.

Select **Save & Continue** to move to the next step.

The screenshot shows a web form for 'Company Information'. The form is divided into several sections:

- Company Name:** A text input field with 'Urban Bakery' entered.
- Company Type:** A dropdown menu with 'Organization' selected.
- Company Structure (Optional):** A dropdown menu with 'Private Company' selected.
- Registration Number (Optional):** A text input field with 'HRB 100484' entered.
- VAT Number (Optional):** A text input field with 'DE15235681' entered.
- Tax ID (Optional):** A text input field with 'Tax ID' entered.
- Exempt from VAT:** A checkbox that is currently unchecked.
- Address Line:** A text input field with 'Hans-Böckler-Platz 24A' entered.
- Country:** A dropdown menu with 'Germany' selected.
- City:** A text input field with 'München Am Odeonplatz' entered.
- Postal Code:** A text input field with '80469' entered.

Below the form, there are three sections of guidelines:

- Guidelines for the company type:**
 - Organization:** The entity is an organization registered in the country they are operating in. There is more than one company owner.
 - Sole Proprietorship:** The individual who holds a contractual relationship with your platform is a sole proprietor. A sole proprietor exclusively owns a business, and their business is registered in the country they are operating in. There is one person as the unique owner of the company.
- Guidelines for the company structure:**
 - Incorporated Association:** The organization is a registered entity without profit that is organized around a purpose such as recreation, culture, or charity.
 - Governmental Organization:** The organization is owned by the government or state.
 - Listed Public Company:** The organization is listed publicly and run by directors.
 - Non-Profit:** The organization has an official status as not-for-profit or tax-exempt, sometimes called a non-governmental organization (NGO).
 - Incorporated Partnership:** The organization is formed through an agreement between two or more members.
 - Private Company:** The organization is in the private sector and is owned and run by directors.

At the bottom right of the form, there is a 'Save & Continue' button.

Step 5.2 : Add account details

▼ Details

1. Navigate to the “Account” section.

2. Enter **Account Details**:

- **Member Information:** Fill in personal details for each member with signing rights.
- **First Name** and **Last Name:** Enter the member’s name.
- **Identification Number:** Optional, but add if applicable. *(ID or passport number)*
- **Position:** Select the position (e.g., UBO Through Ownership).
- **Nationality** and **Date of Birth:** Specify nationality and birthdate.
- **Email:** Provide the member’s email.
- **Phone Number:** Enter the contact phone number.
- **Address:** Fill in the address, city, and postal code.

3. Select **Save & Continue** after completing the information.

Step 3/7

Account

Confirm your business ownership by including legal representatives

Member 1

This member has the rights to represent the organization as a Signatory.

First Name Last Name

Identification Number (Optional) ID Position

Date of Birth Nationality

Email (Optional) Phone Number

Address Line

Country City Postal Code

[+ Add Member](#)

Guidelines for the account members positions

- ✓ If Ultimate Beneficial Owner through Ownership exists there is no need for adding an Ultimate Beneficial Owner through Control, but it can be added.
- ✓ Ultimate Beneficial Owner through Control is required if no one fits the criteria of Ultimate Beneficial Owner through Ownership.
- ✓ At least one must be a signatory. But he also needs to be Ultimate Beneficial Owner through Ownership or Ultimate Beneficial Owner through Control.

Ultimate Beneficial Owner through Ownership Represents individuals who directly or indirectly own 25% or more of the total shares, voting rights or other equity in the organization.

Ultimate Beneficial Owner through Control Represents any individuals who exercise ultimate effective control in making decisions for the whole organization. If such an individual cannot be identified, then members of senior management must be included.

Signatory Represents the officers or representatives who legally represent the organization towards the payment provider and are authorized to enter a binding agreement with the payment provider.

[FAQ](#) [Terms and Conditions](#) [Imprint](#) [Privacy policy](#) [Privacy settings](#)

[Go Back](#) [Save & Continue](#)

Step 5.3 : Link banking information

▼ Details

1. Go to the “Banking” section.
2. Enter your **IBAN** to link your company’s bank account for transactions.
3. Select **Save & Continue** to proceed.

Step 3/7

Banking

Prepare for smooth transactions by linking your company's bank accounts.

Banking

Payout will be generated weekly. This can't be changed at the moment.

IBAN:

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[Go Back](#) [Save & Continue](#)

Step 6 : Upload company documents

▼ Details

1. In the “Documents” section, upload relevant legal documents.

2. Select **Document Type** from the dropdown (e.g., Registration Document).

3. Upload your document file. Ensure it meets the format requirements:

- **Allowed Formats:** JPEG, JPG, PNG, or PDF.
- **Size Limits:** Minimum 1 KB, Maximum 4 MB. (*If documents are too small convert to PDF*)

4. Select **Save & Continue** to proceed.

The screenshot shows a web interface for uploading company documents. The page title is 'Company Documents'. There is a dropdown menu for 'Document Type' currently set to 'Registration Document'. Below this is an 'UPLOAD DOCUMENT' section with a dashed border and a 'View File' button. A file named 'Screenshot 2024-06-20 at 09:40:40.png' is shown in the upload area. Below the upload area is an '+ Add Document' button. The page also features two sections of guidelines: 'Guidelines for uploading the registration document' and 'Guidelines for uploading required documentation', both with checkmarks indicating compliance. At the bottom, there are 'Go Back' and 'Save & Continue' buttons.

Step 6.1 : Upload bank statements

▼ Details

1. Select **Document Type** as “Bank Statement.”

2. Upload the file with your bank statement.
(*If documents are too small convert to PDF*)

3. Ensure the document includes the following details:

- **Account Holder Name**
- **IBAN or Bank Account Number** (no spaces between the numbers)
- **Issue Date** (within the last 12 months)

4. Select **Save & Continue** once complete.

The screenshot shows a web form titled 'Bank Statement' for 'Gammelaar EN'. The form includes a 'Document Type' dropdown menu set to 'Bank Statement' and an 'UPLOAD BANK STATEMENT' section with a file upload area showing a screenshot of a document. Below this, there are two sections of guidelines. The first, 'Guidelines for uploading the bank statement', includes an important warning: 'Do not upload photos of bank-issued cards, such as credit or debit cards. These contain sensitive information.' It lists acceptable proof of bank account (bank statements, deposit orders, etc.) and required details (account holder name, account number, issue date, country, and bank indicator). The second section, 'Guidelines for uploading required documentation', lists allowed formats (PDF, JPG, PNG), size limits (1 KB for PDF, 100 KB for others), and requirements for legibility and original copies. At the bottom, there are 'Go Back' and 'Save & Continue' buttons.

Step 6.2 : Add account member documents

▼ Details

1. For each account member, upload the required documents, such as a copy of an ID or passport.

2. Select **Document Type** from the dropdown.

3. Upload the file, following the size and format guidelines.
(If documents are too small convert to PDF)

4. Select **Save & Continue** when ready.

Account Members Documents

Member 1

Document Type

Passport

UPLOAD DOCUMENT

Screenshot: 2024-06-10 at 14:26:44.png [View File](#)

+ Add Document

Guidelines for uploading required documentation

- ✓ Allowed formats: JPEG, PNG, or PDF
- ✓ Maximum allowed size: 1 MB for JPEG, 100 KB for other formats
- ✓ Maximum allowed size: 4 MB
- ✓ Make sure the documents are legible, clear and in colour. All the information on the document, including any text or numbers should be clear and easy to read.
- ✓ Provide original copies of the documents. If original copies are not possible, make sure that the copies you provide are of high quality and clearly legible.
- ✓ Make sure that the documents are not expired. Expired documents will not be accepted.
- ✓ Ensure that all pages of multi-page documents are submitted. For example, if you are submitting an ID, make sure to include the front and the back of the ID in separate files.

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Go Back Save & Continue

Step 7 : Review & submit

▼ Details

1. Carefully review all entered details and uploaded documents in the **Review & Submit** section.

2. If everything is correct, select **Save & Continue** to finalize the onboarding process.

Step 3/3

Review & submit
Review the information and be one step closer to payment success.

Review & Submit
You are about to complete the onboarding process. Please review carefully the information before submitting the form.

Company Information Edit

Company Name: Company Type:

Company Structure (Optional): Registration Number (Optional):

VAT Number (Optional): Tax ID (Optional):

Exempted from VAT

Address Line:

Country: City: Postal Code:

Establishment Details Edit

Establishment Name:

Phone Number: Website:

Address Line:

Country: City: Postal Code:

Account Edit

Member 1

This member has the rights to represent the organization as a signatory.

[Save & Continue](#)

Step 3/3

Review & submit
Review the information and be one step closer to payment success.

Review & Submit
You are about to complete the onboarding process. Please review carefully the information before submitting the form.

Account Edit

Member 1

This member has the rights to represent the organization as a signatory.

First Name: Last Name:

Identification Number (Optional): Position:

Date of Birth: Nationality:

Email (Optional): Phone Number:

Address Line:

Country: City: Postal Code:

Banking Edit

IBAN:

Company Documents Edit

Information On Consent - Screenshots_2024-06-25 at 09:40:45.png [View File](#)

Info Statement - Screenshots_2024-06-25 at 09:22:07.png [View File](#)

Account Members Documents Edit

[Save & Continue](#)

You are done! Congratulations on finishing the account verification process! You can now continue your DISH Pay Now onboarding journey with the next step, "Complete device onboarding", by clicking [here](https://support.dish.co/article/ibxpg7jm9g-dish-pay-now-self-installation-guide) (<https://support.dish.co/article/ibxpg7jm9g-dish-pay-now-self-installation-guide>).

FAQ

▼ How long does the DISH Account verification process (also known as KYC (Know-Your-Customer) process take?

Allow about 15 minutes for the DISH Account Verification process. To guarantee a smooth process, we recommend that you carry out this process on a desktop.

▼ Battery consumption of the device: How long will the battery last(hours/day etc.)?

This will vary according to use. The included charging cradle lets you charge the device without having to plug it in and unplug it, and the battery life can last up to 4 hours with frequent unplugged use.

▼ In which format should I upload the documents?

Please follow Step 5 : Upload Company Documents in the guide above to ensure your documents are in the right format.

▼ Why do I need to provide my business information for the account verification process?

As a regulated payment product, **DISH Pay Now** must comply with legal and regulatory requirements.

Part of this involves collecting business information to verify your identity and ensure compliance with anti-money laundering (AML) and financial regulations.

▼ What documents do I need to provide for the DISH Account verification process (also known as KYC (Know-Your-Customer) process)?

You will need to submit the following documents:

A valid form of **ID** (passport, national ID card, or driver's license).

A **bank statement** showing your business account details,

Your official **business registration document** (such as a Certificate of Incorporation or equivalent. Any government-issued document that officially registers your business (e.g., Certificate of Incorporation, VAT registration).).

These documents help confirm your identity and verify that your business is legitimate.

[Click here to see an overview for what documents are need.](#)

[.https://files.helpdocs.io/tyuneu2nhj/other/1737126118443/dpn-documents-needed-1.pdf](https://files.helpdocs.io/tyuneu2nhj/other/1737126118443/dpn-documents-needed-1.pdf)

▼ I received an error message when trying to add an establishment, what should I do?hat should I do?

Please follow the steps indicated in your error message as it will show you where in/out might have to be added or adjusted.

We want your feedback

Your opinion is very important to us. Did you like this tutorial? Was it helpful? Rate it using the emojis down below.

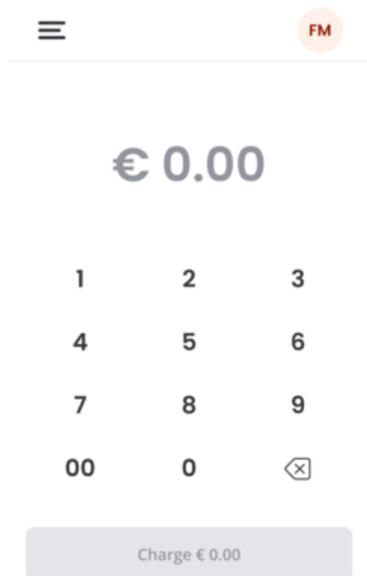


3. Start processing transactions

Welcome to the final step of your DISH Pay Now onboarding journey! In this guide, we are going to show you how to do your first transaction!

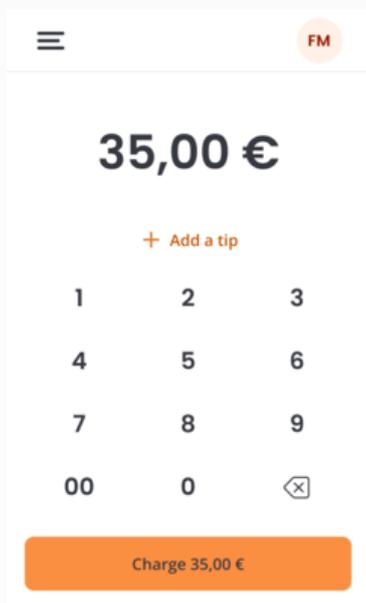
Step-by-Step Instructions:

Now that the setup is complete, enter the amount your customer needs to pay.

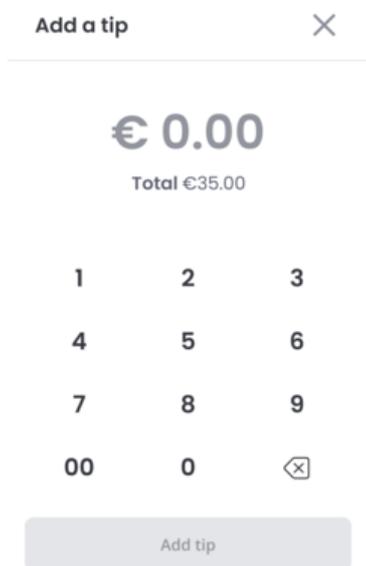


The image shows a payment terminal interface. At the top left is a hamburger menu icon. At the top right is a circular orange button with the text 'FM'. Below these is a horizontal line. In the center, the amount '€ 0.00' is displayed. Below the amount is a numeric keypad with buttons for digits 1, 2, 3, 4, 5, 6, 7, 8, 9, 00, 0, and a delete button (represented by a square with an 'x'). At the bottom is a grey button with the text 'Charge € 0.00'.

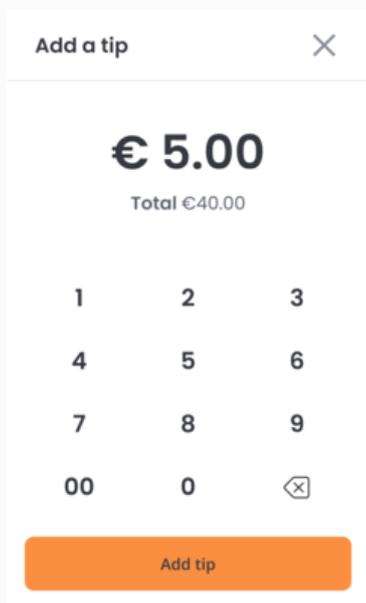
If you wish to add a tip, before tapping **Charge**, tap **+ Add a Tip** on the screen.



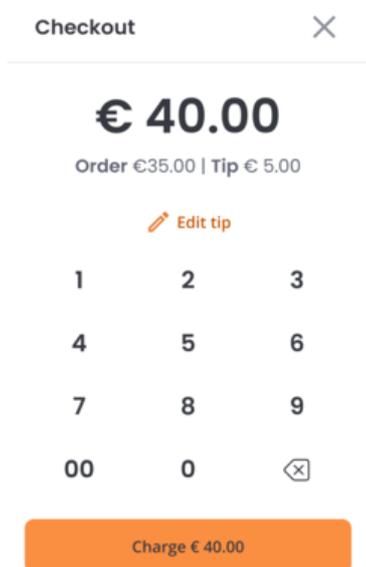
Enter the desired amount.



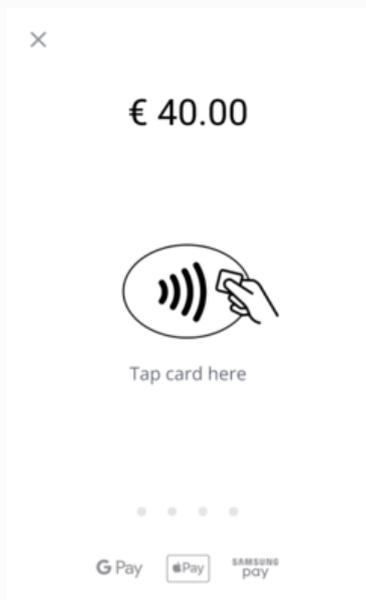
Once done, tap **Add tip** to proceed with the payment.



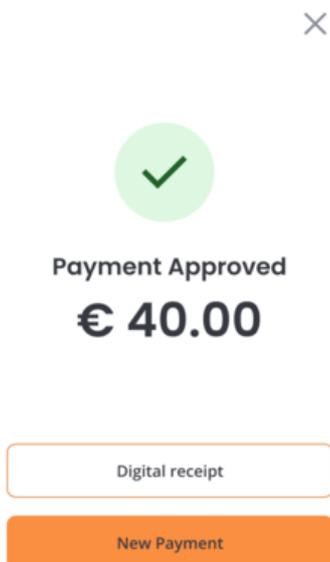
You will now see the amount that the customer will have to pay (including Order costs and tip). Tap **Charge**.



Your Customer is then asked to hold their card/Payment method **on top** of the device. Ensure the card is held on the screen for 1–2 seconds to make sure the payment is successful.



Congratulations! The payment was successful! You now have the option to provide the customer with a digital receipt or directly continue with the next payment.



That's it! You now completed your DISH Pay Now onboarding journey and are ready to use your new device! For more information on how to use your DISH Pay Now device, check our [General / How to use \(https://support.dish.co/category/nok3s18tl2-items\)](https://support.dish.co/category/nok3s18tl2-items) section!

Downloadable PDF

[Download the step-by-step list here \(https://files.helpdocs.io/tyuneu2nhj/other/1732281794253/dish-pay-now-start-processing-transactions.pdf\)](https://files.helpdocs.io/tyuneu2nhj/other/1732281794253/dish-pay-now-start-processing-transactions.pdf)

FAQ

▼ Battery consumption of the device: How long will the battery last(hours/day etc.)? This will vary according to use. The included charging cradle lets you charge the device without having to plug it in and unplug it, and the battery life can last up to 4 hours with frequent unplugged use.

▼ What types of payments can be accepted with this device?

Visa, MasterCard and AMEX contactless-enabled cards and mobile wallets like Apple Pay, Google Pay, and Samsung Pay work with Tap to Pay. We continuously expand our card acceptance.

▼ Can I accept Girocard?

Yes, since it is co-branded, the fees will be linked to Visa/MasterCard transactions.

▼ How can I track sales and analyze data with this device? Where can I see all my transactions

For a detailed overview of your daily transactions please access your DISH Pay Dashboard. You can do so by logging in to your DISH account via DISH.co. You will then be able to check all your transactions and refunds from today and prior days.

To learn more about the dashboard, check out this [Article \(https://support.dish.co/l/en/article/72q1qnwlen-dish-pay-dashboard-guidelines\)](https://support.dish.co/l/en/article/72q1qnwlen-dish-pay-dashboard-guidelines).

To access an overview of your transactions done with your device on the spot, you can also check via your device. Simply open your **DISH Pay app**, go on the upper left corner and check "transactions".

▼ How does Tap to Pay work?

Tap to Pay employs NFC technology for secure communication between your card/device and the terminal, swiftly transmitting payment information for processing.

▼ What security measures are in place for payment processing? / Is Tap to Pay secure?

The device provides the same security standards as classical terminals. All products within DISH Pay are certified with the latest industry standards and offer the highest security for payments

▼ Are there transaction limits?

Transaction limits vary by card issuer and regulations, set to ensure security and prevent fraud.

If the transaction limit is above the limit for transactions without PIN verification, the device will display a PIN pad on the screen for the cardholder to input their PIN.

▼ My transaction gets declined - why?

There are several reasons why this can happen. Please check that you are positioning the card correctly:

i) on the top of the device, holding at the middle of the screen

ii) Hold the card/other payment device still for two seconds for guaranteeing the transaction to go through

If issues persist, try using an Alternative payment method.

▼ What if my device shuts down during a transaction?

If this occurs, you can conveniently check the status of your transactions via

i) your Dashboard by logging into DISH

ii) on your device checking transaction list

We want your feedback

Your opinion is very important to us. Did you like this tutorial? Was it helpful? Rate it using the emojis down below.