MERCHANT CHECKLIST FOR SETTING UP YOUR TWIKEY ENVIRONMENT

Please share this document with Twikey onboarding so we can assist you where necessary.

PREREQUISITES

[ ] Verify if you have valid creditor contract (if applicable)
[ ] Verify if you have a valid Payment Service Provider (PSP) contract (if applicable)

CONFIGURATION OF TWIKEY ENVIRONMENT

USERS

[ ] Verify if all necessary users are created with their corresponding roles
[ ] Verify your emergency contact (recommended)

ACCOUNT

[ ] Enable 2 factor authentication for more security (recommended)
[ ] Verify your company information details (the company email is used for informing you about all changes in the environment)
[ ] Verify your selected company options (changes by Twikey support only)
[ ] Verify your invoicing/billing details

WEBSITE

[ ] Verify your domain name(s) (xxx.twikey.com - used in online flows - changes by Twikey support only)
[ ] Verify your company logo(s) (used in e-mails and online flows)
[ ] Verify your PDF logo(s) (used on the agreements)
[ ] Verify your style settings (used in online flows)

API (ONLY APPLICABLE IN CASE OF TECHNICAL INTEGRATIONS WITH OTHER PARTIES)

[ ] Verify if your API key(s) is/are activated
[ ] Verify your API options (admin/scope)
[ ] Verify and test your webhook url

INTEGRATIONS

MAIL SETTINGS

[ ] In case of Twikey SMTP - Check SPF & DKIM configuration and perform a test to save the settings
[ ] In case of own SMTP - Check your credentials & DKIM configuration and perform a test to save the settings

BANK

[ ] Verify if you have an activated bank connection within Twikey (if applicable)

PAYMENT SERVICE PROVIDER (PSP)

[ ] Verify if your Payment Service Provider has been activated (multiple by Twikey support only)
[ ] Verify your payment methods within your PSP
[ ] Verify your Sepa Direct Debit settings within your PSP (if applicable)

DUTCH INTEGRATIONS (ONLY APPLICABLE FOR DUTCH CUSTOMERS)

[ ] Verify if Digitaal Incassomachtigen (DIM) is activated on the applicable profile(s)
[ ] Verify if Ideal by bank is activated (if applicable)

OTHER INTEGRATIONS

[ ] Verify if your preferred integration(s) is/are activated (email/accounting package/add-on)
[ ] Verify if the configuration of the 3rd party integration(s) is correctly configured
[ ] Perform a test on each activated integration
[ ] Activate the free bank-switching service (only applicable for BE customers)

PROFILES

[ ] Verify if all necessary profiles are created (types/accounts/brands/languages,…)

GENERAL

[ ] Activate your preferred languages
[ ] Verify your type of agreements
[ ] Verify your creditor ID
[ ] Verify the prefix of your agreements
[ ] Verify the agent of the profile(s)
[ ] Verify the state of the profile(s)
[ ] Verify if the necessary profiles are linked to each other (in case a profile type 'contract' is activated)

PAYMENTS (IF APPLICABLE)

[ ] Verify your account number (IBAN) and activated bank connection
[ ] Verify your payment branding
[ ] Verify your standard payment plan (if applicable)
[ ] Verify your failed payment strategy settings

INVOICES (IF APPLICABLE)

[ ] Verify your invoices options
[ ] Verify your invoices payment page options

INTERACTION

[ ] Verify your 'Thank You' page settings
[ ] Verify your 'From' email
[ ] Verify your 'Support' email

EMAILS

[ ] (De-)activate your preferred mail templates
[ ] Verify the mail text and language per mail template
[ ] Verify the recipients of each mail template

SMS (ONLY APPLICABLE WHEN ACTIVATED BY TWIKEY SUPPORT)

[ ] Verify your SMS text per type

OPTIONS

[ ] Verify your agreement settings
[ ] Verify your customer's settings

SIGNING

[ ] Verify your signing options (changes only by Twikey support)

ATTRIBUTES (IF APPLICABLE)

[ ] Verify your attributes and the settings per attribute

USE CASE SPECIFIC CHECKLIST

IMPORT EXISTING AGREEMENTS (IF APPLICABLE)

[ ] Verify whether you need to import existing agreements
[ ] Verify if the imported data is correct

IMPORT UBL INVOICES (IF APPLICABLE)

[ ] Verify if you can import your UBL invoice
[ ] Verify if the imported data is correct

IMPORT SEPA DIRECT DEBIT FILE (PAIN008)

[ ] Verify if you can import your Sepa Direct Debit XML file (pain008 format)

INVOICE PDF GENERATION (IF APPLICABLE)

[ ] Verify if the generated invoice format and data is correct

POSTAL SERVICE (IF APPLICABLE)

[ ] Verify if you have a contract with a postal service provider
[ ] Verify if the postal service provider is activated
[ ] Verify if the document layout is conform the postal service provider' rules
[ ] Execute a validation test

CONTRACT (IF APPLICABLE)

[ ] Verify if the document variables are defined and configured on the corresponding Twikey profile
[ ] Verify if the document layout is conform your demand

TEST & VALIDATE

[ ] Execute a validation test to ensure all requirements are met

I hereby confirm that I have completed the onboarding process for Twikey according to the provided checklist. I have diligently reviewed and executed each task to ensure the proper setup and configuration of our account.

Signature   **Date**