

Getting started with Afterpay in-store?

afterpay 

Your store & team.

Hint: Click the URLs to open the links.

Step 1

Unpack your new in-store Afterpay visual assets. The welcome pack is delivered directly to the address you provided in your application. Allow approximately 15 business days for delivery. Follow our best practice guide for installation tips and tricks. If you have any visual asset related questions please email visualmerchandising@afterpay.com.au.

Step 2

Ensure you and your customer-facing teams have reviewed one of our online training resources from www.afterpay.com/en-AU/business/resources/training.

Tip: Bookmark the page so you and your teams stay up to date with all things Afterpay!

Step 3

Download and print the in-store guides from www.afterpay.com/en-AU/business/resources/training and keep as reference at your store's point-of-sale.

Step 4

Include the link to our education toolkit www.afterpay.com/en-AU/business/resources/training in your onboarding resources for new starters and new store openings.



If you require bespoke training or have an internal LMS or comms system, please contact us at instoretraining@afterpay.com.

Adding a new location?

Step 1

Submit your request with the Afterpay Merchant Support Team at www.afterpay.formstack.com/forms/global_merchant_technical_support with your new store details.

Tip: You'll need your merchant ID. You can find your merchant ID by logging in to the Merchant Portal at www.portal.afterpay.com/au/merchant/login.

Step 2

Notify your store manager that their Afterpay visual assets are on the way.

Step 3

Follow steps 1-4 from the 'your store & team' checklist above.

Want more?



Don't miss out on participating in the biggest retail events of the year - download our retail calendar!

DOWNLOAD ↓



Stay up to date with industry insights and learn how to maximise business performance by visiting Afterpay Access.

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