



Merchant Staff Training Sheet

For Staff

v1.0 · 2026-05-06

One-page briefing for frontline staff on processing Bitcoin payments, answering questions, and escalating issues.

Staff Script — When a Customer Wants to Pay with Bitcoin

Opening:

"That's no problem at all — we accept Bitcoin. I'll get set up for you now."

Before showing the QR code:

"The total is £[X]. Once I show you the code, please check the amount on your screen before you confirm."

After showing the QR code:

"When you've sent it, let me know — I'll see it come through in a few seconds (or a few minutes if it's on the main Bitcoin network)."

After confirmation:

"Got it — all confirmed. Thank you, here's your [order/product/booking]. Have a great day."

Payment Troubleshooting

Customer's wallet says payment sent, but I can't see it:

1. Wait 2–3 minutes — some wallets have a delay before broadcasting.
2. Ask the customer for their TX ID. Check it on mempool.space to see if it's on the Bitcoin network.
3. If it's on the network but unconfirmed: wait. On-chain transactions can take 10–60 minutes for first confirmation.
4. If it's been 2+ hours and still unconfirmed: escalate to your manager.

Customer doesn't have a Bitcoin wallet:

"You can set one up in a few minutes using Cash App or Revolut — they're free and you can link your UK bank account. Most people are ready to pay within the same session. Happy to wait while you do that."

QR code won't scan for the customer:

- Check the phone screen brightness
- Ensure the camera is focused
- Try refreshing the QR code in your payment app
- If technical issues persist, escalate to your manager

Critical Rule

NEVER release goods before payment confirmation. Unlike card payments, Bitcoin has no chargeback mechanism once confirmed.

Refund Handling

1. **Do not initiate a refund** without authorisation from your manager.
2. **Note the original TX ID** and amount.
3. **Inform the customer** that the refund will be processed back to the original wallet address or to a UK bank account, as agreed with your manager.
4. **Explain** that if the refund is in BTC, the value may differ from the original due to Bitcoin price movement.
5. **Record the refund** in your transaction log with the original TX ID, date, and refund amount.

Quick Reference Card

Step	Action
1	Confirm sterling amount
2	Show QR code to customer
3	Customer scans and sends
4	Wait for confirmation in your wallet
5	Confirm: "Got it — all sorted"
6	Record TX ID in log
7	Release goods / service

Escalation

Contact your manager if: payment issue unresolved after 2+ hours · Customer claims payment but no TX ID produced · Suspicious activity or attempted fraud · Any situation where you're unsure how to proceed.

→ Next Step

Make sure you know who your escalation contact is before processing your first Bitcoin payment.

This document does not constitute financial, tax, legal, or investment advice.

<https://buywithbitcoin.com/>