

yallo



Scan App – Capture customers correctly

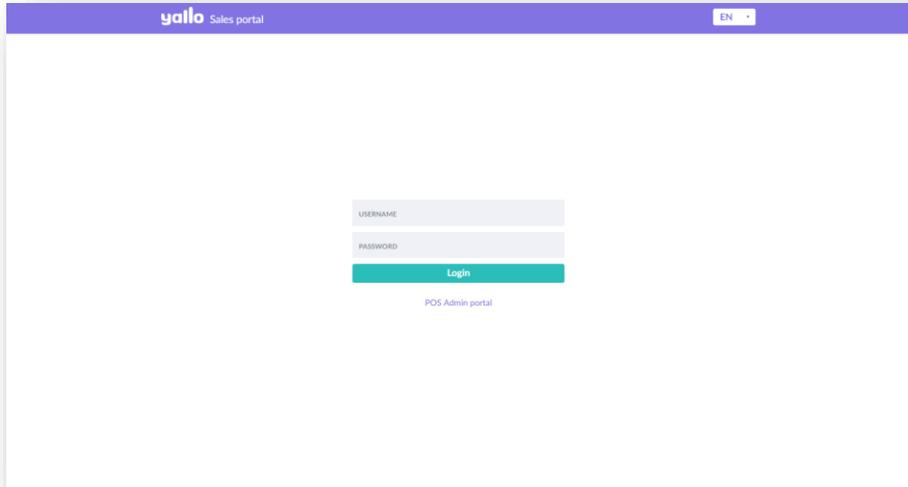
POS – with Webcam

Introduction – Scan App

Since 1 June 2018, the new Federal Act on the Supervision of Postal and Telecommunications Traffic (BÜPF) and the ordinances have come into force. The new law ensures that offenders can not escape law enforcement investigations simply by encrypted communication over the Internet.

Against this background, we would like to point out once again that the personal data of the customer must be confirmed by a passport, an identity card or another travel document valid in Switzerland in accordance with the reseller contract. The identification requirement exists for all customers (pre- and postpaid). As of August 26, 2018, you will need to upload a copy of the travel document on our sales portal.

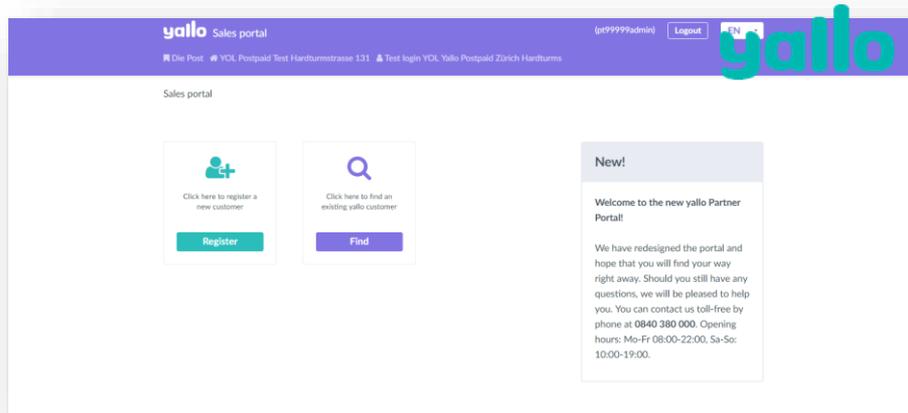
Instructions - (no change to today's process)



- 1) yallo Sales portal: www.yallo.ch/pos
 - Please login with your credentials

or

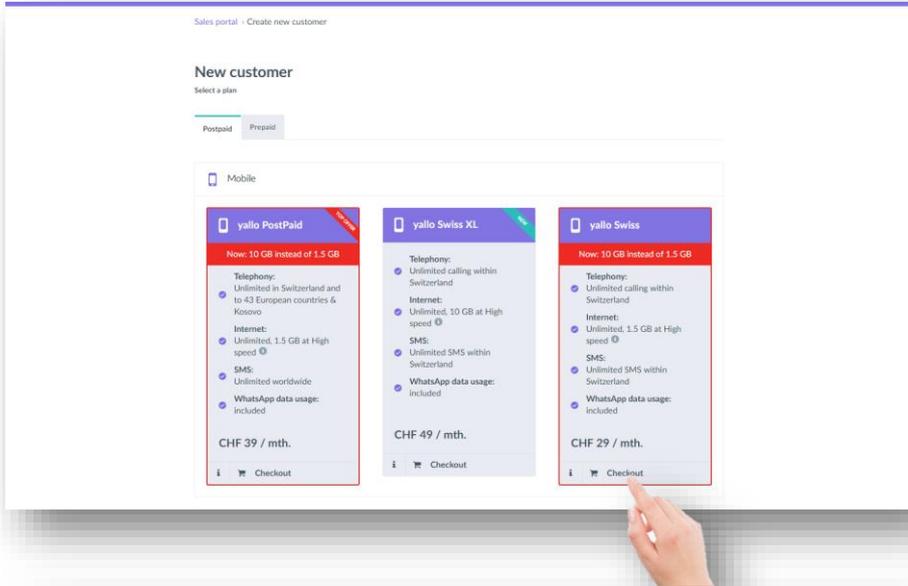
- 1) Lebara Sales portal: www.lebara.ch/POS
 - Please login with your credentials



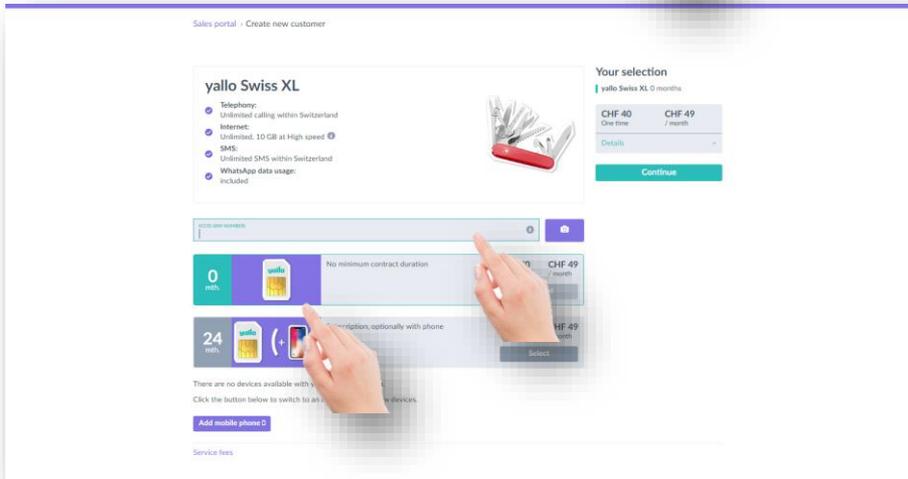
- 2) Choose if it's a new customer or an existing customer.

- Log in to existing customers with mobile number and date of birth.

Instructions - (no change to today's process)



3) Please select the product



4) Please enter the ICCID and select the promotion.
➤ In case of number porting, please click on "take number".

Instructions - (New identification procedure)

yallo Sales portal (et:99999admin) [Logout](#)

🏠 Ethnic 🏠 Test Shop 👤 Yvonne's Test

[Sales portal](#) › Create new customer

yallo PostPaid

Telephony:

- ✔ Unlimited in Switzerland and to 43 European countries & Kosovo

Internet:

- ✔ Unlimited, 1.5 GB at High speed ⓘ

SMS:

- ✔ Unlimited worldwide

WhatsApp data usage:

- ✔ included

+

Phone number: 0767793864

CHF 40

One time

CHF 39

/ month

[Details](#) ▾

Personal identification

In order for us to clearly identify you, we need a scan of a valid official identification document (an identity card, passport, or residence permit). A driver's license is not permitted.

Here are the allowed id types Swiss passport, Swiss ID card, B residence permit, C residence permit, L residence permit

 [Start camera](#)

[Starten mit Smartphone oder Tablet](#)



In this guide we show you the
identification with webcam

5) You have 2 different ways to capture the documents:

- Webcam (if available only via Chrome or Mozilla)
- Scan with the smartphone / tablet

Instructions - (New identification procedure)

The screenshot shows the yallo Sales portal interface. At the top, there is a teal header with the yallo logo, 'Sales portal', a user identifier '(et99999admin)', and a 'Logout' button. Below the header, there are navigation links for 'Ethnic', 'Test Shop', and 'Yvonne's Test'. The main content area is divided into two columns. The left column displays a 'yallo PostPaid' service plan with details for Telephony, Internet, SMS, and WhatsApp data usage. Below this, there is a '+' sign, a 'Phone number: 0762378570', and a price comparison table showing 'CHF 40 One time' and 'CHF 39 / month' with a 'Details' link. The right column features a large video player with the instruction 'Please show the front side of your id document (with photo)'. The video shows a hand holding a Swiss ID card in front of a camera. A white frame is overlaid on the ID card, and a hand is pointing to a 'Take picture' button at the bottom of the video player. Below the video, there is a text instruction: 'Please make sure that your ID is held inside the frame.'

yallo Sales portal (et99999admin) Logout

Ethnic Test Shop Yvonne's Test

yallo PostPaid

Telephony:

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SMS:

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WhatsApp data usage:

- included

+

Phone number: 0762378570

CHF 40	CHF 39
One time	/ month

Details

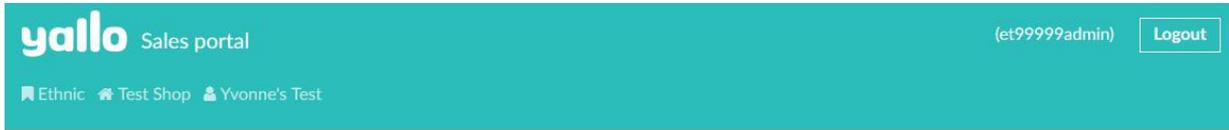
Please show the front side of your id document (with photo)

Please make sure that your ID is held inside the frame.

Take picture

- 6) Hold the front of the document with the photo in front of the camera (in the frame) and make sure that the image is legible. Then click on "Take photo"

Instructions - (New identification procedure)



Sales portal > Create new customer

yallo PostPaid

Telephony:

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Internet:

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SMS:

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WhatsApp data usage:

- ✓ included

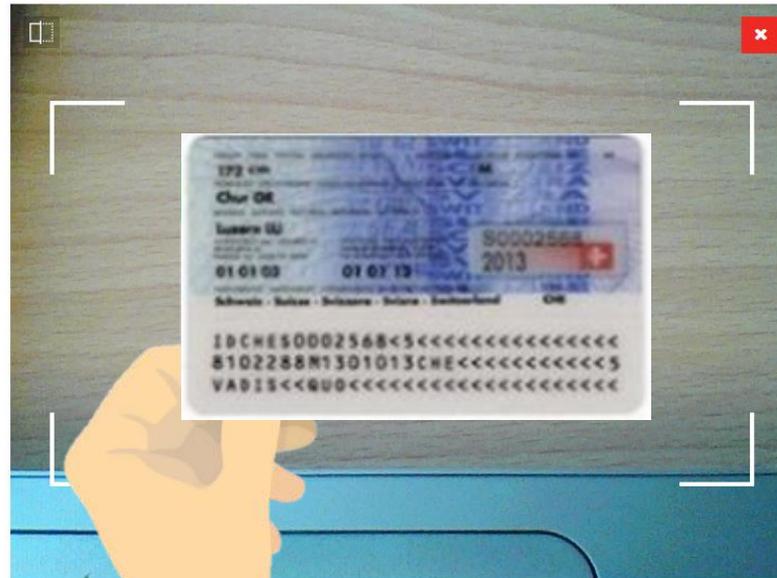
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Phone number: 0762378570

CHF 40 One time	CHF 39 / month
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[Details](#) ▾

Back of your ID document



If applicable, hold up an image of the back of your ID document. If your ID does not have a back, click on "Skip". Please make sure that your ID is held inside the frame.

[Skip](#) [Take picture](#)

7) Hold the back of the document in front of the camera (in the frame) and make sure the image is legible. Then click on "Take a photo". In the case of a passport you can skip this page.

Instructions - (no change to today's process)

The screenshot shows the '2. Persönliche Informationen' step of the registration process. The form is titled 'Bitte gib deine Angaben ein' and contains the following fields:

- ANWELDER: Herr (dropdown), NACHNAME: Mustermann
- EMAIL ADRESSE: muster@gmail.ch, checkbox: Keine Email Adresse
- SPRACHE: Deutsch, GEBURTSDATUM: 1.1.1980
- KONTAKTNUMMER: 0766717652
- NATIONALITÄT: Schweiz, ADRESSTYP: Schweizer Reisepass
- KUNDENNUMMER: A12345678, BEFRISTUNG: 5.10.2025
- checkbox: SIM Karte wird von einer anderen Person genutzt
- Adresse eingeben: PLZ: 8001, ORT: Zurich
- STRASSE: Laternengasse, HAUSENUMMER: 1
- C/O (OPTIONAL):
- checkbox: Papierrechnung (CHF 3/Monat)
- Footnote: 4. Falls nicht ausgewählt, wird die Rechnung kostenlos per Email zugestellt.

Navigation: 'Weiter' button at the bottom right.

8) Please fill in the personal Information of the customer and click on "Continue"

The screenshot shows the 'yallo subscription - Registration form' completion page. It includes a QR code and the yallo logo. The form is divided into several sections:

- Internal remarks:** Account No. 886137918, Plan of Use 39999, Customer address: System's Test Account.
- Customer data:** Title, Last name, First name, Street No., Address line 2, ZIP/Chy, Date of birth, Daytime phone number, Email, Correspondence language.
- Customer identification:** Document / Passport: Swiss Residence Permit B, Nationality: Swiss (English), Document Number: 123456789, checkbox: Upon concluding the contract, a copy of the ID or its extract will be enclosed with this document.
- yallo subscription:** yallo Mobile No. 89220842, SIM No. 8943210987654321, Price plan: yallo Festival CHF 39.90, Mobile/Phone, Purchase price, Device option, Month.
- Contract duration:** Minimum contract duration: 8 months. Contracts without a minimum contract term can be cancelled any time with a notice period of 30 days. An early contract cancellation will incur costs.
- Regarding the bill:** checkbox: Bill without connection details. Details can be found at www.yallo.ch - "Your account", checkbox: Paper bill (free of charge).
- Components of the contract:** After this registration has been accepted by yallo, the following elements are components of the contract:
 - This registration form
 - The currently valid published price list and product information (www.yallo.ch)
 - The currently valid General Terms and Conditions (GTC) are included in www.yallo.ch
- Signature:** checkbox: With my signature, I acknowledge that I have read and accepted the aforementioned documents. I also confirm that the details have been given in correct.
Fields: Place, Date, Customer Signature, Identity checked, Signature and stamp of the point of sale.

Footer: yallo is a brand of Sunrise Communications AG

9) The contract will be automatically opened (PDF) and can be printed to give it to the customer for control.

Instructions - (New identification procedure)

yallo Sales portal (et99999admin) [Logout](#)

[Ethnic](#) [Test Shop](#) [Yvonne's Test](#)

[Sales portal](#) > Create new customer

yallo PostPaid

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Phone number: 0767793864

CHF 40 One time	CHF 39 / month
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[Details](#) ∨

yallo PostPaid	CHF 39
Monthly charges	CHF 39
Activation & SIM-Card	CHF 40
Payment at point of sales	CHF 40

[Print contract again](#) 

The customer has read and agreed to the terms and conditions

 [Place order](#)

10) Here you can print the contract again and confirm that the customer has read and agreed to the terms and conditions.

Instructions

Order Successful!

Billing method: Paper billing (CHF 3 / mth.)

Name: Mr. Tester1 Tester2

date of birth: 04/02/1997

Email address:

Address: Binzmühlestrasse 130, 8050 Zürich

ID: 12345677789 (Swiss Residence Permit B)

Nationality: United Kingdom

Username: 0762250642

Plan: yallo PostPaid (0 months)

Phone number: 0762250642

Mobile phone: No mobile phone

Promotion: No promotion

[Download/show contract](#)



[Back to start](#)



11) Activation completed successfully.