NihaoPay
4699 Old Ironsides
Santa Clara, CA 95054
(650) 446-8888

Welcome to **NihaoPay**

Thank you for choosing NihaoPay! This document provides a step-by-step guide to help you quickly onboard and access our payment services.

Who We Are

NihaoPay specializes in seamless payment processing across online, mobile, and retail platforms. We provide a comprehensive payment infrastructure that directly connects businesses to major payment solutions, including UnionPay, Alipay, WeChat Pay, Paypal, Visa, Mastercard, Discover, and American Express, catering to the preferred payment methods of consumers worldwide.
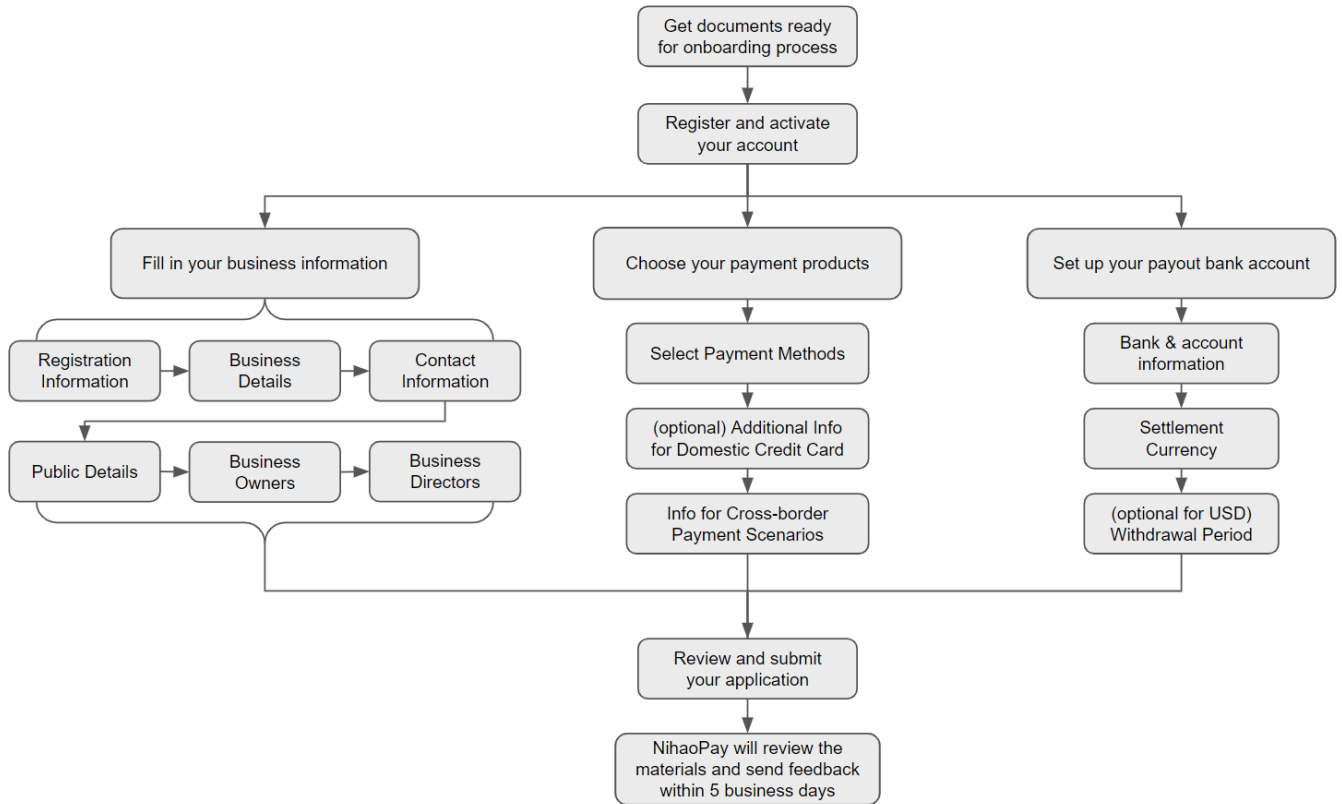
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ONBOARDING STEPS FLOWCHART

ONBOARDING PROCESS
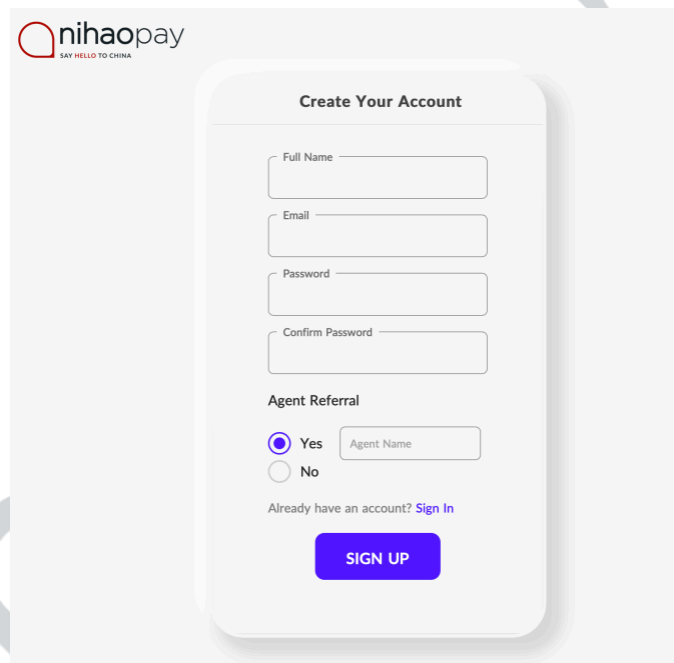
1. Prepare for the Required Documents

To ensure a seamless onboarding experience, please prepare the following documents to affirm the legitimacy and operational scope of your business before starting your application:

1. **Business Registration**: Official registration documents (e.g., Articles of Incorporation, Certificate of Formation).
2. **Tax Identification**: Provide your tax identification number (e.g., EIN in the U.S.).
3. **Ownership and Management Information**: Share information on owners or directors, including IDs for all principals.
4. **Digital Presence Overview**: Provide URLs for your business's website or online store.

5. **Physical Presence Verification**: For clients desiring to utilize our services in a storefront or other physical location, we request photographs of your premises to verify your physical operations.
6. **Bank Account Information**: Please provide your ==business bank account== details, including a recent bank statement (issued within the last three months) or a voided check.

2. Create Your NihaoPay Account

Enter your Name and email on the registration page to create an account. You could request an onboarding link from our NihaoPay sales managers or visit our registration website directly. After creating an account, click the link sent to your email to activate your account. You can then visit the sign in page to begin your application officially.

3. Fill in Your Company Information

In this section, we kindly request your company's registration and essential business details. Providing these will help us better understand and support your business needs. The information we need includes:

Registration Information

Share your official company registration details to confirm the legal status of your business. Nihaopay collects this information to better serve your business and help meet the requirements of regulators and our financial partners.

*Company's Legal Name

Please enter the name of your business entity that appears on legal documents.

*Type of Business

Select...

Registered Address

Please enter the address infomation on your business registration document. Note this address must be exactly the same as the one on your registration file.

*Street 1

Street 2

Country
Select...

State/Province
Select or Input

City
Select or Input

*Postal/Zip Code

*Business Registration

Please upload a clear copy of your current business registration in JPEG, JPG, PNG, or PDF format. (Max file size is 5MB)

⬆ CHOOSE FILE(S)

*Registration Start Date
YYYY-MM-DD

The registration start date should be same as the Business Registration.

*Registration Expiration Date
YYYY-MM-DD

☐ Non-expiring

If no expiration date, please choose "Non-expiring".

Tax ID Type
Other   × ▾

*Tax ID

For US company: please enter Employer Identification Number.
For Europe company: please enter Value Added Tax Number.

1. **Business Registration Information**:
   a. Documentation of Business Registration: Visit Step 1 for acceptable documents.
   b. Company's Legal Name
   c. Type of Business

d. Business Registration Address (must match official registration file)

e. Business Registration Start/End date

f. Tax ID Number/VAT Identification Number:

Business Location	Tax ID Type
U.S.	Employer Identification Number/EIN (9 digits)
Europe	Value-added Tax Number/VAT (9 digits)
Singapore	Unique Entity Number/UEN (9 or 10 digits)
Australia	Australian Business Number/ABN (11 digits)

2. **Business Details**:
   a. Business Industry
   b. Monthly Average Transaction:The average total value of transactions your business processes each month. We collect this information because of risk control requirements of related regulations.
   c. Average Ticket & High Ticket: The average amount usually spent in a single transaction (Average Ticket) and the value of your largest typical transaction (High Ticket), excluding any non-standard outlier transactions. We collect these information because of risk control requirements of related regulations.
   d. Description of Services or Products Sold: Please use one paragraph to describe your business, about 3 to 5 sentences.
   e. Company Address: Either your office address or store address.
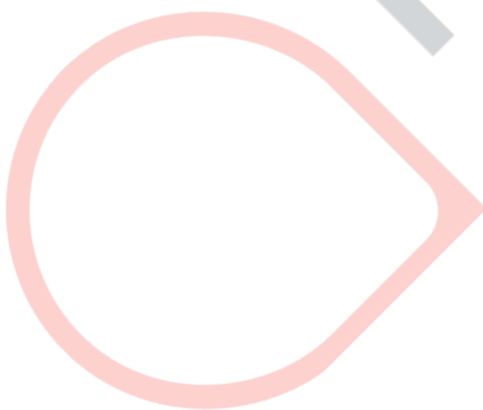
Business Details

Please provide more details about your business entity.

Business Industry

Select... ▼

*Monthly Average Transaction 🗨

Please provide the average total value of transactions your business processes each month.

*Average Ticket 🗨

Please provide the average amount usually spent in a single transaction.

*High Ticket 🗨

Please provide the value of your largest typical transaction, excluding any non-standard outlier transactions.

*Description of business and goods or services sold 🗨

e.g. NihaoPay is a payment processing company helping businesses accept online, mobile, and in-store payments. NihaoPay provides an end-to-end infrastructure connecting businesses directly to UnionPay, Alipay, WeChat Pay, and consumers' globally preferred payment methods.

Company Address

Please enter either your office address or store address.

☑ Same as the registered address

3. **Contact Information**: **The email address you provide here will serve as the primary contact for your NihaoPay account**. It will be used for all correspondence, including account verification, activation, merchant system access, password resets, application inquiries, and transactional queries. **Please make sure this contact email is valid and working.**

Contact Information

1. Please enter an email address has never been used in NihaoPay system before.

2. This email address will be the registration email of your NihaoPay account for future communication regarding account verification, account activation email, merchant transaction management system login email, reset password notification email, application inquiry email, and transaction inquiry email.

First Name 🗨

Middle Name 🗨

Last Name 🗨
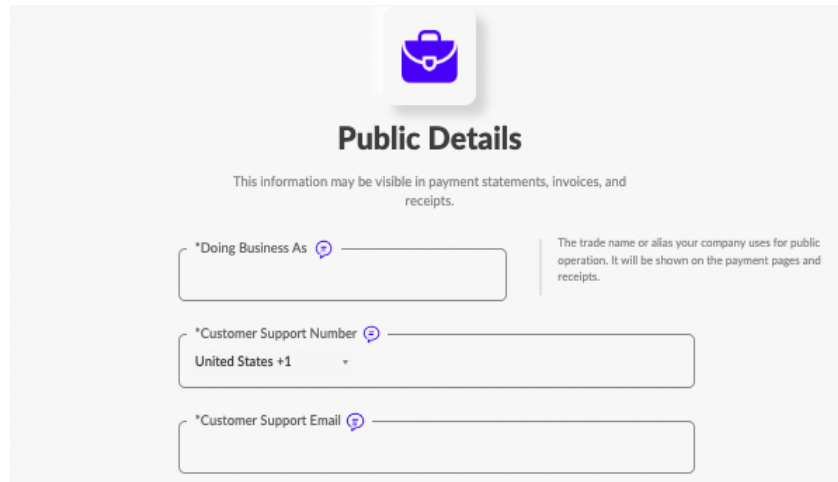
Job Title 🗨

Phone Number 🗨

United States +1 ▼

Email Address 🗨
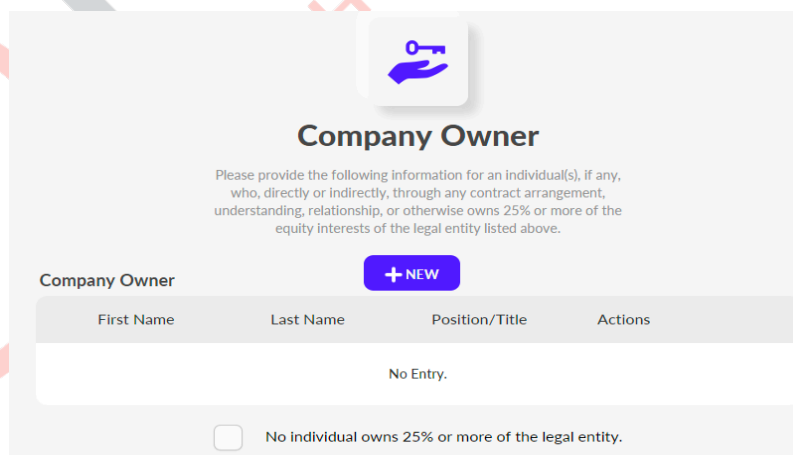
4. **Public Details**
   a. Business DBA Name/Doing Business As: After a customer completes a payment, the DBA name is what will appear on the receipt. It's important to ensure that the DBA name you provide is the one you want your customers to see and associate with their purchase experience. It may differ from the legal name registered with authorities.
   b. Customer Support Phone Number
   c. Customer Support Email Address

5. **Business Ownership:** Please provide the following information for an individual(s), if any, who, directly or indirectly, through any contract arrangement, understanding, relationship, or otherwise owns 25% or more of the equity interests of the legal entity listed above, including some basic information and a copy of ID of any shareholder.

Company Owner

Please provide the following information for an individual(s), if any, who, directly or indirectly, through any contract arrangement, understanding, relationship, or otherwise owns 25% or more of the equity interests of the legal entity listed above.

Basic Infomation
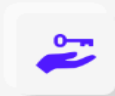
First Name

Middle Name

Last Name

Percentage of Ownership
%

Date of Birth

Month
Jan × ▾

Day
01 × ▾

Year
2020 × ▾

Citizenship
Select... ▾

Job Title

Residential Address

Street 1

Street 2

Country
Select... ▾

State/Province
Select or Input ▾

City
Select or Input ▾

Postal/Zip Code

Identity Information

ID Type
National Identification card × ▾

ID Number

Country of Issuance
Select... ▾

Expiration Date
YYYY-MM-DD

Upload photo ID

Driver License and Passport are both acceptable.

Please upload a clear copy of your current government-issued photo ID in JPEG, JPG, PNG, or PDF format. (Max file size is 5MB)

⬆ CHOOSE FILE(S)

6. **Business Directors:** Please provide the following information for an individual with significant responsibility for managing or directing the entity, including executive officers or senior managers or any other individual who regularly performs similar functions.

4. Choose Your Payment Product(s)

1. **Please select the payment method(s) that best suit your business needs.**

2. **Additional Information (Only required if credit card products are selected)**

Required Business Information

Business Category	Select the category that best describes your business operations.
IRS Filing Name	The legal name under which your business files taxes with the IRS. You can find this name on IRS documents, EIN confirmation letters, business tax returns, state business registration records, or by contacting the IRS directly.
IRS Status	Determines how your business is classified for tax purposes. Most businesses fall under the "Not Excluded" category.

Additional Information

Please share additional materials if you want to open Card Payment Product.

Business

*Business Category
Select... ▾

*IRS Status
Select... ▾

*IRS Filing Name

You can find the IRS filing name for a business by checking IRS documents, EIN confirmation letters, business tax returns, state business registration records, or by contacting the IRS directly.

Transactions

*Average Return Rate
%

Average Chargeback Rate (%) is calculated as the *Total Number of Returned Items* divided by the *Total Number of Sold Items*, multiplied by 100.

*Average Chargeback Rate
%

Average Chargeback Rate (%) is calculated as the *Total Number of Chargebacks* divided by the *Total Number of Transactions*, multiplied by 100.

*Average Fraud Rate
%

Average Fraud Rate (%) is calculated as the *Total Number of Fraudulent Transactions* divided by the *Total Number of Transactions*, multiplied by 100.

*Card Present Transactions	*Internet Transactions	*Mail Sales	*Phone Sales
%	%	%	100 %

Transaction Details

Average Return Rate	Average Return Rate (%) is calculated as the **Total Number of Returned Items** divided by the **Total Number of Sold Items**, multiplied by 100.
Average Chargeback Rate	Average Chargeback Rate (%) is calculated as the **Total Number of Chargebacks** divided by the **Total Number of Transactions**, multiplied by 100.
Average Fraud Rate	Average Fraud Rate (%) is calculated as the **Total Number of Fraudulent Transactions** divided by the **Total Number of Transactions**, multiplied by 100.
Card Present Transactions	Transactions where physical card is used at the point of sale.
Internet Transactions	Transactions where the card is used online through e-commerce platforms, websites, or mobile apps.
Mail Sales	Orders received via mail where card details are provided manually.
Phone Sales	Transactions where customers provide card details over the phone.

Annual Card Transaction Volume	Note: Transaction Volume needs to be proved by actual data; financial statements may be requested.
Card Volume B2B%	Percentage of card transactions that are business-to-business (B2B) transactions.
Card Volume B2C%	Percentage of card transactions that are business-to-consumer (B2C) transactions.

Product & Service Delivery

Average Delivery Days	Estimated time for product or service delivery after purchase.
Delivery days %	Delivered same day, in 1-7 days, in 8-14 days, in 15-30 days, in 30+ days (total should add up to 100%)

Turnover

*Annual Card Transaction Volume

Please your annual transaction volume from card payment and the proportion of B2B/B2C.

*B2B %

%

*B2C %

100 %

Product Service Delivery

*Average Delivery Days

*Delivered Same Day

%

*Delivered in 1-7 Days

%

*Delivered in 8-14 Days

%

*Delivered in 15-30 Days

%

*Delivered in 30+ Days

100 %

Required Documents

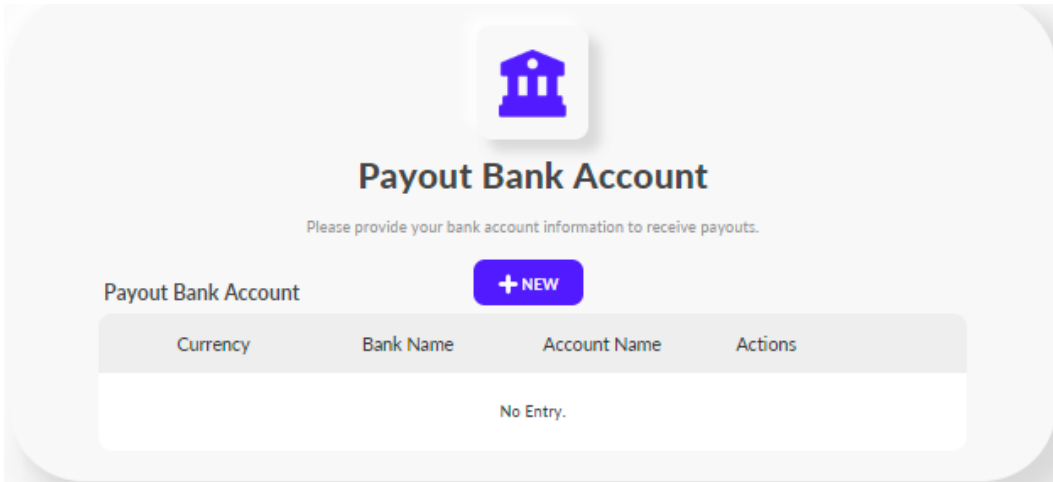| W-9/SS-4	Required
Processing Statement	Optional
Financial Statement	Optional
PCI-DSS Certificate	PCI Certificate, PCI-DSS Form, or SAQ questionnaire will be required depending on merchant's volume and other factors

3. **Please Describe your typical payment scenarios. We may request additional information to ensure a perfect fit with your business operations.**

Payment Scenario		Support Materials Required
Website		Website address where NihaoPay will be integrated into (start with https://)
In-App		App name; App download link (start with https://); WeChat AppID (18 characters starting with 'wx') if enabling WeChat Pay
Wechat Platform	Wechat Store	Wechat Store url (start with https://); WeChat AppID (18 characters starting with 'wx')
	WeChat Mini-program	Mini-program name (must match the DBA name of the entity); WeChat AppID (18 characters starting with 'wx')
Xiaohongshu Platform		Xiaohongshu Store url (start with https://www.xiaohongshu.com/miniapp/qrcode)
In-store		Store address; Proof of address and supporting documents; 3 store photos (store front, interior, and product display)

5. Set up payout bank account

To facilitate your payouts from NihaoPay, please provide your banking details. NihaoPay offers support for most major currencies and is compatible with bank accounts from a diverse range of countries, ensuring a smooth transaction process across borders. If you are utilizing a financial service provider like *Wise* for your receiving account, please enter '*Wise*' or the name of your chosen service provider directly as the bank name. Once you have created an account, you cannot modify the bank country & settlement currency. If you want to revise these information, please delete the old item and create a new one.

Banking Requirements: Payout bank account must be a **business bank account** registered under your company's name. Personal bank accounts are not accepted. NihaoPay may request additional verification documents to confirm account legitimacy.

Payout Bank Account

Please provide your bank account information to receive payouts.

+ NEW

Payout Bank Account

Currency	Bank Name	Account Name	Actions
No Entry.			

We may require additional information based on the settlement currency and region you select.

USD Settlements	US Merchants	Routing Number (9 digits)
	Non-US Merchants	SWIFT code (8 or 11 characters)
Non-USD Settlements	CAD Settlements	Institution number (3 digits); Transit number (5 digits); SWIFT code (8 or 11 characters)
	GBP Settlements	International Bank Account Number (IBAN); Sort Code (6 digits); SWIFT code (8 or 11 characters)
	EUR Settlements	International Bank Account Number (IBAN); SWIFT code (8 or 11 characters)
	AUD Settlements	Bank State Branch (BSB) number (6 digits); SWIFT code (8 or 11 characters)

Payout Bank Account

Please provide your bank account information to receive payouts.

Bank Country

Country
Select... ▼

Settlement Currency

Currency
USD × ▼

Bank Location

Bank Name

State/Province
Select or Input ▼

City
Select or Input ▼

Street

Account Information

Account Name

Account Number/IBAN
Account Number ▼

SWIFT Code/BIC

Other bank information needed for settlement of funds to your bank account
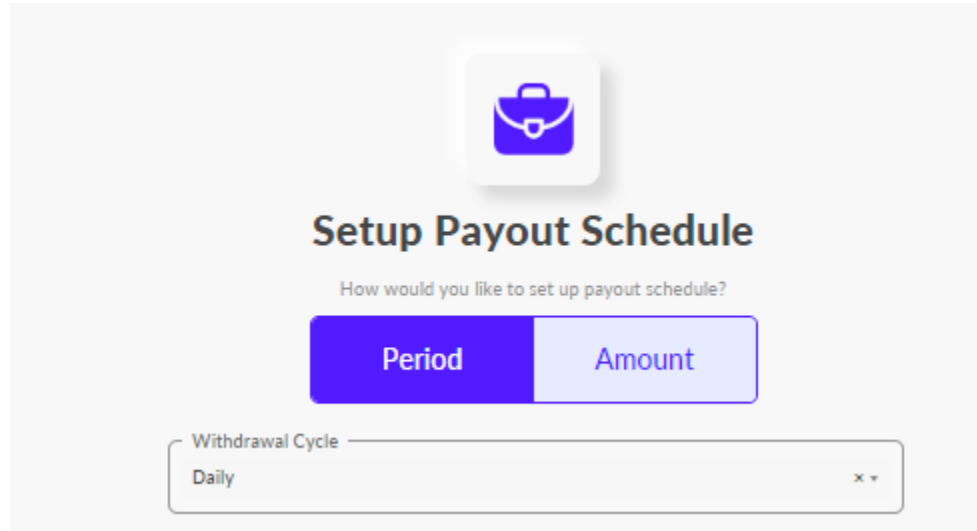
☐ BSB Number

☐ Sort Code

☐ Institution Number/Bank Code

☐ Transit Number/Branch Code

☐ Others

Upload Proof of Bank Account

Please upload a clear copy of your bank statement/bank letter which is dated within 3 months, or a clear copy of the voided check in JPEG, JPG, PNG, or PDF format. (Max file size is 5MB)

⬆ CHOOSE FILE(S)

Additionally, you could specify a preferred settlement plan, either using a fixed cycle or based upon the minimum withdrawal amount. **Note that non-USD settlements have a standardized**

payout schedule and cannot be customized. Please contact your NihaoPay sales manager for details.

6. Review Our Service Agreement

We strongly encourage you to thoroughly review our Service Agreement. This crucial document outlines the terms and conditions of our partnership, detailing your rights, obligations, and the scope of services provided.

7. Review Your Final Application Form

Please carefully review your Final Application Form. Double-check all the provided data for correctness. Also be aware that **certain details within the application form, such as fee rates, are not final and may be subject to change. We encourage you to communicate with NihaoPay's sales manager to discuss the specifics of these items or await our feedback for the definitive figures.**

8. After Your Submission

Upon receipt of your application, the NihaoPay application team will promptly conduct a review, and you can expect feedback within approximately 3 - 5 business days. **The outcome of your application will be communicated from application@nihaopay.com to the email address you've provided in the contact information section**. It is crucial that you regularly check this email account for updates. Additionally, you have the option to inquire about the status of your application by reaching out to the NihaoPay Application Team with your designated case number.