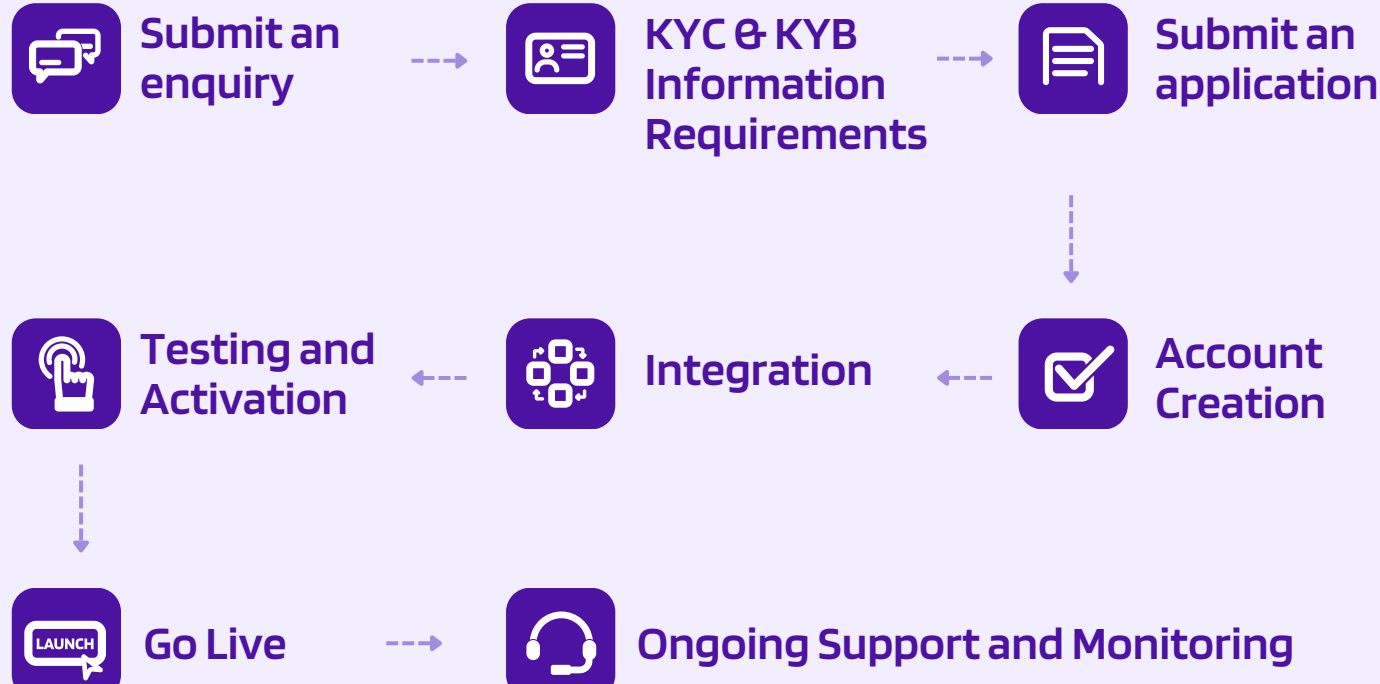


Streamlining merchant onboarding

Your software users (also known as merchants) need to be thoroughly vetted before they can begin accepting payments. While the onboarding process can sometimes feel time-consuming for your customers, with the right support team, you can ensure a smooth and efficient process.

The onboarding process

May take up to 2-3 business days to set up the account.



Essential documentation for merchant approval

Business Information

- ABN (Australian Business Number) or NZBN (New Zealand Business Number).

Banking and Accounts

Your bank account details including:

- **Account Name**
(Account Name must match the name of the legal entity)
- **BSB and Account Number**

Please ensure the document you provide is dated within 3 months and is a verified document from your banking institute.

There are two main ways to verify your bank accounts:

- **Electronic verification**
This is where you will be provided a link to validate your business bank account details.
- **Manual verification**
This is where you will supply:
 - Current banking institute copy of business bank statement, or
 - Banking institute account opening letter.

Pricing, Services, and Transaction Information

- Description of the goods and services provided
- Summary of common payment terms, whether payments are typically accepted:
 - In advance or arrears,
 - The number of days in advance if applicable
- Average transaction value
 - Highest expected single transaction amount to be processed
- Estimated number of transactions or purchases processed per month on average

Allocating fees and confirming pricing

Worldpay for Platforms provides your business fee options:

You will need to provide:

- **Business paid fees**
This is where the fees are passed onto your customers.
- **Payer paid fees**
This is where you accept the fees for the transactions.
- **A combination of the above**

This will be displayed as a table with a checkbox for digital acknowledgement of pricing prior to application submission.

Some accounts may require allocation of fee splits between the business and its customers.

Upon approval, the Authorised Representative or directors will receive a copy of the application, including fee setup and pricing.

Owners and Directors

As part of verifying your business, we need to confirm the details of any individual who is:

- Own 25% or more of the company
- A Director or Authorised Controller of your business

Depending on your business setup, you may not have any beneficial owners (such as not-for-profit or charity organisations). If this is the case, you need to submit the details of at least one Authorised Controller.

To verify a person's identity, we require the following:

- Full Name
- Date of Birth
- Residential Address
- Ownership % (if they are an Owner)
- Role in Business

A copy of identification is also required:

- Current Australian or New Zealand Driver's License
- Current Australian or New Zealand passport

How do Worldpay for Platforms verify your current identification:

- **Biometrics:**
you will be provided an SMS link to a 3rd party software to enter your personal ID details, and you will be validated in real time. We recommend this option as this is the fastest way to validate your identity.
- **Manual upload:**
You will be able to manually upload a copy of your identification documents for manual review with our team. This can slow down the application process.

Note: This is a general guide; additional documentation may be required based on specific circumstances.

Identification Guidelines

To ensure your application gets approved, the ID you upload needs to meet some minimum standards to be accepted:

Driver's License and Passport Photo Requirements

- ✓ Bright, clear and in colour (good quality)
- ✓ Government-issued
- ✓ Original full-size, unedited document (no cropping or photoshopping)
- ✓ Copy of front and back
- ✗ No black-and-white images
- ✗ No expired documents



Transform your merchant onboarding today

People powered. Technology driven. That's how we're turning merchant onboarding from a hurdle into your competitive advantage.

Contact Worldpay for Platforms