

Alipay

Alipay payment service brings the world's consumers and businesses together.



您好，感谢接洽支付宝。中文版请阅读：

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1. 什么是海外版支付宝：

中国大陆消费者在商户网站上用人民币支付，支付宝通过银行结算外汇到境外商户的收款账号

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2. 海外版支付宝账号功能：

海外版支付宝账号用于在 global.alipay.com 上查询交易状态、提交退款申请、下载交易明细和清算明细等；暂不支持账户充值、转账、提现等操作。当清算资金到达 5000 美金（或等值其它外币）后，系统将自动转账到商户的银行帐号。

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3. 申请资质：

- 公司有合法注册的海外主体
- 有独立网站；WAP/APP 能提供 DEMO
- 销售产品不在支付宝禁售限列表中（[附表 1](#)）

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4. 申请支付宝的服务/产品，需要上传以下文件的扫描件：

- （1） 海外商户营业执照/注册文件
- （2） 公司实际运营地址证明：提供贵公司的运营地址照片即可（可以看到贵司公司名字的地方，办公楼或者办公室都行；物业缴费单、水电费缴费单亦可）。
- （3） 联系人及 CEO 身份证明；如申请人非 CEO 本人，需要提供 CEO 授权承诺函(模板见最末)。

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5. 您可以登录支付宝 Global 平台申请签约，具体流程如下：



(1) 在 <http://global.alipay.com/ospay/home.htm> 注册账号邮箱

(2) 通过注册审核并点击支付宝邮件链接，设置帐户密码

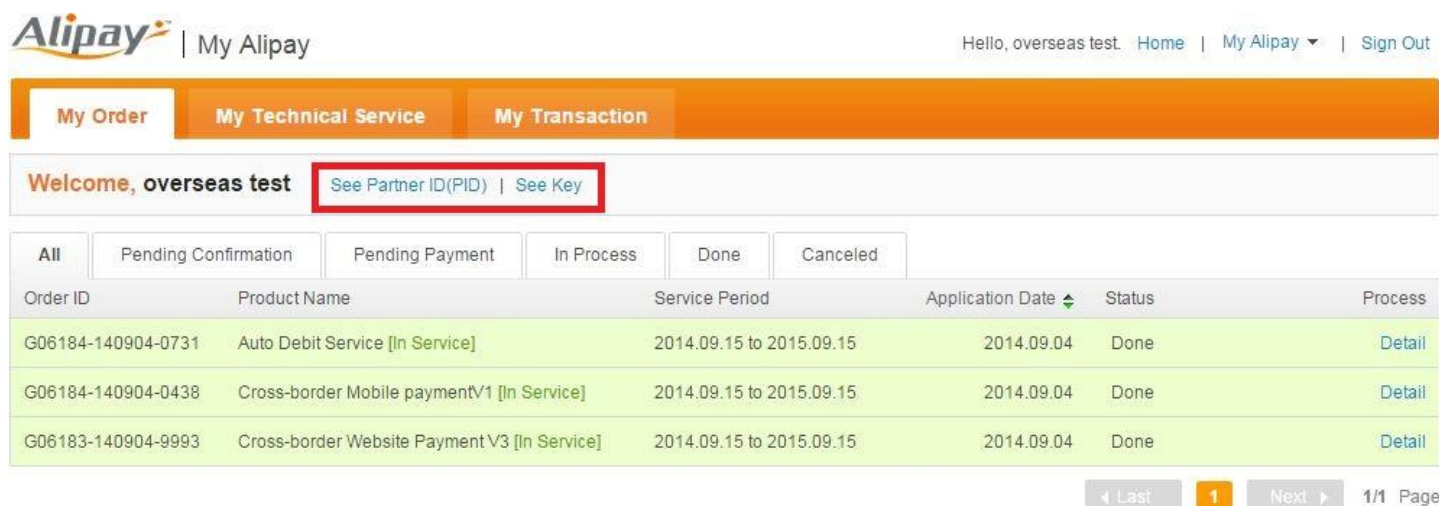
(3) 账号注册成功后，登录 Global 平台：

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2015033110007481> 上传您的公司营业执照等所需文件扫描件；公司资质审核需要 5-7 个工作日；

(4) 公司资质审核后您将收到确认邮件，根据邮件中的提示点击之前的链接再次申请产品，录入银行信息等

(5) 支付宝内部审核与清算信息确认，一般需要 3-5 个工作日；

(6) 以上都成功完成后，系统会发放用于正式上线的 Partner ID 和 Key(您可在登陆账号后进入 “My Alipay” 进行查看)



Order ID	Product Name	Service Period	Application Date	Status	Process
G06184-140904-0731	Auto Debit Service [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail
G06184-140904-0438	Cross-border Mobile paymentV1 [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail
G06183-140904-9993	Cross-border Website Payment V3 [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail

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6. 技术集成：

将海外版支付宝接口集成在贵网站上。

支付宝的集成文档是完全对外开放的，您可以直接通过如下链接下载相关技术文档：

PC : https://t.alipayobjects.com/L1/92/6/create_forex_trade.rar

WAP(H5) : https://t.alipayobjects.com/L1/92/70/cross_border_mobile_payment.rar



APP(SDK) : https://t.alipayobjects.com/L1/92/31/cross_border_SDK_payment.rar

技术相关问题咨询邮箱 : overseas_support@service.alibaba.com

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7. 服务费费率请参照：

第一个历月的适用服务费费率为每笔交易金额的 2.2%。此后，基于前一个历月的交易金额，支付宝将向商户收取[根据下表列举的费用计算的服务费](#)，而且商户授权支付宝从拟与商户结算的交易金额中扣除该等服务费，商户应向支付宝缴纳的服务费应当不含任何管辖区可能征收的任何税项：

月交易量区间（人民币）	费率
X < 100 万	2.20%
100 万 ≤ X < 300 万	2.00%
300 万 ≤ X < 1000 万	1.80%
1000 万 ≤ X	1.60%

在国际转账过程中，支付宝将承担清算银行产生的汇款手续费；其他费用如中间银行及收款银行产生的费用，需要由商户承担。

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8. 其他常见问题：

（1）网站为什么报错？

偶尔系统开小差，推荐您使用 Chrome 或 IE 浏览器，并尝试在不同的时间打开；

（2）我的申请到哪里了？

建议您登录支付宝后台 “my order ”中查看订单状态：pending 表示您的订单在三方资质审核和支付宝内审中；done 表示您的申请已通过。



(3) 为什么我没有通过资质审核？

请您关注系统发给您的审核未通过邮件，其中有描述未通过的原因。如果提示认证未通过，可能是您上传的资料与实际不符，请确保上传的材料与贵司注册信息一致；可能是在一定时间内我们的资质审核团队没能联系上您，请您保持电话畅通，如有漏接电话，您可以告知我们您的联系方式和可行时间，我们另安排时间让资质审核团队联系您。

温馨提醒：再次通过资质审核后，请您重新签约产品（签约流程第三步）

如以上答案还不能解答您的疑问，请联系我们 global.service@alipay.com 谢谢！

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如果您是 Aliexpress 个人买家，请通过以下方式获取帮助：

1. 与资金相关，请咨询在线客服：<https://clive.alipay.com/csrouter.htm?sourceId=95>.
2. 非资金相关，请咨询 7×24 在线客服：<http://www.aliexpress.com/help/newContactUs.htm>

如果您是淘宝个人买家，请您使用在线客服：<https://cshall.alipay.com/hall/index.htm>

或电话联系：+86 571 95188 获取帮助。谢谢！

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1. What is Alipay Cross-border Payment Solution

Alipay Cross-border Payment Solution enables customers from mainland China to purchase products or services on merchants' websites or Apps (owned by overseas-registered companies). Customers pay RMB, and after currency conversion, Alipay then remits foreign currencies to merchants' foreign bank accounts.

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2. The Function of a Global Alipay Account

The account can be used to check the transaction status, make refund, download the transaction and settlement report on global.alipay.com and so on; while it does not support top-up, transfer or withdrawal. When the merchants' turnover accumulates to 5000USD or other equivalent currencies (lower limit), we will transfer the settlement payment to receiving bank accounts of merchants.

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3. Qualification for Application

- overseas-registered companies
- own independent websites or Apps (available DEMO of unpublished APPs for attachment to upload when signing the products)
- main business is not included in the [Prohibited and Restricted Product List](#)

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4. Application for Alipay service requires scan forms of below documents:

(1) Business license, registration file.



- Business License /Registration Certificate: either is OK. It can be certificate of incorporation issued by company registry, business/ branch registration certificate to show your commence date, expiry date, certificate no and fee & levy.

(2) Office address proof of overseas-registered company

- Company Address Certificates: photos to show your business address where your company name can be seen(either office or office building is OK)

(3) Identification of contact person and CEO; If the applicant of Alipay service is not CEO, please provide authorization paper of CEO.

- if you are not CEO, but do the application on behalf of CEO, complete the Authorization Statement (template located at the end of this document) and provide all signatures, then upload it as a scanning copy.

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5. Signing Procedure



If you are interested in our products or services, please

follow below self-service signing procedure which will speed up your application and enjoy our service faster.

(1) Register an Alipay international merchant account on <http://global.alipay.com/ospay/home.htm>

(2) Set account password by click the link in the mail sent by Alipay

(3) Sign the product/ service and provide your company certificates document for certification on _

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2015033110007481>; qualification certification will take about 5-7 working days

(4) You will receive a confirmation email of your qualification certification, then you need to click the previous link to apply for Global Alipay products and provide your bank information



(5) Internal auditing and settlement information confirmation which would take 3-5 working days

(6) Our system would release Partner ID and Key used for technical integration once after all above have been

Order ID	Product Name	Service Period	Application Date	Status	Process
G06184-140904-0731	Auto Debit Service [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail
G06184-140904-0438	Cross-border Mobile paymentV1 [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail
G06183-140904-9993	Cross-border Website Payment V3 [In Service]	2014.09.15 to 2015.09.15	2014.09.04	Done	Detail

done successfully (The Partner ID and Key can be found in "My Alipay" , as shown in the picture below)

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6. Technical Integration

Integrate Alipay Cross-border Payment Solution interface on your website

Technical Integration documents can be downloaded from:

PC : https://t.alipayobjects.com/L1/92/6/create_forex_trade.rar

WAP(H5) : https://t.alipayobjects.com/L1/92/70/cross_border_mobile_payment.rar

APP (SDK) : https://t.alipayobjects.com/L1/92/31/cross_border_SDK_payment.rar

Consulting Mailbox for Technical Queries: overseas_support@service.alibaba.com

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7. Fee

The applicable Service Fee Rate of the first calendar month will be 2.2 % of each Transaction Value. Thereafter, based on the Transaction Value of the preceding calendar month, Alipay will charge Merchant **Service Fee** **calculated in accordance with the fee listed below** and Merchant authorizes Alipay to deduct such Service Fee



from the Transaction Value to be settled with Merchant, and such Service Fee payable to Alipay by Merchant under the Agreement shall be exclusive of Taxes that may be levied by any applicable jurisdiction :

Transaction Value of the preceding calendar month (RMB)	Applicable rate for the current calendar month
$X < 1 \text{ million}$	2.20% of Transaction Value
$1 \text{ million} \leq X < 3 \text{ million}$	2.00% of Transaction Value
$3 \text{ million} \leq X < 10 \text{ million}$	1.80% of Transaction Value
$10 \text{ million} \leq X$	1.60% of Transaction Value

Alipay will bear the remittance cost of settlement bank, other costs, e.g. costs from intermediary bank and receiving bank should be covered by merchants.

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8. FAQ

(1) Why it's shown "system error" ?

Sometimes system is busy. Chrome/IE are recommended as the browsers, and try at another time.

(2) How is my order going?

Please log in on global.alipay.com, you could check the status under "my order" : Pending means it's in the qualification verification and internal auditing; Done means it's been approved.

(3) Why I was failed in qualification certification?

Please pay attention to the system mail sent by Alipay which will list the reason. If you failed in qualification certification. It might because documents you submitted are not as exact as the physical truth, please ensure that all the documents are as the fact. It also might be that our team cannot connect with you in a certain time. Please kindly keep your communication smooth. If you missed the call, please tell us your number and available time, we'll arrange another conversation with you.



Tips : After passing the qualification certification, please re-sign the payment product (as the step3 in Signing procedure)

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Thanks so much for your patience. Hope it do help for you!

Any further assistance should you need, please let us know. You could mail to: global.service@alipay.com

If you are the consumer on **Aliexpress** , please get support as below:

1. Any issues/ concerns related to fund, please check with the online Service Desk via

<https://clive.alipay.com/csrouter.htm?sourceId=95>.

2. Any issues/ concerns related to non-fund, please check the following link

<http://www.aliexpress.com/help/newContactUs.htm> which provides 24*7 support.

If you are the consumer on **Taobao**, please get support by online Service Desk via

<https://cshall.alipay.com/hall/index.htm> or call at +86 571 95188. Thanks!

Appendix I - Prohibited and Restricted Product List 禁售限列表
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Illegal political audio-visual products and publications	非法政治音像制品、出版物
Illegal reactionary cards and program channels	非法反动卡类和节目台
State secret documentations and information, etc.	国家机密文件资料等
Other reactionary articles and speeches, etc.	其他反动物品及言论等
Pornographic and vulgar audio-visual products/publications	黄色低俗音像制品/出版物
Pornographic and vulgar erotic services	黄色低俗色情服务
Pornographic and vulgar cards and program channels	黄色低俗卡类和节目台
Other pornographic and vulgar articles or services	其他黄色低俗物品或服务
Gambling tools	赌博器具
Private lottery	私彩
Gambling/gaming service	赌博/博彩服务
Drugs	毒品
Drug-taking tools	吸毒工具
Ammunitions and weapons/firearms and accessories	军火武器/枪械及配件
Controlled instruments	管制器具
Crime articles	犯罪物品
Poisonous articles and hazardous chemicals	剧毒物品、危险化学品
Narcotics and psychotropic drugs	麻醉药品和精神类药品
Toxic drugs	毒性药品
Fetal gender diagnosis	胎儿性别鉴定
Adult drugs (aphrodisiac)	成人药品（春药）
Credit speculation service (including speculation of Taobao credit rating)	炒信服务（针对淘宝炒信）
Credit card cashing service	信用卡套现服务
Foreign-related matchmaking service	涉外婚介
Hacking-related	黑客相关
Malware	恶意软件
Other software services which jeopardize Alibaba and the subsidiaries of Alibaba.	其他危害阿里巴巴及各子公司的软件服务等
Certificate issuing and stamp carving	办证刻章

Crowd funding websites	众筹模式的网站
high-risk services	高风险的服务
ID card information and other information which infringed others' privacy	身份证信息等其他侵犯个人隐私的信息
Spying instruments	间谍器材
Other personal privacy-harming articles or services	其他危害个人隐私的物品或服务
Pyramid selling	传销
Lottery ticket	彩票
Gold futures	黄金期货
Counterfeit currency	假币
Bank account transaction (bank cards)	买卖银行账户（银行卡）
Stock	股票
Fund	基金
Insurance	保险
Insurance platform	保险平台
Periodical investment of gold	黄金定投
Bank financial products	银行理财产品
Cashback services	返利业务
Single-purpose prepaid cards	单用途预付卡
Securities	证券
Illegal fund-raising	非法集资
Foreign exchange services	外汇兑换服务
Virtual currency in foreign accounts	境外账户中的虚拟货币
Receipts (invoices)	票据（发票）
Bitcoin, Litecoin, YBcoin and other virtual currency transactions	比特币、莱特币、元宝币等虚拟货币交易
MCARD, etc.	魔卡等
Satellite antenna, etc.	卫星天线等
Archaeological and cultural relics	考古文物
items and services in violation of relevant state regulations	违反国家相关规定的物品、服务
Poor quality (fake) food	伪劣食品（假冒伪劣）

Tobacco	烟草
Fireworks and firecrackers	烟花爆竹
Crude oil	原油
Charity	慈善公益
Human organs	人体器官
Surrogacy services	代孕服务
Examination services	替考、代考服务
National protected animals	国家保护动物
National protected plants	国家保护植物
Smuggled articles	走私物品
Special provisions for specific period of time (e.g. the Olympic Games)	特殊时期特殊规定（如奥运）
Medical devices	医疗器械
Drugs	药品
Contact lens	隐形眼镜
Auction	拍卖
Pawn	典当
Payment institutions	支付机构
Circulating RMB	流通人民币
Foreign currency	外币
Cultural relics	文物
Luxury goods	奢侈品
Video chatting services	视频聊天服务
Religious websites	宗教网站
Online cemetery and worshipping and other services	提供网上公墓、网上祭祀等服务
Computer privacy information monitoring	计算机隐私信息监控
Lucky draw	抽奖
Auto sales and rental service	汽车出售、出租业务



授权声明 Authorization Statement

兹证明，本公司现授权予_____ (协议签署人) 代表本公司

_____ (公司名) 申请支付宝相关服务并有权签署相
关文件。

All related agreement/contract/application

between _____ (the company) and Alipay.com will be
executed by _____ (the person) for and on behalf of our company as
our duly authorized representative.

CEO 签名: _____

CEO's Signature: _____

姓名 Print Name: _____