

Alipay Merchant Portal Guide



Agenda

1. General Introduction
2. My Order & My Technical Service
3. My Transaction
4. Account Settings
5. Q&A




01 | General Introduction



General Introduction

Alipay merchant portal is a platform designed for Alipay's global partners to manager their Alipay account and get help when necessary.

Through this portal, you may manage your account, check your transaction records and settlement records. You may always visit <https://global.alipay.com/> with your user ID to find details that related to your daily operation.



The screenshot displays the Alipay Global Business Partner Portal. At the top, a black navigation bar contains the Alipay logo (a blue square with a white '支' character) and the text '支付宝 ALIPAY FOR GLOBAL BUSINESS'. To the right of the logo are links for 'Business', 'Documentation', 'Help Center', 'Apply Now', and 'Login | Sign up'. The main banner features a background image of two women smiling and looking at a smartphone held by one of them. The phone screen shows the Alipay logo. Overlaid on the banner is the text 'Partner Up with Alipay' in large white font, followed by 'Expand your reach to millions of Chinese customers' in a smaller white font. Below the banner is a blue notification bar with the text 'NOTIFICATION [2019-04-02]Important! website upgrade notice' and a 'MORE >' link. At the bottom of the page, the text 'What We Offer' is displayed in large black font, followed by 'The world's leading payment experience and lifestyle' in a smaller black font. In the bottom right corner, there is a blue circular icon with a white robot head and the text 'NEED HELP?' below it.



General Introduction

支 支付宝

FOR GLOBAL BUSINESS

HomeBusiness Center

Promoting Alipay Red Packet QR Code

Become our service provider to promote Red Packet QR Code and earn commission based on user redemption. The more you promote, the more users redeem, the more you earn!

Online Payment / In-store Payment

Product

Alipay applies to both online and in-app payment and allows customers to pay in RMB while merchants accept payments in local currency.

Global Merchant Portal

Open an online store on GM Portal now to push your promotions and specialties to one-hundred-million Chinese tourists on Alipay app free of charge. In addition, you can expand your business with data insights derived from sales and consumer behaviors analysis report provided by Alipay.

Promoting Alipay Red Packet QR Code

[Promotion Handbook](#)

Become our service provider to promote Red Packet QR Code and earn commission based on user redemption. The more you promote, the more users redeem, the more you earn!

IntroductionPoliciesAgreement

Manage

Online Payment / In-store Payment

Alipay applies to both online and in-app payment

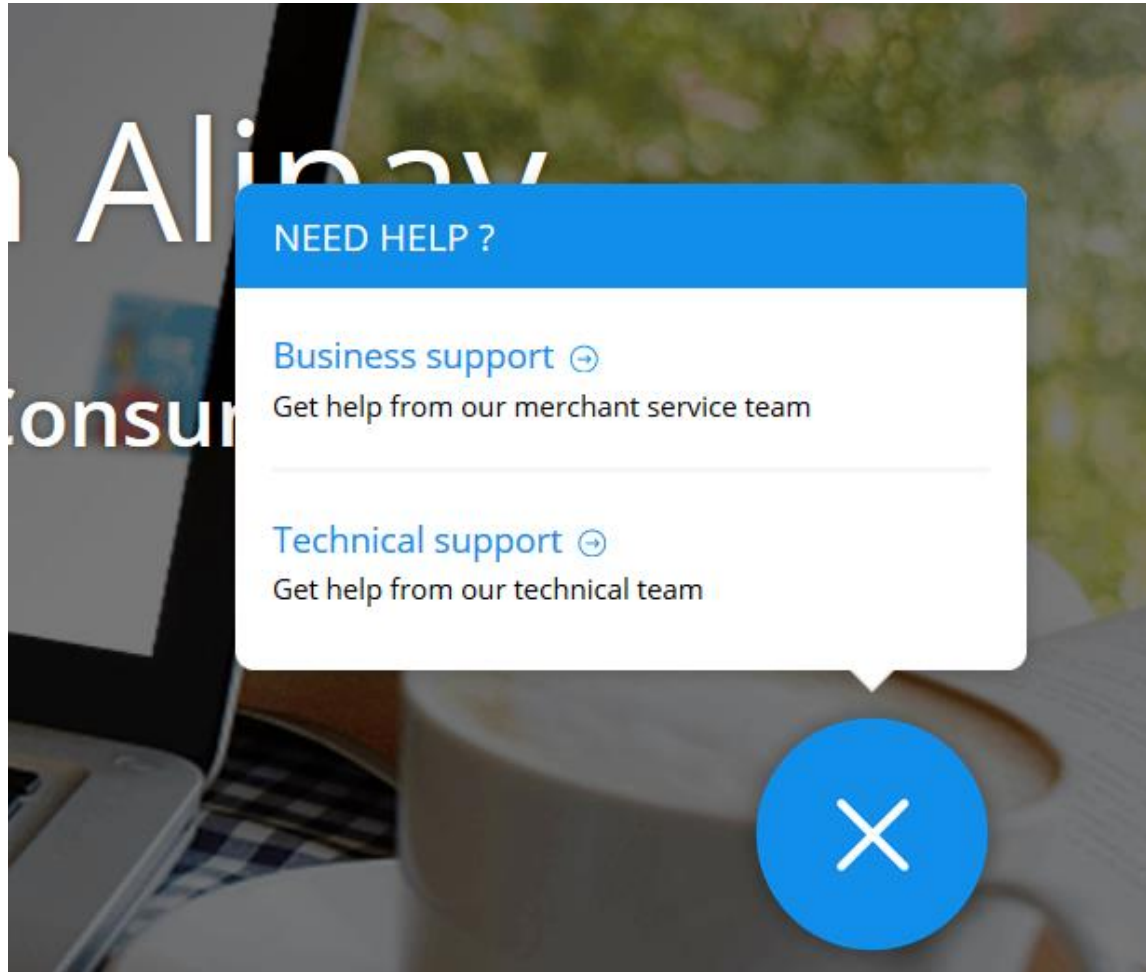
Global Merchant Portal

Open an online store on GM Portal now to push

- Open Platform
- Payment Platform
- Merchant Platform
- Online Assistance



General Introduction




1. Alipay merchant portal now is providing online assistance, our agents will stay online to help you with inquiries regarding Alipay.
2. If you have inquiries regarding your Alipay accounts, transactions, settlements, you may click Business support.
3. If you have inquiries regarding technical issues such as API and reports, you may click Technical support.

02 | My Order & My Technical Service



My Order

- 1. Click My Order from after login, you will be directed to this page. You may check your Alipay solution status, Application Date and Service Period.
- 2. For acquirers and some merchants, you may be instructed to go to this page to confirm your Alipay solutions to activate your PIDs.

 Alipay™ | My Alipay

Hello, ABC test. [Home](#) | [My Alipay](#) ▼ | [Sign Out](#)

My OrderMy Technical ServiceMy Transaction

Welcome, ABC test [See Partner ID\(PID\)](#) | [See Key](#)

AllPending ConfirmationPending PaymentIn ProcessDoneCanceled


Order ID	Product Name	Service Period	Application Date	Status	Process
G06046-180322-4675	New Cross-Border Payment for PC and Mobile(B)		2018.03.22	Canceled	Reson for Cancel Detail



My Order

If you are instructed to complete online confirmation of one PID, you may click My Order as well.

- 1. Click My Order to find the exact solution whose status is Pending Confirmation.
- 2. Click confirm

 Alipay™ | My Alipay


Sp...

Home | My Alipay ▾ | Sign Out

My Order

My Technical Service

My Transaction

Welcome, 

See Partner ID(PID)

All


Pending Confirmation

Pending Payment

In Process

Done

Canceled

Order ID	Product Name	Service Period	Application Date 	Status	Process
S22252-180408-5258	境外结算产品		2018.04.08	In Process	Detail
S22252-180408-5232	境外线下当面付V2 [Pre-launch]		2018.04.08	Pending Confirmation	Confirm Detail

◀ Last

1

Next ▶

1/1 Page




My Order

3. You may check the contract you agreed with Alipay by downloading the file.
4. Tick the box and click confirm to activate your PID&solutions.

Agreement

NOTIFICATION: You are entering into a legally binding agreement with Alipay. Please read very carefully all content of this agreement as exhibited below. By clicking the button "Confirm" hereunder, You will be abide by the whole of this agreement forthwith.

 01.Signed Alipay_Spot_Payment_Contract_2018.pdf

☒ I have fully read, understood and agreed to all the terms and conditions above.


Confirm

Withdrawal



My Technical Service

When you click My Technical Service, you may check your PID and Key. PID is an identification number will be used frequently when you are using Alipay solutions. This PID is tied to the Email which you used to login merchant portal. You may always check your PID here when you forgot.

 Alipay™ | My Alipay

Hello, ABC test. [Home](#) | [My Alipay](#) ▾ | [Sign Out](#)

My Order

My Technical Service

My Transaction

Welcome, ABC test

[See Partner ID\(PID\)](#) | [See Key](#)

All

In Process

Pending

Done

Rejected

Application ID

You haven't submitted any inquiries.

Partner ID

The PID will be required to integrate with Alipay.

20887894

Close


Date ▴▾

Status



My Technical Service

This Key is used to generate your own QR code so it will be used when you apply Alipay solutions in your online/offline store. To check this Key, you will need to key in your payment password.

 **Alipay™** | My Alipay

Hello, ABC test. [Home](#) | [My Alipay](#) ▼ | [Sign Out](#)

[My Order](#) | [My Technical Service](#) | [My Transaction](#)

Welcome, ABC test [See Partner ID\(PID\)](#) | [See Key](#)

All | In Process | Pending | Done | Rejected

Application ID

You haven't submitted any inquiries.

Key

✕

Please input payment password to check the key.

Payment Password:

Confirm

Date ▼

Status




03 | My Transaction



My Transaction

My Transaction is a frequently used function of merchant portal, you may check all transactions records under this certain PID, as well as settlement records. Meanwhile, you will be able to process a refund once you receive dispute cases from customers and merchants.

 Alipay[™]

My Product

Hello,

[Home](#) | [My Alipay](#) ▾ | [Sign Out](#)

My Order

My Technical Service

My Transaction

[Transaction Info](#) | Settlement Info | Download Files

Transaction Amount Today

USD

\$ 102.00

Transaction Records

Transaction Type:

All

Normal Transactions

Refund Transactions

Payment Time:

2018-01-01 00:00

-

2018-01-05 23:59

Today

1 week

1 month

3 months

[More options](#)

Partner Transaction ID:

Search



My Transaction

My Order

My Technical Service

My Transaction

[Transaction Info](#)

[Settlement Info](#)

[Download Files](#)

Download offline reports.

Click to check transaction details

Transaction Amount Today

Check Settlement details

USD

\$ 102.00

Real time transaction amount in your settlement currency.

Transaction Records

Transaction Type:

All

Normal Transactions

Refund Transactions

Payment Time:

2018-04-01 00:00

- 2018-04-01 23:59

Today

1 week

1 month

3 months

Select transactions captured in certain days or periods.

[More options](#)

Partner Transaction ID:

Search

Click to pull out Transaction ID search box

Type in partner transaction NO. to locate a specific transaction

My Transaction

All	Success	Settled	To-be-Settled	Fail	Download transaction details TXT or CSV or XLS			Download exchange rate file TXT or CSV				
Payment Time	Partner	Transaction ID	Gross Amount	Fee	Net Amount	Currency	Rate	Settlement Time	Type	Status	Remarks	Refund
2018.01.30 22:50:30	20180		\$ 169.30/ ¥ 1074.50	\$ 3.72	\$ 165.58/ ¥ 1050.89	USD	6.346700		P	P	Yes	Refund
2018.01.30 14:44:46	FORE 095		\$ -105.00/ ¥ -686.94	\$ 0.00	\$ -105.00/ ¥ -686.94	USD	6.542300		R	P	Yes	Success
2018.01.29 15:03:04	20180		\$ 456.00/ ¥ 2891.45	\$ 10.03	\$ 445.97/ ¥ 2827.85	USD	6.340900		P	P	Yes	Refund
2018.01.29 13:27:28	20180		\$ 173.00/ ¥ 1096.98	\$ 3.81	\$ 169.19/ ¥ 1072.82	USD	6.340900		P	P	Yes	Refund

Transaction record contains all details of a certain transaction, some of them are:

- Gross Amount - Paid amount
- Fee - Alipay service fee
- Net Amount - Settled amount
- Currency - Settlement currency
- Rate - Exchange rate when customer paid
- Settlement Time - Date and time when settlement be remitted
- Type - P: Normal Payment, R: Refund
- Status - P: Successful Processed, L: Settled to merchant
- Refund - Refund: transaction could be refunded; Success: transaction be refunded successfully

Download real-time transaction report in three different formats

Download daily exchange rate



My Transaction

Purchase Refund

Transaction ID: 2018

Reason:

Buyer requests refund with no reason

Currency:

USD

Total refund amount:

Refundable Amount:

Buyer requests refund with no reason

Stockout

Wrong buyer shipping information

Poor product quality

Product doesn't match the description

Shipping fee return

Refund for promotions or discounts

Others

Payment password:

Submit

We you receive dispute case from customers which requires processing refund, you may select the certain transaction and click refund, follow the procedure:

- a) Select refund reason
- b) Select refund currency
- c) Key in refund amount, please kindly be cautious as there might be partial refund cases so double check the refund amount before you click submit
- d) Key in payment password then click submit
- e) Please also make sure your real-time amount is enough to process refund.
- f) Alipay service fee of the refunded transaction will be refunded to merchants once the process is completed.



My Transaction

My Order

My Technical Service


My Transaction

Transaction Info

Settlement Info

Download Files

To-be-Settled Amount

	USD
Settlement Fund 	\$ 3069.95

Settlement Records

Settlement Time:

2018-01-01

 -

2018-04-01

Search


Today

1 week

1 month

3 months

ATTENTION: For short-term system upgrading, 2015-03-27 is set as a cut point. If your search is crossing this date, please divide it into two. We are really sorry for the inconvenience.

Date	Gross Amount	Fee	Net Amount	Currency	Process
2018-01-26	\$ 5401.18	\$ 121.24	\$ 5279.94	USD	Detail  Download Batch file: TXT or CSV or XLS

1 Matching Records Found

Settlement date

Settlement amount

Alipay service fee

Actual settlement amount

Show: 20  Page 1 of 1 | [<<First](#) [<Prev](#) [Next>](#) [Last>>](#)

Download settlement report in different formats



My Transaction

My Order

My Technical Service

My Transaction

Transaction Info

Settlement Info

[Download Files](#)

Download Files

Daily Transactions

Month : 2017-12

Transaction Info

[Settlement Info](#)

Download offline report of transaction and settlement

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					December 1 No Transactions	2 No Transactions
3 No Transactions	4 No Transactions	5 No Transactions	6 No Transactions	7 No Transactions	8 No Transactions	9 No Transactions
10 No Transactions	11 No Transactions	12 No Transactions	13 No Transactions	14 No Transactions	15 Download	16 No Transactions

Offline report will be generated at T+1 day, this report is designed to process auto check for FIN department.



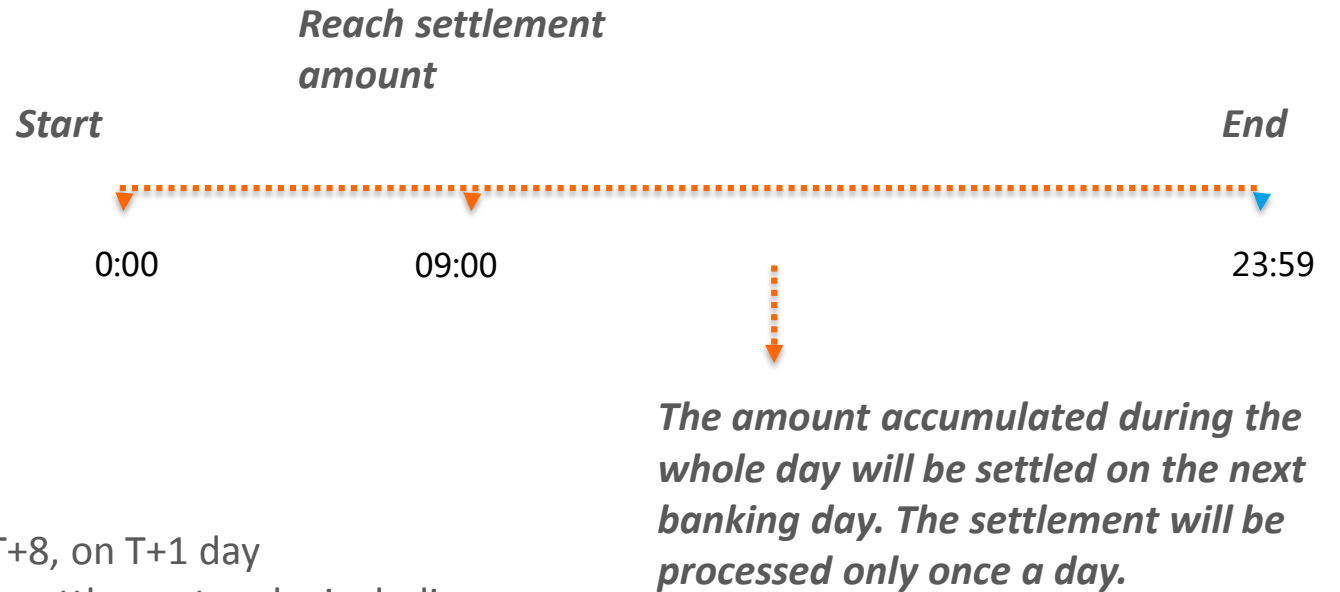
My Transaction

Settlement Date

- Settlement Date : T+1
- Settlement Timeline: 23:59:59 (GMT+8)

Settlement Report

- Settlement report is available around 10:00 pm, GMT+8, on T+1 day
- Settlement report will state transaction details during settlement cycle, including transaction records and refund records
- The report will be generated each settlement cycle



04 | Account Settings



Account Settings


For your account safety, you will be suggested to change payment password after your first log in. You may also change your password here when it's necessary.

My Alipay ▼

Account Settings

Change payment password >

Change Payment Password

 Please change your password periodically to secure your account.

Current Password :

New Password :

Confirm New Password :

Submit

Your password should be at least 6 characters, containing characters and numbers.



05 | Q&A



FAQ

1. My account is locked because I forgot my password, what should I do?

You may use your Alipay ID Email to send a request to global.service@alipay.com , and our merchant service team will help you to reset your password.

2. I found that my transaction report has some discrepancies with our own report, is there any way to check?

If you found discrepancies in your transaction report, please kindly send an Email to overseas_support@service.alibaba.com with the following information:

The original report file you downloaded

A screenshot of the page where you download the report

Description of the problem you find

Our technical support team will help you to solve the problem. This procedure also applies when you find discrepancies in your settlement report.



FAQ

3. I want to change my Alipay ID, can you help me to do so?

Unfortunately, we are not able to change partner's Alipay ID from our end, you may go to account settings and follow the instructions in Part 5 of this deck.

4. What is the operation hour of your online assistance?

Business Support: GMT+8, Monday to Friday, 9:00 am to 6:00 pm

Technical Support: GMT+8, Monday to Friday, 9:00 am to 9:00 pm

5. All reports date and time mentioned here, is it our local hours?

Settlement date, transaction time mentioned on our website is based on GMT+8, Beijing time.



THANK YOU

