



Global Alipay Account Registration Instructions and User Manual

For Tmall Global Merchants

Friendly reminder: Alipay product for Tmall Global Merchants can only be applied by the link in this registration instructions. Do not apply through Apply Now in the official website of global.service.com. If you click on the application by mistake, please click [NEED HELP](#) for manual online consultation or email at global.service@alipay.com.





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Registration Instructions

1、 Preparation

Process overview and preparation

Please complete the following steps on the Alipay website:

1. Register and activate a Global Alipay account:

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>

2. Submit and certify company information (Needs 5-7 workings days for review):

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>

(Fill in "www.tmall.hk" for the website)

3. Register for the Tmall Global product (Needs an additional 3 days for review) : _

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>

(Please be sure to use this link to register for Cross Border Payment for Tmall Global)

4. After successfully registering for the Cross Border Payment for Tmall Global, activate the RMB account, and remit the Tmall Global deposit and technical annual fees to the mentioned account.

(The remittance and payment of the Tmall Global deposit and technical annual fees do not require My Account certification)

5. Complete My Account certification and activate RMB account paymentfunction.

Please prepare the following information and materials:

1. An email address that has not been registered on Alipay, Taobao, Tmall, etc.;

2. A scan of the overseas entity's original business license;

3. A scan of the legal representative's original identity document or passport;

4. A scan of the largest shareholder's original identity document or passport (If the largest shareholder is a company, please provide the company name);



5. A scan of the primary contact's identity document or passport, and a letter of authorization signed by the legal representative;

6. Requirements for beneficiary bank account:

- The company name registered on your bank account must match the company name registered on your Alipay account;
- It can be an account opened at any bank outside of Mainland China or an offshore bank account opened in a qualified bank in Mainland China;
- If the settlement currency is USD, please provide a bank account opened outside of Mainland China;
- If your bank meets one of the below conditions, please provide its respective IBAN/ABA/BSB/SORT code;

A European bank: IBAN code of the beneficiary bank

A U.S. bank with settlement in USD: ABA code of the beneficiary bank

An Australian bank with settlement in Australian dollar: BSB code of the beneficiary bank

A U.K. bank with settlement in pound sterling: SORT code of the beneficiary bank

- If your beneficiary bank is a Chinese bank, the account must be an offshore bank account with an OSA or NRA prefix (not FTN).

2. Account registration

1. Go to "<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>" and click "Sign Up" to register your account

WELCOME

Account:

Password:

The account will be temporarily locked for three hours for three consecutive failed passwords. Please use "forgot your password" to reset your password.
[Forgot login password?](#)

LOGIN

[Sign up now](#)



2. Fill in the email address and then get verification code.

Set the login password, merchant needs to read and agree to the Alipay Service Agreement and click “confirm”.

Note:

The email address will be used for the Alipay account log in, please ensure that the email address is valid.

The image shows a registration form on the left and a verification email on the right. The form is titled "WELCOME" and includes fields for "Email:", "Verification Code:", "Password:", and "Confirm Password:". There is a "Send Code" button next to the email field and a "Confirm" button at the bottom. A checkbox for "I have read and agree to the terms of Alipay Service Agreement" is also present. The email on the right is titled "Verification Code From Alipay" and contains the verification code "944786".

3. After the verification code has been filled, set and confirm the login password. Check and agree to the Alipay service agreement.



4. After registration, you will be redirected to the following login page, enter the login email and password.

A screenshot of the Alipay login page. The page has a light blue background with a network diagram pattern. At the top, it says "WELCOME TO ALIPAY". Below that, there are two input fields: "Email Address:" with a red bar obscuring the text, and "Login Password:" with a series of dots. Below the password field, there is a warning message: "The account will be temporarily locked for three hours for three consecutive failed passwords. Please use 'forgot your password' to reset your password." Below this message is a link that says "Forgot login password?". At the bottom of the form area is a large blue button with the word "LOGIN" in white. Below the button is a link that says "Sign up now".

Note:

If you enter the wrong password 3 times, your account will be temporarily frozen, and you will wait 3 hours to try again. Reminder: "Your account is locked. Please try again later." Solution: You can use "forget login password" for password reset.

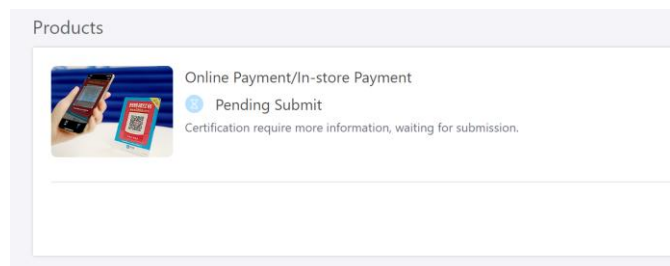


3、 Merchant certification

1. Please go to the following link_

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>

2. Fill in company information and click save



Note:

*Please make sure the business name is exactly the same as the registration name on business license including the usage of capital and lower case letters and symbols.

*Please revise the business registration no. to be consistent with the provided certificate of incorporate.

*Please provide both the certificate of incorporation(CI) and business registration(BR) for the merchant from Hong Kong.

*Please fill in "www.tmall.hk"for URL to Implement AlipayService.

3. When the primary contact and the legal representative are not the same person, you need to upload the legal representative authorization which is attached the template. You can fill in the Chinese version or the English version including company seal or legal representative signature.

4. When you fill in the company name or business license number, the system hint "An account already exists with this company name. If it is your company, please link to this account", indicating that the company entity has completed the certification within the system, click Link Account for associated authentication, refer to the following for associated authentication operations.

5. The choice of Business category is based on Tmall product category, refer to the final appendix table.

The screenshot shows a multi-step process for merchant certification. The current step is '1.Account Info', with other steps being '2.Billing Info', '3 Confirmation', '4 Alipay Approval', and 'Success'. The 'Company Information' section includes a 'Required Documents' box listing 'Business Registration, ID of Legal Representative & Shareholder' and 'ID and Authorization Letter if you are not Legal Representative'. Below this are fields for 'Company Name', 'Registered Country' (a dropdown menu), and 'Registered Address' (with a 300-character limit). The 'Online Type' section has radio buttons for 'Online Retail', 'Shopping Mall/Platform', 'Payment Processor', and 'Others'. There are also fields for 'URL to Implement Alipay Service' and 'APP to Implement Alipay Service'. The 'Business Category' section has three dropdown menus. Other fields include 'Registered Capital', 'Estimated 1st Year Sales Volume in China', 'Number of Employees', 'Office Telephone No.', and 'Office Fax No.', all with dropdown menus or input fields and examples.



Legal Representative Information

* Full Name:

* Date of Birth:

* Nationality:

* Type of Identification Document: Passport Identity Card

* Passport Number:

* Expiration Date of Passport:

* Identification Document:

Please upload up to 5 documents that must be color scans or photos of .jpg .jpeg .png .gif .bmp .doc .docx .pdf.
The size of the file cannot exceed 5 Mb each.

Shareholder

* Shareholder Type: Person Company

* Shareholder: Legal Representative Others

* Full Name:

* Date of Birth:

* Nationality:

* Type of Identification Document: Passport Identity Card

* Passport Number:

* Expiration Date of Passport:

* Identification Document:

Please upload up to 5 documents that must be color scans or photos of .jpg .jpeg .png .gif .bmp .doc .docx .pdf.
The size of the file cannot exceed 5 Mb each.

Primary Contact Information

* Job Title: Legal Representative Others

* Email Address:

* Telephone No.: -
e.g. 086 - 571-610423

Fax No.: -
e.g. 086 - 571-610423

5. After the certification information is submitted successfully, wait patiently for 5-7 working days for Alipay to review. You can check the verification notification via your **contact email** (primary contact person's email)



Your information is submitted and under review. The process will take 5-7 working days. The result will be sent to your contact email address. You may then apply for Alipay cross-border payment products.
[Product](#) | [Home](#)



Products



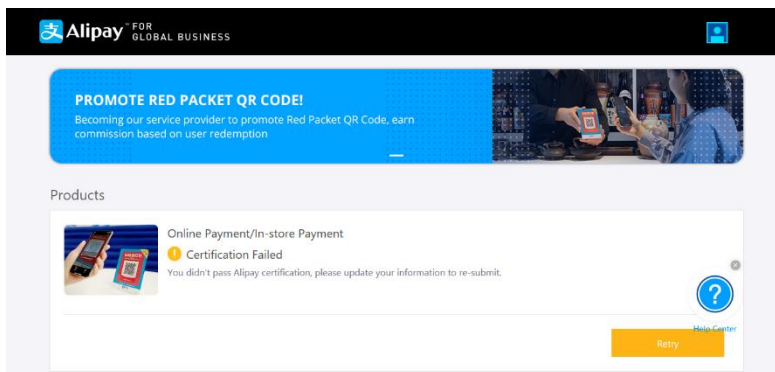
Online Payment/In-store Payment

🕒 Certification Review

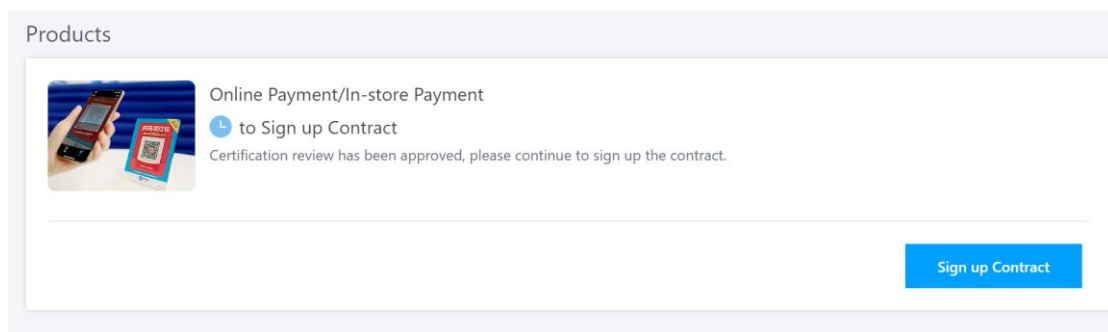
Your certification is processing, it will take 5-7 business days.

6. Receive Confirmation:

I. Certification Failed---If the certification information is rejected, your contact email will receive an email with the title "Certification Failed". Then you can go back to original certificate page and change it accordingly.



II. Successful Certification --- If the certification information is successful, your contact email will receive an email with the title "Congratulations! Yours" After logging in to the portal, continue to click on "sign up contract".





Account linking certification

Only applicable for entities that have already registered for a Global Alipay account and need to use the same entity for registering for multiple accounts.

1. Enter the same company name or business license no., and click [Link Account].

1.Account Info > 2.Billing Info > 3.Confirmation > 4.Alipay Approval > Success

Company Information

* Company Name:
⚠ An account already exists with this company name. If it is your company, please link to this account. [Link Account](#)

* Company Registration Date:

* Type of Company Certificates: Business license Registration document

* Business License No.:

* Registered Country:

* Registration Address:
300 Characters limited.

1.Account Info > 2.Billing Info > 3.Confirmation > 4.Alipay Approval > Success

Company Information

* Company Name:

* Company Registration Date:

* Type of Company Certificates: Business license Registration document

* Business License No.:
⚠ An account already exists with this license No. If it is your company/s, please link to this account. [Link Account](#)

* Registered Country:

* Registration Address:
300 Characters limited.

* Address for Effective Operation:



2. Enter the primary account's payment password and current account's payment password, click [Link Account].

Accounts Linking

The company information is linked with [jia***@sina.com](#). [Learn more](#)

Primary Account Information

Primary Account: [jia***@sina.com](#)

Payment Password: [Masked]

Current Account Information

Current Account: [jia***@sina.com](#)

Payment Password: [Masked]

Link Account

3. After successfully linking accounts, press [confirm] and continue the registration process.

Accounts Linking

The current account has been linked successfully

[Product](#) | [Home](#)

Confirm

4、 Product application

1. Please visit the website below_

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2014090307588008>



2. Fill in the settlement information (Currency + Bank Account Information)

Billing Information

Billing Information

* Settlement Currency: HKD
 CHF
 EUR
 DKK
 USD
 CAD
 NOK
 THB
 AUD
 SGD
 JPY
 GBP
 SEK
 NZD
[▲ Hide](#)

* Account Holder: [REDACTED]

[Confirm](#) [Go Back](#)

Billing Information

* Settlement Currency: HKD

* Swift Code: SCBLNCSXSHA [What's this?](#)
A swift code is of 11 digits length (for those of 8 digits length, 'XXX' will be auto-appended)

* Bank Name: STANDARD CHARTERED BANK (CHINA) LIMITED
150 characters limited.

Address of Company Bank: CHN [REDACTED]

* Bank Account No.: [REDACTED]
Please enter bank account number.

* Recipient's Country/Region: Hong Kong

* Recipient's Address: [REDACTED]

CHF
 EUR
 DKK

3. Confirm the product information, read and agree to the terms.

1.Account Info 2.Billing Info **3.Confirmation** 4.Alipay Approval Success

Product Information

Cross Border Payment for Tmall Global
Service Period: stipulated in the Service Contract
Service Rate: stipulated in the Service Contract

Agreement

A. Incidental Fee for Fund Transfer. Any fees charged by beneficiary banks or intermediary banks for transferring the Settlement Funds to the bank account of Merchant, except for fees charged by Alipay's paying bank, shall be borne by Merchant.
B. Provision of Information. Upon Alipay's receipt of the payment from the Alipay User with respect to each Transaction, Alipay will immediately issue an initial notice confirming such receipt of payment to Merchant. After 2:00am of each day, Merchant can inquire and download a list of the recorded Transactions pertaining to the preceding day which are associated with Merchant and for which payments have been made by Alipay Users. Such list is the basis for calculation of the amount of Settlement Fund. If there is any transaction recorded on the List but no transaction notice pertaining to the transaction has been received by Merchant, the delivery of products for that Transaction shall be made in accordance with such list.
C. Netting-Off of Tmall Transaction Fee, Other Tmall related Fee, Service Fee and Refunds. Merchant hereby authorizes Alipay to carry out the withholding of the Tmall Transaction Fee, Other Tmall related Fee, Service Fee and Refunds, all of which will be netted off from the Transaction Value to be settled with Alipay.

I agree to the terms above.

[Submit](#)

4. After successfully submitting, wait for Alipay's review. Expected to take 3 businessdays.

支付宝 ALIPAY FOR GLOBAL BUSINESS

My Alipay

1.Account Info 2.Billing Info 3.Confirmation **4.Alipay Approval** Success

You have submitted the service application successfully!
We will verify the information you submitted and respond within 5 workdays via your email:
[REDACTED] [contact email](#)
[My Product](#) | [Home Page](#) | [Print this Page](#)



5. You can check the application status under your account via the link below.

https://globalprod.alipay.com/order/myOrder.htm?region=us&bizFrom=OPEN_PLATFORM

The screenshot shows the Alipay 'My Order' page. At the top, there are navigation tabs: 'My Order', 'My Technical Service', and 'My Transaction'. Below the tabs, there is a welcome message and links for 'See Partner ID(PID)' and 'See Key'. A table lists application orders with columns for Order ID, Product Name, Service Period, Application Date, Status, and Process. One row is highlighted in green, and the 'Status' column for that row is 'Done', which is enclosed in a red box.

Order ID	Product Name	Service Period	Application Date	Status	Process
G75789-190117-8970	New Cross-Border Payment for PC and Mobile(B) [in Service]	2019.01.18 to 2115.01.01	2019.01.17	Done	Detail

6. If "status" is done, the application has passed. If it is cancel, the application is rejected.

5、 Application for RMB Balance Account (My Account)

How to activate?

1. Go to "My Account" after logging into Go to "My Account" after logging into global.alipay.com

The screenshot shows the top navigation bar of the Alipay website. It includes the text 'FOR GLOBAL BUSINESS', 'Home', and 'Business Center'. There is also a search bar and a user profile icon.

The screenshot shows the 'My Account' dropdown menu. The menu items are 'My Order', 'My Technical Service', 'My Transaction', and 'My Account'. The 'My Account' item is highlighted with a red box.

2. Click Apply Now

The screenshot shows the 'Company Information' section. It contains a paragraph of text explaining the account's purpose and a yellow 'Apply Now' button.

Company Information

The account is specially established for global merchants to make payments to Chinese merchants. To top up this account, please remit to the appointed bank account. When you apply for products/service from Chinese merchants, the Chinese merchants will deduct the relative amount from this account. Presently, the account only supports payments to some of Alibaba group companies. Please apply as your business needs.

[Apply Now](#)



3. Read and agree to the Alipay Merchant Account Service Agreement

Apply your account

Currency: CNY

Alipay Merchant Account Service Agreement
(Updated as of Oct. 2016)

1. ACCEPTANCE OF TERMS

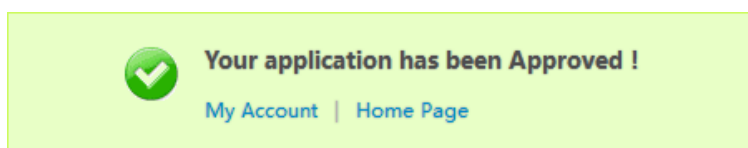
1.1 This Agreement sets out the terms and conditions of your access to and use of Alipay Merchant Account services ("Services"). This Agreement is made between you and Alipay Financial Services (HK) Limited ("Alipay" or "we"). You acknowledge that you have read this Agreement prior to your use of our Services. If you do not accept all of the terms and conditions, please do not continue with the registration process.

1.2 We may amend this Agreement at any time by posting an updated version. The updated version of this Agreement shall take effect immediately upon posting. Each time you use our Services you confirm that you agree to be bound by this Agreement as may be amended from time to time.

I agree to the terms above.

Submit

4. Successfully activated



Please note: The remittance and payment of the Tmall Global deposit and technical annual fees do not require My Account certification.

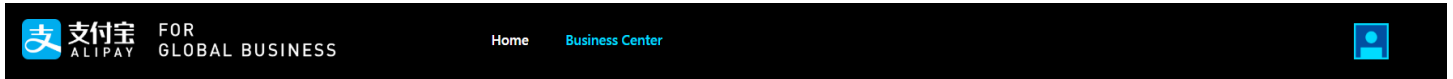
How to top up?

Please note: The remittance and payment of the Tmall Global deposit and technical annual fees do not require



My Account certification.

1. Click My Account to go to the funds details page



My Alipay ▾

My account

[Enable Account Balance Payment Function ?](#)

Currency CNY	Total balance	0.00	How to top up?
	Available balance	0.00	Reminder amount none Setting up reminder amount
	Unavailable balance	0.00	

Transactions

Search time: 2019-07-17 - 2019-07-18 Type: ALL Search

Time	Order No	Partner Transaction ID	Transaction ID	Type	Currency	Amount	Balance	Remarks
0 Matching Records Found								

Show: 20 Page 1 of 0 <<First <Prev Next> Last>>

Click “How to top up?” to check the beneficiary bank account information. Please remit from the bank account under your Alipay registered company. After the beneficiary bank receives the remittance, the funds will be converted into RMB based on the exchange rate of that day, and will be reflected in your Alipay account within 3 days.

My Alipay ▾

My account

[Enable Account Balance Payment Function ?](#)

Currency CNY	Total balance	0.00	How to top up?
	Available balance	0.00	Reminder amount
	Unavailable balance	0.00	

Transactions

Search time: 2019-07-02 - 2019-07-03 Type: ALL Search

Time	Order No	Partner Transaction ID	Transaction ID	Type	Currency	Amount	Balance	Remarks
0 Matching Records Found								

Please remit to the below bank account to top up your account. [Close](#)

Swift Code: BOFAHKHXXXX
Beneficiary: Alipay Financial Services (HK) Limited
Bank Account Number: [REDACTED]
Beneficiary Bank: Bank of America N.A., Hong Kong Branch
Beneficiary Bank Address: 52/F, Cheung Kong Center, 2 Queen's Road Central, Central, Hong Kong

* Please correctly input above account information and **ACH is NOT accepted**.
* Please note there might be service fee charged by banks and the wire transfer will take time depending on the banks.
* The above bank account is designated for your company ONLY. Alipay (HK) will keep the record of transactions of the account.

Show: 20 Page 1 of 0 <<First <Prev Next> Last>>



How to certify?

According to regulations set by HKMA, opening a RMB account with payment function requires additional company information certification.

Please note: The remittance and payment of the Tmall Global deposit and technical annual fees do not require My Account certification.

If you have not passed this certification, there will be a notification upon entering your account. Please click “Check it now”

The screenshot shows an Alipay banner with the following content:

- Important Notice** (with a red minus icon)
- Text: "For Tmall Global merchants: Please note that with the updated Alipay merchant account management and HKMA requirements, in order to provide 'My Account' service to you, Alipay requires you to submit additional company documents and information for verification. Please be assured that all documents and information you provided would be kept confidential."
- Text: "For more information please [click here](#)."
- Text: "For specific inquiries on the required company documents and information, please contact CustomerOnboarding@service.alipay.com."
- Buttons: "Check it now" (highlighted with a red arrow) and "Not now".

Or click “Enable Account Balance Payment Function?” under My Account

The screenshot shows the "My account" page with the following elements:

- Header: "My account" and "Enable Account Balance Payment Function ?" (highlighted with a red box).
- Table of account balances:

Currency CNY	Item	Value	Link
	Total balance	0.00	How to top up?
	Available balance	0.00	
	Unavailable balance	0.00	

Then fill in the requested information.

Company Information

* Purpose for Account Balance Top-up Pre-paid fund for promotion fees etc.

* Year Incorporated

* Legal Form

* Transaction Do you have transactions with any of following countries: Iran, Sudan, North Korea, Syria, Cuba, Crimea ?
 No Yes

- * Source of Fund
- Sales profit, accepting investments, loans, insurance-related income
 - Investment income
 - Revenue realization of assets
 - Sale of company
 - Recipient
 - Resulting compensation
 - Others

* Full Name of Directors [Who is Director?](#)
 Add another Director

For each required document, please upload up to 5 documents that must be color scans or photoes of .jpg .jpeg .png .gif .bmp .doc .docx .pdf. The size of the file cannot exceed 5 Mb each.

* Bank Account Opening Certificate [What is this?](#)

Please complete one remittance from this bank account for verification.

* Certificate of Incorporation (not Business Registration) [What is this?](#)

* Memorandum and Articles of Association [What is this?](#)

* Ownership Structure (Organization Chart) [What is this?](#)

Signature of at least one director is required.

* Certificate of Incumbency/Company Report [What is this?](#)

The document must be issued from local registry within 6 months.

The original document shall be sent via standard mail to below post address:

Alipay Int'l BU, 0086-571-26888888-19772

12F, Block1, Delixi Mansion 28, Xueyuan Road, Hangzhou, Zhejiang Province, China, 310012

Beneficial Owner (>= 25% share)[+ Add](#) | [No such beneficial owner](#)

* Full Name

* Date of Birth

* Nationality

* Resident Addresses

Fill in the current common address in detail to the house number. 300 characters limited.

* Type of Identification Document: Passport Identification Card

* Passport Number:

* Identification Document

Please upload up to 2 documents that must be color scans or photos of .jpg .jpeg .png .gif .bmp .doc .docx .pdf.

The size of the file cannot exceed 5 Mb each.

Beneficial Owner (10%~25% share)[+ Add](#) | [No such beneficial owner](#)

* Full Name

* Resident Addresses

Fill in the current common address in detail to the house number. 300 characters limited.

Shareholder (company)

Company Name

Provide all companies name on Ownership Structure Document

[Back](#)

PS. You can download a sample of the requested information on the page for reference

After successfully submitting, please wait around 3 days for review.



Your information is submitted and under review.

The process will take about 3 working days. The result will be sent to your contact email address. Thanks.

[My Account](#) | [Home Page](#)

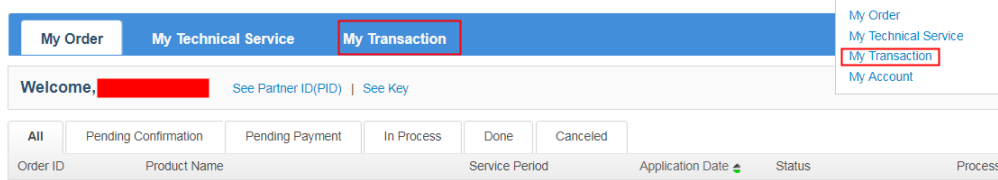


User manual

1、Transaction management

After logging into your account, go to My Alipay – My Transaction – Tmall Transaction Info to check transaction

balprod.alipay.com/order/myOrder.htm



information



Tmall Transaction Amount Today

1	AUD	DKK	EUR	GBP	HKD	JPY
	\$ A 0.00	D.Kr 0.00	€ 0.00	£ 0.00	HK \$ 0.00	J. ¥ 0

Tmall Transaction Records



ATTENTION: For short-term system upgrading, 2015-03-27 00:00 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.

3	All	To-be-Confirmed	To-be-Settled	Settled	Refund				
Payment Time	Transaction ID / Partner Transaction ID	Gross Amount	Fee	Refund Amount	Net Amount	Currency	Rate	Settlement Time	Type



1. Tmall Transaction Amount Today;

2. Tmall Transaction Records;

3. Transaction record display area.

- All - All transactions
- to-be-confirmed - To-be-confirmed transactions
- to-be-settled - To-be-settled transactions
- settled - Settled transactions
- refund - Refunded transactions



2、Settlement management

Click Settlement Info to enter the settlement management page.

Home Business Center

My Alipay

My Order My Technical Service My Transaction

Transaction info(Spot Payment/Debit Payment) Tmall Transaction Info Transaction Info **Settlement Info** Download Files

To-be-Settled Amount

1

Settlement Fund	HKD	EUR	DKK	USD	NOK
HK \$ 11032.58	€ 991.95	D.Kr 0.00	\$ 124.52	N.Kr 0.00	

Settlement Records

2

Settlement Time: 2019-07-03 - 2019-07-03 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.

3

Date	Gross Amount	Fee	Net Amount	Currency	Process

1. To-be-settled amount;

Minimum amount for settlement for the main currencies listed below:

Currency	Minimum Amount
USD	5,000
EUR	3,500
GBP	3,000
SGD	7,000
DKK	30,000
JPY	500,000
CHF	5,000
CAD	5,000
NOK	30,000
HKD	40,000
SEK	30,000
AUD	6,000
OTHER	equivalent to 5,000 USD



2. Settlement records;

3. Settlement record display area.

- Gross Amount – Gross amount
- Fee – Total fees
- Net Amount – Net amount
- Currency – Currency type
- Process – Download statements

Note: The statement file is zipped. Please unzip to see statement.

PID+trade will provide details regarding the transaction, for example:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Partner_transaction_id	Amount	Rmb_amount	Fee	Settlement	Rmb_settlement	Currency	Rate	Payment_time	Settlement_time	Type	Status	Stem_fror	Remarks
162651113553****	51.90	342.43	11.31	40.59	267.82	USD	6.59830000	2016/6/18 17:57	2016/8/25 12:06 P	L	T		LeSportSac 箱包
200936433592****	51.88	342.45	11.31	40.57	267.82	USD	6.60140000	2016/6/22 19:08	2016/8/25 12:06 P	L	T		LeSportSac 箱包

PID+fee will provide details regarding the fee, for example:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Payment_time	Transaction_id	Partner_transaction_id	Gross_amount	Rmb_gross_amount	Fee_type	Fee_amount	Fee_rmb_amount	Currency	Rate	Remark			
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Logistic	3.18		21 USD	6.59830000	2016061821001001630264196318-天猫			
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Alipay commission	0.52		3.42 USD	6.59830000	Alipay service fee			
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Logistic	3.32		36.42 USD	6.59830000	2016061821001001630264196318-天猫			
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Global Commission	2.09		13.8 USD	6.59830000	2016061821001001630264196318-Tmall			



How to update bank account information?

For the security of your account information, if you need to update any bank account information, please log in your Alipay account via the link below:

https://globalprod.alipay.com/order/myOrder.htm?region=us&bizFrom=OPEN_PLATFORM

And then click “NEED HELP” ---- “service request” ---- “+New request” to select the category regarding your questions. We will get back to you as soon as possible.

3、 Statement management

Click “Download Files” to enter the statement management page.

The screenshot shows the Alipay Business Center interface. At the top, there is a navigation bar with 'Home' and 'Business Center'. Below this, there is a 'My Alipay' dropdown menu. The main navigation bar includes 'My Order', 'My Technical Service', and 'My Transaction'. Under 'My Transaction', there are several options: 'Transaction Info(Spot Payment/Debit Payment)', 'Tmall Transaction Info', 'Transaction Info', 'Settlement Info', and 'Download Files' (highlighted with a red box). Below the navigation bar, there is a 'Download Files' section. It features a dropdown menu for 'Daily Transactions' (highlighted with a red box) and a 'Month' dropdown set to '2019-07'. Below this, there are several tabs: 'Transaction Info', 'Tmall Transaction Info' (highlighted with a red box), 'Transaction Info (F2F payment)', 'Settlement Info' (highlighted with a red box), and 'My Account Info' (highlighted with a red box). At the bottom, there is a calendar grid for the month of July 2019, with columns for Sunday through Saturday. The grid shows dates from July 1 to July 31, with 'No Transactions' indicated for July 1 and 2.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	July 1 No Transactions	2 No Transactions	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



This page can be viewed by time (by day/by month), download the transaction statement and settlement statement (statement will have one day lag).

The settlement statement file is zipped. Unzip to view.

PID+trade will provide details regarding the transaction, for example:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Partner_transaction_id	Amount	Rmb_amount	Fee	Settlement	Rmb_settlement	Currency	Rate	Payment_time	Settlement_time	Type	Status	Stem_fror	Remarks
162651113553****	51.90	342.43	11.31	40.59	267.82	USD	6.59830000	2016/6/18 17:57	2016/8/25 12:06	P	L	T	LeSportSac 箱包
200936433592****	51.88	342.45	11.31	40.57	267.82	USD	6.60140000	2016/6/22 19:08	2016/8/25 12:06	P	L	T	LeSportSac 箱包

PID+fee will provide details regarding the fee, for example:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Payment_time	Transaction_id	Partner_transaction_id	Gross_amount	Rmb_gross_amount	Fee_type	Fee_amount	Fee_rmb_amount	Currency	Rate	Remark			
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Logistic	3.18		21	USD	6.59830000	2016061821001001630264196318-天猫		
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Alipay commission	0.52		3.42	USD	6.59830000	Alipay service fee		
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Logistic	5.52		36.42	USD	6.59830000	2016061821001001630264196318-天猫		
2016/6/18 17:57	201606182100100163026419***	162651113553****	51.90	342.43	Tmall Global Commission	2.09		13.8	USD	6.59830000	2016061821001001630264196318-Tmall		



4、 Account Settings

You can update your account settings under Security Settings.

The screenshot shows the Alipay account settings page. At the top, there is a navigation bar with the Alipay logo, 'FOR GLOBAL BUSINESS', and links for 'Home' and 'Business Center'. A user profile icon is in the top right. Below the navigation bar, the page title is 'Security Settings'. On the right side, there is a blue sidebar menu with a red box around the 'Security Settings' option. Below the sidebar, there are two main sections: 'Payment Password' and 'Alipay Account : [redacted]'. A 'Log out' button is visible in the sidebar, and a 'Modify account' link is at the bottom right of the 'Alipay Account' section.

1. Set and Change payment password;

This screenshot shows the 'Payment Password' section of the Alipay account settings page. The 'Payment Password' label is highlighted with a red box. To its right, there is a 'Set password' button, also highlighted with a red box. Below this, the 'Alipay Account : [redacted]' section is visible, with a 'Modify account' link to its right.

This screenshot shows the 'Payment Password' section of the Alipay account settings page. The 'Forgot password' button is highlighted with a red box. Below this, the 'Alipay Account : [redacted]' section is visible, with a 'Modify account' link to its right.



2. Change Alipay Account.

支 **支付宝** FOR GLOBAL BUSINESS
 Home Business Center

Security Settings

Payment Password [Set password](#)

Alipay Account : [Modify account](#)

Appendix

天猫类目	Business Category		
ZIPPO/瑞士军刀/眼镜	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
箱包皮具/热销女包/男包	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Leather Goods Stores
服饰配件/皮带/帽子/围巾	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Miscellaneous Apparel and Accessory Shops
手表	Lifestyle & Retail Stores	Beauty & Jewelry	Watch, Clock, Jewelry, and Silverware Stores
女装/女士精品	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Women's Ready-to-Wear Stores
男装	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Men's and Boy's Clothing and Accessories Stores
女士内衣/男士内衣/家居服	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Men's and Women's Clothing Stores
女鞋	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Shoe Stores
运动/瑜伽/健身/球迷用品	Lifestyle & Retail Stores	Sports & Outdoors	Sporting Goods Stores
珠宝/钻石/翡翠/黄金	Lifestyle & Retail Stores	Beauty & Jewelry	Precious Stones and Metals, Watches and Jewelry
运动服/休闲服装	Lifestyle & Retail Stores	Sports & Outdoors	Sports Apparel, Riding Apparel Stores
流行男鞋	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Shoe Stores
运动鞋new	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Shoe Stores
饰品/流行首饰/时尚饰品新	Lifestyle & Retail Stores	Clothing, Shoes & Accessories	Women's Accessory and Specialty Shops
户外/登山/野营/旅行用品	Lifestyle & Retail Stores	Sports & Outdoors	Sports Apparel, Riding Apparel Stores
运动包/户外包/配件	Lifestyle & Retail	Sports & Outdoors	Sports Apparel, Riding Apparel Stores



	Stores		
自行车/骑行装备/零配件	Lifestyle & Retail Stores	Sports & Outdoors	Sporting Goods Stores
电动车/配件/交通工具	Professional Stores	Automobiles and Vehicles	Motorcycle Dealers
美发护发/假发	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
个护>美容护肤/美体/精油	Lifestyle & Retail Stores	Beauty & Jewelry	Cosmetic Stores
个护>洗护清洁剂/卫生巾/纸/香薰	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
家庭/个人清洁工具	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
家清>洗护清洁剂/卫生巾/纸/香薰	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
彩妆/香水/美妆工具	Lifestyle & Retail Stores	Beauty & Jewelry	Cosmetic Stores
美妆>美容护肤/美体/精油	Lifestyle & Retail Stores	Beauty & Jewelry	Cosmetic Stores
奶粉/辅食/营养品/零食	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
母婴标品>尿片/洗护/喂奶/推车床	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
母婴标品>孕妇装/孕产妇用品/营养	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
玩具/童车/益智/积木/模型	Lifestyle & Retail Stores	Maternal, Infant & Toys	Hobby, Toy, and Game Shops
童装/婴儿装/亲子装	Lifestyle & Retail Stores	Maternal, Infant & Toys	Children' s and Infant' s Wear Stores
童鞋/婴儿鞋/亲子鞋	Lifestyle & Retail Stores	Maternal, Infant & Toys	Children' s and Infant' s Wear Stores
模玩/动漫/周边/cos/桌游	Lifestyle & Retail Stores	Maternal, Infant & Toys	Hobby, Toy, and Game Shops
母婴非标>尿片/洗护/喂奶/推车床	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
母婴非标>孕妇装/孕产妇用品/营养	Lifestyle & Retail Stores	Retail Stores	Miscellaneous and Specialty Retail Stores
酒类	Lifestyle & Retail Stores	Food & Health care	Package Stores - Beer, Wine, and Liquor
零食/坚果/特产	Lifestyle & Retail Stores	Food & Health care	Candy, Nut, and Confectionery Stores
粮油米面/南北干货/调味品	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
咖啡/麦片/冲饮	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
水产肉类/新鲜蔬果/熟食	Lifestyle & Retail Stores	Food & Health care	Meat Provisioners - Freezer and Locker
茶	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
电脑硬件/显示器/电脑周边	Lifestyle & Retail Stores	Electronics & Household Appliance	Computers, Computer Peripheral Equipment, Software
数码相机/单反相机/摄像机	Lifestyle & Retail Stores	Electronics & Household Appliance	Camera and Photographic Supply Stores
电玩/配件/游戏/攻略	Lifestyle & Retail Stores	Electronics & Household Appliance	Electronic Sales
个人护理/保健/按摩器材	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
办公设备/耗材/相关服务	Professional Stores	Office Supplies	Commercial Equipment, Not Elsewhere Classified



3C数码配件	Lifestyle & Retail Stores	Electronics & Household Appliance	Electronic Sales
影音电器	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
厨房电器	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
生活电器	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
闪存卡/U盘/存储/移动硬盘	Lifestyle & Retail Stores	Electronics & Household Appliance	Computers, Computer Peripheral Equipment, Software
电子词典/电子书/文化用品	Lifestyle & Retail Stores	Electronics & Household Appliance	Digital Goods—Media, Books, Movies, Music
DIY电脑	Lifestyle & Retail Stores	Electronics & Household Appliance	Computers, Computer Peripheral Equipment, Software
网络设备/网络相关	Lifestyle & Retail Stores	Electronics & Household Appliance	Computers, Computer Peripheral Equipment, Software
大家电	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
品牌台机/品牌一体机/服务器	Lifestyle & Retail Stores	Electronics & Household Appliance	Computers, Computer Peripheral Equipment, Software
智能设备	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
美容美体仪器	Lifestyle & Retail Stores	Electronics & Household Appliance	Household Appliance Stores
成人用品/情趣用品	Professional Stores	Drugs & Healthcare	Drug Stores and Pharmacies
传统滋补营养品	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
OTC药品/医疗器械/计生用品	Professional Stores	Drugs & Healthcare	Drug Stores and Pharmacies
隐形眼镜/护理液	Professional Services	Medical Services	Opticians, Opticians Goods and Eyeglasses
医疗及健康服务	Professional Services	Medical Services	Medical Services and Health Practitioners (Not Elsewhere Classified)
保健食品/膳食营养补充食品	Lifestyle & Retail Stores	Food & Health care	Misc. Food Stores - Convenience Stores and Specialty Markets
处方药	Professional Stores	Drugs & Healthcare	Drug Stores and Pharmacies
精制中药材	Professional Stores	Drugs & Healthcare	Drug Stores and Pharmacies
居家日用	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Home Supply Warehouse Stores
古董/邮币/字画/收藏	Lifestyle & Retail Stores	Culture, Amusement & Pets	Antique Reproductions
汽车/用品/配件/改装	Professional Stores	Automobiles and Vehicles	Automotive Parts, Accessories Stores
家装主材	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Lumber and Building Materials Stores
书籍/杂志/报纸	Lifestyle & Retail Stores	Books & Records	News Dealers and Newsstands
音乐/影视/明星/音像	Lifestyle & Retail Stores	Books & Records	Record Shops
鲜花速递/花卉仿真/绿植园艺	Lifestyle & Retail Stores	Culture, Amusement & Pets	Florists
鲜花速递/花卉仿真/绿植园艺	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Nurseries - Lawn and Garden Supply Store
床上用品	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Miscellaneous Home Furnishing Specialty Stores
住宅家具	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Furniture, Home Furnishings, and Equipment Stores, Except Appliances
厨房/烹饪用具	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Miscellaneous Home Furnishing Specialty Stores



乐器/吉他/钢琴/配件	Lifestyle & Retail Stores	Culture, Amusement & Pets	Music Stores, Musical Instruments, Piano Sheet Music
基础建材	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Lumber and Building Materials Stores
五金/工具	Professional Stores	Industrial Products	Hardware Equipment and Supplies
电子/电工	Professional Stores	Industrial Products	Electrical Parts and Equipment
商业/办公家具	Professional Stores	Office Supplies	Office and Commercial Furniture
家居饰品	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Furniture, Home Furnishings, and Equipment Stores, ExceptAppliances
特色手工艺	Lifestyle & Retail Stores	Culture, Amusement & Pets	Artist' s Supply and Craft Shops
个性定制/设计服务/DIY	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Miscellaneous Home Furnishing Specialty Stores
居家布艺	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Piece Goods, Notions, and Other Dry Goods
收纳整理	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Furniture, Home Furnishings, and Equipment Stores, ExceptAppliances
节庆用品/礼品	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Miscellaneous Home Furnishing Specialty Stores
餐饮具	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Miscellaneous Home Furnishing Specialty Stores
全屋定制	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Furniture, Home Furnishings, and Equipment Stores, ExceptAppliances
家装灯饰光源	Lifestyle & Retail Stores	Furnishings, Home & Construction Materials	Furniture, Home Furnishings, and Equipment Stores, ExceptAppliances
宠物/宠物食品及用品	Lifestyle & Retail Stores	Culture, Amusement & Pets	Pet Shops, Pet Foods, and Supplies Stores