

海外企业支付宝账户签约指引和使用手册

境外收单商家专用

[English version](#)



友情提示: 境外收单商家专用的支付宝产品只能通过签约指引中的链接点击签约，千万不要通过 global.service.com 官网中的 Apply Now 申请。如果误点击提交申请，请及时点击 [NEED HELP](#) 进行人工在线咨询或者通过 global.service@alipay.com 进行邮件咨询。

Friendly reminder: Alipay product for Online Payment 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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1. 什么是国际支付宝

中国内地消费者在境外商户网站上使用个人支付宝钱包支付人民币，国际支付宝通过合作银行结算外币到境外商户的银行收款账号。

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2. 国际支付宝账号功能

国际支付宝账户管理后台目前支持的功能：

1. 查询交易状态；2. 查询待结算资金余额；3. 提交退款申请；4. 下载交易明细和结算明细等

国际支付宝账号暂不支持：往国际支付宝账号内充值；向其他支付宝账号转账；商户自主提现。（关于资金结算至银行账号的问题，请参考 [“其他常见问题”](#)）

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3. 申请资质

- ✓ 公司有合法注册的海外公司主体
- ✓ 有独立并且已经上线的电子商务网站，PC 或移动版本均可。
- ✓ 对于只有 APP 的企业，需要提供 iTunes 的 APP 介绍页面。
- ✓ 提供的产品、服务不在支付宝禁售限列表中（[附表 1](#)）

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4. 申请文件

- ✓ 境外公司的营业执照（商业登记证、公司注册证明、藤本等）
- ✓ 法人代表的身份证件
- ✓ 实际控制人（最大股东）的身份证件
- ✓ 主要联系人（申请人）的身份证件
- ✓ 法人代表的授权函（如果联系人和法人不一致需要填写授权函，详情见最后 **Appendix II**）

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5. 签约流程

1. 在<https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>注册国际支付宝账号，国际支付宝会给贵司的注册邮箱发送一封注册确认邮件

2. 前往注册邮箱收件箱，打开国际支付宝注册确认邮件中的链接，设置国际支付宝帐号的密码

3. 账号密码设置成功后，点击以下链接上传您的申请资质文件的扫描件：

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>

公司资质认证审核大概需要 5-7 个工作日，审核结果将直接发送到联系人邮箱，请届时查收。

4. 请点击以下链接申请您需要的支付产品及录入您的银行结算信息：

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602> 产品和

银行结算信息的审核大概需要 3 个工作日

5. 上述审核完成后，您可以登入国际支付宝账号获取 Partner ID 和 Key，用于系统对接和集成。

The screenshot shows the Alipay Partner Center interface. At the top, there's a navigation bar with 'My Order', 'My Technical Service', and 'My Transaction'. Below that, a welcome message 'Welcome, Apple House' is displayed with links for 'See Partner ID(PID)' and 'See Key'. A table lists orders with columns for Order ID, Product Name, Service Period, Application Date, Status, and Process. Two orders are visible: one with status 'In Process' and one with status 'Done'. Navigation buttons for 'Last', '1', and 'Next' are at the bottom right, along with '1/1 Page'.

Order ID	Product Name	Service Period	Application Date	Status	Process
G04141-180308-6147	[Redacted]	[Redacted]	[Redacted]	In Process	Detail
G04141-180308-1823	[Redacted]	[Redacted]	[Redacted]	Done	Detail

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6. 技术集成:

在使用国际支付宝之前，您需要将支付宝接口集成在您的网站上。

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查看相关技术文档：

PC: <https://global.alipay.com/doc/web/intro>

wap: <https://global.alipay.com/doc/wap/intro>

app: <https://global.alipay.com/doc/app/intro>

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

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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%
$100 \text{ 万} \leq X < 300$ 万	2.00%
$300 \text{ 万} \leq X < 1000$ 万	1.80%
$1000 \text{ 万} \leq X$	1.60%

在国际转账过程中，支付宝将承担汇出银行的汇款手续费。若产生其他费用，如中间行、中转行费用，或收款银行费用等，均需要由商户承担。

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8. 其他常见问题:

1. 申请网站为什么报错?

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: In process 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。审核大概需要 7 个工作日。若您提交申请后超过 7 个工作日仍未审核通过, 请通过邮件 global.service@alipay.com 联系我们。请使用注册邮箱联系我们, 并在正文中提供您注册时登记的公司名称, 注意大小写和标点符号必须完全一致, 邮件标题: 查询审核进度+贵司名称

3. 为什么我没有通过资质审核?

请您关注系统发给您联系人邮箱的审核未通过邮件, 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方便的时间, 我们另安排时间让资质审核团队联系您。

温馨提醒: 若申请被拒绝, 您需要重新点击以下链接进行申请:

<https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>

4. 如何将收款提现至我的银行账户?

支付宝使用按金额自动清算模式, 您无需在账户中操作提现。该模式有最低清算额度: 5000 美金或等值其它外币。

当您账户单一币种的待清算资金, 累积达到 5000 美金或等值其他外币时, 支付宝会在满足条件的 2 个工作日内, 将账户中符合结算条件的币种所对应的待清算资金, 结算至您登记的银行账号。支付宝承担付款银行收取的汇出费用, 而收款银行或者中间行对划拨结算资金至商户银行账户所收取的任何费用, 需要由您承担。

如您需要变更为按固定周期结算, 请在账户申请成功并有交易后联系我们变更。按周期结算会额外收取结算服务费用:

年费: 4500USD/按日结算: 500USD/按周结算: 200USD/按月结算: 100USD/按季度结算

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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1. What is Alipay Cross-border Payment Solution

Alipay Cross-border Payment Solution enables customers from mainland China to purchase products and/or services from overseas merchants. Customers pay in RMB, and after currency conversion, Alipay remits the foreign currency to the merchants' overseas bank accounts.

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2. The Function of a Global Alipay Account

The account can be used to:

1. Check the transaction status; 2. Check the settlement; 3. Issue refunds; 4. Download transaction and settlement reports

It does not support: topping-up, transfers or withdrawals. (For questions regarding withdrawals, please [click here](#))

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3. Qualification for Application

- ✓ Overseas-registered companies
- ✓ Own independent websites
- ✓ For APP-only merchant, a valid download link on iTunes is required
- ✓ Main business is not listed in the [Prohibited and Restricted Product List](#)

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4. Required Documents

1. Business license/registration certificate

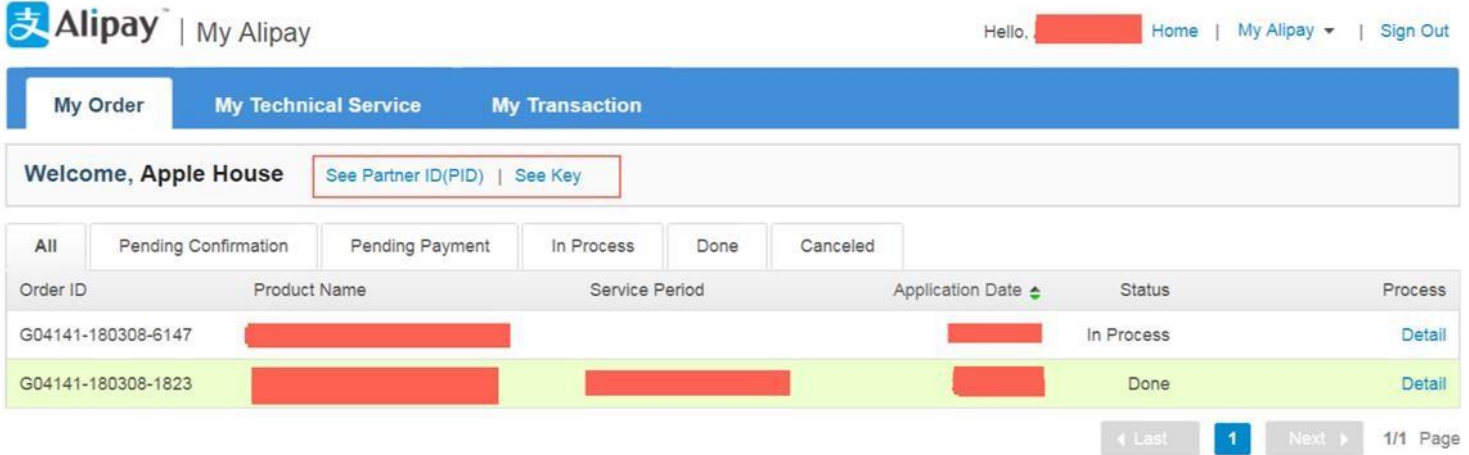
Either the business license or registration certificate is acceptable. It can be a certificate of incorporation issued by Companies Registry, or a business/branch registration certificate that shows commencement date, expiry date, certificate no., fees and levies.

2. Identification of contact person, the largest shareholder, and legal representative. If the applicant of Alipay service is not the legal representative, please provide an authorization letter from the CEO (template located at the end of this FAQ).

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5. Signing Procedure

1. Register for an Alipay merchant account on <https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>
2. Set the account password by clicking the link in the email sent by Alipay
3. Provide your company's documents for certification on <https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>; qualification certification will take around 5-7 working days
4. After you receive an email confirming your qualification certification, please apply for the Global Alipay products and provide your bank information on: <https://globalprod.alipay.com/order/sign.htm?salesPlan=2017052261968602>
5. Internal auditing and settlement information confirmation will take 5 working days
6. "Partner ID" and "Key" can be found under the "My order" page. They can be used for technical integration once the steps above have been completed successfully



The screenshot shows the Alipay merchant interface. At the top, there's a navigation bar with 'My Order', 'My Technical Service', and 'My Transaction'. Below that, a welcome message for 'Apple House' is displayed with links for 'See Partner ID(PID)' and 'See Key'. A filter bar shows 'All' selected, with other options like 'Pending Confirmation', 'Pending Payment', 'In Process', 'Done', and 'Canceled'. A table lists orders with columns for Order ID, Product Name, Service Period, Application Date, Status, and Process. Two orders are visible: one 'In Process' and one 'Done'. The page ends with pagination controls showing '1' of 1 page.

Order ID	Product Name	Service Period	Application Date	Status	Process
G04141-180308-6147	[Redacted]	[Redacted]	[Redacted]	In Process	Detail
G04141-180308-1823	[Redacted]	[Redacted]	[Redacted]	Done	Detail

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6. Technical Integration

Integrate the Alipay Cross-border Payment Solution interface on your website

Technical integration documents can be visited from:

PC: <https://global.alipay.com/doc/web/intro>

wap: <https://global.alipay.com/doc/wap/intro>

app: <https://global.alipay.com/doc/app/intro>

For any technical related question, please contact: overseas_support@service.alibaba.com

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7. Service Fees

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 the merchant a service fee calculated according to the table below. The merchant authorizes Alipay to deduct the service fee from the transaction value to be settled, and such service fee payable to Alipay by the merchant under the agreement shall be exclusive of taxes that may be levied by any applicable jurisdiction:

Transaction value of the preceding calendar month	Applicable rate for the current calendar month
X < RMB 1 million	2.2% of the transaction value
RMB 1 million ≤ X < RMB 3 million	2.0% of the transaction value
RMB 3 million ≤ X < RMB 10 million	1.8% of the transaction value
RMB 10 million ≤ X	1.6% of the transaction value

Note: The monthly transaction value shall not include any amount that was refunded

Remittance costs will be shared between Alipay and the merchant. Alipay will bear any remittance cost issued by the settlement bank. Other costs, e.g. costs from intermediary banks and the receiving bank should be covered by the merchant.

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8. FAQ

1. Why am I getting a “system error”?

Sometimes the system is busy. Chrome/IE are the recommended browsers, and please try again at a later time.

2. How is my order going?

Please log in to global.alipay.com, and check the status under “My order”. Pending means the order is in the qualification verification and internal auditing stage. Done means it has been approved.

3. Why didn't I pass qualification certification?

Please pay attention to the automatically generated email from Alipay which will provide the reason. If you did not pass the qualification certification, it might be because the documents you submitted do not match the actual information. Please ensure that all the submitted documents are consistent with your company’s registered information. It might also be that our team could not reach you over a period of time. Please ensure that you can be easily reached. If you missed the call, please tell us your number and available time, and we’ll arrange another appointment with you.

Tips: After passing the qualification certification, please re-sign the payment product

4. How to withdraw funds to my bank account?

For Global Alipay, you do not need to withdraw funds to your bank account. We have an auto-settlement feature.

The **default** and **free** settlement option is settlement by amount. Alipay will initiate a remittance of the net settlement amount in the selected currency to your designated bank account within two (2) working days from the date that the amount of the relevant settlement funds have reached a settlement amount of USD 5,000 (or the equivalent amount in other currencies). For any other fees or charges imposed by your beneficiary banks or intermediary banks, you shall be solely responsible for any such fees or charges.

If you would like to transfer funds to bank by period, the following annual settlement service fee will be charged:

Daily: USD 4,500/year; Weekly: USD 500/year; Monthly: USD 200/year; Quarterly: USD 100/year

If you would like to change to settlement by period, please contact us after your account received the 1st transaction.

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Please let us know if any further assistance is needed. We can be reached at: global.service@alipay.com

Service language: Chinese & English

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.

法人签名: _____

Legal Representative's Signature:

姓名 \ Print Name: _____