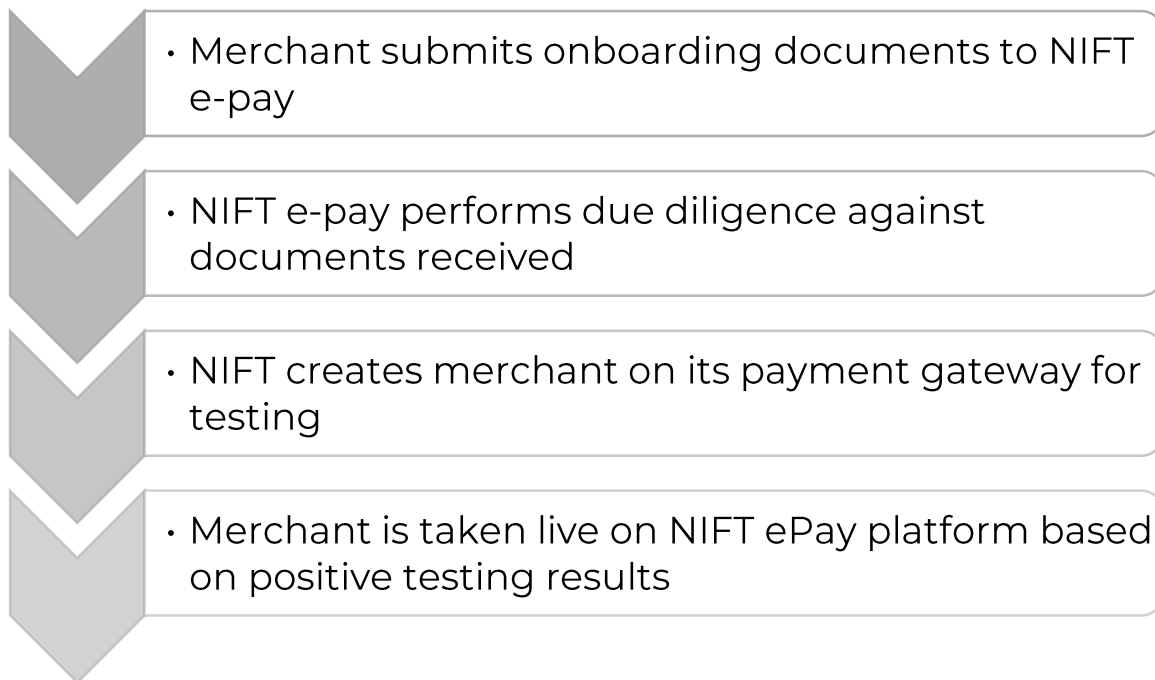




Merchant Onboarding Guide for Direct Merchants

Version: 2.0

1. Merchant Onboarding Life Cycle



2. Key Steps for Merchant Application Processing & Onboarding

- 1) Agreement is signed between NIFT ePay and the merchant
- 2) Merchant is asked to submit set of documents based on its business ownership type (sole proprietor, partnership or limited company) as per NIFT's merchant onboarding document checklist (Section 4)
- 3) Merchant submits required documentation along with the duly filled Merchant onboarding form (Section 6) and the merchant onboarding application (Section 5)
- 4) The documents submitted by the merchant are reviewed for correctness and completeness and will be approved by NIFT Operations.
 - a. Merchant may be asked to have external business verification report submitted if:
 - i. Business length less than 12 months OR;
 - ii. Not registered with SECP OR;
 - iii. Based on NIFT's discretion
- 5) Merchant will be given access to NIFT ePay test environment to conduct integration and testing of services.
- 6) Upon satisfactory results of user acceptance testing, production configuration is shared with merchant to be setup.

3. Merchant Responsibilities

- 1) Merchant must ensure that the NIFT ePay name & logo is not used in any such manner that may bring the brand into disrepute. The use of NIFT ePay marks by the acquirers on all its communication, posters, signage, websites, including initiatives should be only used after prior intimation and approval of NIFT. There should be no unlicensed usage / misuse of NIFT ePay brand by the acquirers or any other entities associated with the acquirers including, Third Party and vendors.
- 2) Merchant must ensure that its operations with NIFT ePay should comply with the guidelines mentioned in this document.
- 3) Merchant shall ensure that on its landing page the customer is able to identify NIFT ePay payment gateway as a payment option
- 4) Merchant must follow NIFT message format for all set of transactions in its integration with ePay
- 5) Merchant shall ensure to provide support to its customers with respect to making payments using the NIFT ePay payment platform.
- 6) Merchant must ensure to pass transaction response received from NIFT accurately and effectively to its customer.
- 7) Subject to successful authorization received from NIFT, the Merchant shall accept the transaction for processing of goods/services and shall deliver the same based on what was agreed with the customer on the Merchant owned frontend (website, mobile app, etc.)
- 8) In case of any discrepancy in clearing & settlement, the Merchant will notify NIFT via email or any other means provided by NIFT along with details of discrepancies within seven (7) working days of clearing performed by NIFT.

4. Merchant On boarding Check List

Proprietorship Concern
Merchant Agreement
CNIC Copy
Account maintenance certificate
NTN/FBR/SECP registration
Declaration of sole proprietorship on business letterhead
Merchant On boarding Form
Merchant On boarding application
Business verification report (where required)
Partnership Concern
Merchant Agreement
CNIC Copy of all Partners and authorized signatories
Account maintenance certificate
NTN/FBR/SECP registration
Partnership Deed duly signed by all partners of the firm
Limited Liability Partnership Deed/ Agreement
Attested copy of Registration Certificate with Registrar of Firms
Merchant On boarding Form
Merchant On boarding application
Business verification report (where required)
Limited Company
Merchant Agreement
CNIC Copy of all directors and authorized signatories
Account maintenance certificate
NTN/FBR/SECP registration
Certificate of incorporation
Memorandum and Articles of Association
Certified copy of Latest Form-A/Form-B
Resolution of Board of Directors
NTN/ FBR registration
Merchant On boarding Form
Merchant On boarding application
Business verification report (where required)
NGOs/NPOs/Charities
Merchant Agreement
CNIC Copy of all members of Governing Body/ Board of Directors/ Trustees/ Executive Committee
Account maintenance certificate
NTN/FBR/SECP registration
Registration documents/ Certificate of Incorporation/ license issued by SECP
Resolution of the Governing Body/ Board of Directors/ Trustees/ Executive Committee
Annual accounts/ financial statements or disclosures in any form
Merchant On boarding Form
Merchant On boarding application
Business verification report (where required)
Trust, Clubs, Societies and Associations etc.
Merchant Agreement
CNIC Copy of all members of Governing Body/ Board of Directors/ Trustees/ Executive Committee, all authorized signatories, settlor, the trustee(s), the protector (if any), and the beneficiaries
Account maintenance certificate
NTN/FBR/SECP registration
Declaration from Governing Body/ Board of Trustees/ Executive Committee/ sponsors on ultimate control, purpose and source of funds etc
Certified copy of Certificate of Registration/ Instrument of Trust
Certified copy of By-laws/ Rules & Regulations
Certified copy of Resolution/ Documentation of the Governing Body/ Board of Trustees/ Executive Committee
Merchant On boarding Form
Merchant On boarding application
Business verification report (where required)

5. Merchant Onboarding Application

NIFT ePay Merchant Onboarding Application

(To be printed on Merchant's letter head)

Date: _____

The Head ePay Operations
NIFT Pvt. Ltd.

Subject: Application for onboarding on NIFT ePay platform to acquire digital payment gateway services

Dear Sir,

This is to request sign-up onto the NIFT ePay payment platform as a merchant with the business named <Merchant Name>, holding <account number> / <IBAN> under <account title> with <bank name>, <Branch Name> (Branch Code).

We further confirm that all information filled in the Merchant Onboarding Form submitted to NIFT are complete and correct.

Regards,

(To be signed by authorized signatory of merchant bank account)

(Merchant Stamp)

6. Merchant Onboarding Form

NIFT Merchant Onboarding Form			
Merchant Profile			
Merchant Legal & Commercial Name			
Type of Business	<input type="checkbox"/> Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Limited Co <input type="checkbox"/> NGOs <input type="checkbox"/> Trust
Name of Owner/CEO			
CNIC Number			
Name of Directors (if applicable)			
Company introduction / history / background / nature of business			
Associated with a Group? Y/N			
Group Name (if applicable)			
Group Introduction (if applicable)			
Annual Report (where applicable)			
Contact Details			
Contact Name			
Contact Number			
Contact email address			
Business Details			
Nature of business			
Types of product and services sold			
NTN Number			
SECP Registration Number			
Business Registration Address			
Business Inception Date			
Website URL			
Delivery mode of product & services			
Goods delivered internationally (Y/N)			
Country list if Yes			
	Minimum	Maximum	Average
Daily Transaction Count			
Daily Transaction Amount			