

**worldpay**

# **Merchant Onboarding Guide – Payrix 2025**

# Getting Started

This guide is intended to provide new Partners with an introductory overview of the process and requirements related to merchant onboarding and ongoing monitoring. By providing you with this information, we aim to provide transparency in the processes and enable you to effectively communicate the requirements to your merchant(s).

## Pre-requisites

New Partners should have received their Approval Terms and have completed the Implementation process before onboarding any merchant accounts. The Partner should be assigned a Partner Experience Partner who will be the primary contacts to lead them through risk processes.

We understand that there are nuisances and unique use cases for each Partner that may need to be discussed in more detail with the Risk Team. To help this conversation and share known risks and best practices amongst the teams, a 30-minute Risk Kick-Off\* meeting will be offered to new Partners. This meeting is intended to introduce situations in which risk is engaged and help the partner reduce cases in which friction may be applied.

If an additional, more in-depth conversation is needed to ensure the Partner is comfortable and clear on the approach, it will be scheduled accordingly.

\*Risk Kick-off meeting should introduce this information and then documentation that offers additional resources and one stop shop for onboarding information.

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## **Boarding a New Merchant**

### **Merchant Application**

At the conclusion of implementation phase and risk approval has been given to start onboarding merchant, your relationship manager should provide access to invite merchant applications. Once the merchant has completed the application risk policies will run our standard checks of the merchant application. The merchant will either auto-board or be flagged for an analyst to review the application.

Applications that are flagged for manual review will be reviewed by a boarding analyst. The analyst will contact the Partner via the contact information provided if more information or documentation is needed to approve the application. In some cases, the analyst may be able to mitigate the alert with internal or external information and will approve the application without engagement to the partner.

### Application Process

The Portfolio Management section of the Portal, offers insights into each stage of the application process and contains a customizable and downloadable list of all merchants under the Referrer, including active, enrolled merchants as well as those merchants currently pending boarding.

In addition to the Portfolio Management section of the Portal, webhooks and email alerts can also provide insight into the application status. Web alerts can also be set up to notify your server when the boarding status changes to (Successfully) Boarded and the Merchant is approved to begin processing payments. Email alerts can be sent to partners and/or merchants when an action triggers an event.

### Application Status

An application will go through various stages during the onboarding process. Although many of these stages will happen very quickly and will not result in a delay, it is still important to understand each stage.

- Not Ready
  - In the “Not Ready” stage of onboarding, the Payrix Underwriting team will review the application and determine if any additional information is needed to board the application. If additional information is needed, the Underwriting team will reach out and request the specific information or documentation needed to board the account.
  - The merchant cannot process payments or receive disbursements while in the “Not Ready” stage.
- Successfully Boarded
  - This status indicates that your client’s account was approved and is now able to process payments and fully utilize their Payrix account.
  - The merchant will have full use of their processing account; they can receive payments and disburse payments.
  - Instant Merchant Activation (IMA) Process: IMA is a risk onboarding process that allows Partner merchants to begin transacting after passing initial risk checks. While further risk validations are ongoing, merchants can start transacting. Merchants will receive disbursements for a period while gathering documents needed to complete the final approval.
- Manual Review
  - This status is set internally by the Payrix Underwriting team and is used when the processing account is pending further manual verification. If additional information is needed, the Underwriting team will reach out and request the specific information or documentation needed to board the account.
  - The merchant cannot process payments or receive disbursements while in the “Manual Review” stage.
- Denied
  - Although this is very rare as we make every effort to mitigate risk in the portfolio, there may be times in which an application may be declined. If the Payrix

Underwriting team determines that the merchant's processing account poses too much risk their account will be declined, and you will be notified.

As part of Payrix Express Onboarding, your merchant's will have all the benefits of a Successfully Boarded account, which we are working with you to gather the last few pieces of information. During this stage, the Underwriting team will work with you to gather the final pieces of information without disrupting your merchant's business.

## Business Overview

The business section of the merchant application is the business overview section. This will be the merchant of record (MOR) and what the end customer will see on their receipt and/or billing statement. The information provided in this section must match the federal database. Merchant of record must be US domicile entities and the following information must be provided.

- **Legal Business Name**
  - Input the business IRS legal filing name.
- **DBA – Statement Descriptor (optional, but recommended)**
  - Input the name that will appear on the end customer statements when payments are made.  
\*Note: Legal business name will default to this field if nothing is entered.
- **TIN (Taxpayer Identification Number) Type**
  - Select either SSN (Social Security Number), EIN (employer identification numbers), or other for the TIN type dropdown. EIN is the most common type, which is the employee identification number, even if the business does not have employees, issued by the IRS.
- **TIN/EIN (Taxpayer or Employee Identification Number)**
  - Input the 9-digit identification number issued by the IRS for the type of taxpayer identification number selected above.
- **Business Type**
  - Input the business type from the following options:
    - Sole Proprietor, not public
    - Corporation, not public
    - Corporation, publicly traded
    - LLC, not public
    - Partner, not public
    - Non-profit, public
    - Government, public
- **Contact Fields**
  - Input the MOR business phone number, business email, business website, and customer service phone number.
- **Business Address**
  - MOR should provide their physical business address, city, state, and zip code. P.O. Box addresses are not acceptable for any entity type.
- **Country**
  - Input the country of residence. Current acceptable countries are United States or Canada, if approved.
- **Industry**
  - Select the industry the merchant of record is classified under and will be processing for.

- **Business Established Date**
  - Input the date the business was established.
- **Average Transaction Amount**
  - Input the average processing transaction amount. This is the average dollar amount of one transaction or payment made by a customer.
- **Annual Processing Volume**
  - Input the estimated processing volume for transactions to be processed through Payrix for the merchant for the year. This is the estimated dollar amount of total annual payment volume ecommerce and terminals.

## Owner/Control Prong Overview

### Disclaimer

- The owner's section will be used to collect information related to the owners, controllers or authorized representatives of the business. Information must be provided for Sole proprietors or each individual who directly or indirectly owns twenty-five (25%) or more of the ownership interest of the legal entity in the application or if no ownership exists, an individual with significant responsibility.
- More on beneficial Ownership can be found here: <https://www.fincen.gov/boi-faqs>

### Owner Information

- Input the owner's First Name, Middle Name (optional), Last Name, Phone Number, Email Address, Country of Origin, Date of Birth, and Business Title into the text boxes in the Owner Information section.
- Additionally, input the numerical value of the ownership percentage that the owner holds for this business into the Ownership % textbox.
  - Government entities should be 0%.
  - All other entities, even nonprofits, should list at least 1%.
    - If at least 1% is not included, the account will fail auto-boarding

Note: Phone numbers should not have any leading numbers before the area code.

### Owner's Address

- In the owner address section, input the owner's physical residential address, city, state, and zip code. P.O. Box addresses are not acceptable.

Note: For public companies, the business address can be used in lieu of the individual's address.

## Bank Overview

- The third section of the application is the Bank section. Here you can add your bank information into the application using one of two methods: **Link Existing Bank Account** or **Enter Bank Info Manually**. The merchant should use the Link Existing Bank Account, as that is the fastest method to complete onboarding.
- For manual inputs enter the bank account number and routing number, and bank account type. The account should be listed primary or if more than one is added, one account must be listed as primary.

Note: Provided documentation when entering an account manually will help onboard merchants quicker. Acceptable documents are voided checks that are not starter checks, current bank statement, or bank letter.

### Data Integrity

The primary reason that additional verification is required is often due to data integrity issues. This could be a simple typo or transposition of numbers in the Owner's SSN or DOB (Date of Birth), or the business's EIN. Sometimes, a business will be so new that the IRS has not updated their files to allow for systematic confirmation. Should any of these occur, we will request documentation to confirm or correct the information provided on the application.

### Fraud Flags

To keep our platform safe and secure, we use third-party vendors to identify risks that are associated with Fraud.

- Email Risk Assessment
  - Rates the riskiness of an email address, based on a variety of factors.
- Phone Risk Assessment
  - Predicts the likelihood that a phone number is associated to the owner and an evaluation of the number riskiness.
- Fraud Predictor Score
  - Predicts the likelihood that an application contains fraudulent or misrepresented information and will result in identity fraud if the account is opened.

Note: A fraud flag does not always mean that the Merchant/Owner is fraudulent, it may mean that the Merchant/Owner has been the victim of fraud or that they are at risk of being a victim of fraud.

### Regulatory Requirements

As a payment processor, Payrix is regulated by a variety of organizations and regulatory bodies, including Card Brands ([MasterCard](#), [Visa](#), [AmEx](#), etc.), the Payment Card Industry Data Security Standard ([PCI \(Payment Card Industry\) DSS](#)), the National Automated Clearing House ([NACHA](#)), sponsor banks, and federal and state governments all play a role in overseeing the credit card processing standards. This means that Payrix must complete KYC/KYB validation and complete scanning against key reports, including [MATCH](#), [OFAC \(Office of Foreign Assets Control\)](#), and [PEP](#) (Politically Exposed People) scanning.

### Canada

Canada has its own unique set of obligations and documentation requirements. Although our mitigation efforts will remain much the same, Canada's requirements are slightly different than those of the US. However, the onboarding and risk processes remain consistent.

Payrix uses a variety of data sources to validate business validity. KYB is screened through our portal integration service for Business Entities. The service is conducted by a third-party vendor called Trulioo. All businesses that are active and registered with Canada Revenue Agency (CRA) would have a registration number (RN) or CRA number assigned. This number would be shown in Trulioo when a business is verified, and a full report can be Canada Underwriting Procedures Page 5 obtained. Physical address is also required for Business Verification, no PO Boxes or Commercial Receiving Agencies allowed for onboarding. Review: Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) <https://fintrac-canafe.canada.ca/guidance-directives/guidance-directives-eng>

**Documentation Overview**

This guidance will help ensure smoother onboarding of merchant applications, but merchants might flag for review by an onboarding analyst. In these situations, additional documentation may be requested. The following list is not an exhaustive list but a guidance for each section.

**Business Documentation**

Requested Information	Documentation Accepted	
	US	CAN
Legal business name	SS4	Partnership Agreement
	Tax Documentation	Articles of Association or Articles of Incorporation
	Secretary of State filing	Registered Charity Information Return (T3010)
EIN	SS4	GST/HST registration certificate
	Tax documentation	Business Registration Number (BIN)
Business address	Public domain	
	Utility Bill	
	Business license	
	Commercial insurance certificate	
Contact information	Utility Bill	
MCC	Public domain	
	Website	
	Business license	
Industry	Trade License	
Charities/Nonprofits	501(c)(3)	

**Owner Documentation**

Requested Information	Documentation Accepted	
	US	CAN
<b>Legal Name</b>	Government Issued Identification	
	Name Change Certificate	
	Marriage Certificate	
	Tax Documentation	
<b>US - Social Security Number</b>	Social Security Card	SIN (Social Insurance Number) is not needed; SIN Card will validate
<b>CAN - Social Insurance Number</b>	Tax Documentation	
<b>Date of Birth</b>	Government Issued Identification	
	Birth Certificate	
	Tax Documentation	
<b>Contact information</b>	Utility Bill	
<b>Address</b>	Government Issued Identification	
	Utility Bill	
	Tax Documentation	
<b>Bank Account</b>	Voided Check	
	Bank Statement	
	Bank Letter	

**Documentation Review**

Once documents are provided, they will be reviewed by the Underwriter. Their review will ensure that the documents are not altered or falsified and provide the necessary information to mitigate the risk identified. On occasion, the documentation provided may not mitigate the risk or result in added requests.

**Helpful Resource Center Articles**

**Beneficial Ownership**

**Merchant Boarding Best Practices** and **Merchant Onboarding Risk - Best Practices**

Signup Form Definitions

Signup Form Requirements

**Auto-Boarding Best Practices**

**Merchant Boarding Status**

**Instant Merchant Activation (IMA) Process**

**Merchant Signup Form**

**Risk & Compliance - Underwriting Process**

**Underwriting Documentation**

Underwriting Documentation OnePager

**Automated & Instant Underwriting**

**Manual Underwriting**

**Beneficial Ownership**

**Portfolio Management**

**Risk Management**

**Setting up Webhooks**

**Setting up Email Alerts**