

# PingPong XS2A API Developer Guide

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## 1. Overview

This document provides a comprehensive overview of the PingPong XS2A API Integration, through which you may easily distribute funds to PingPong users. The API comprises two components:

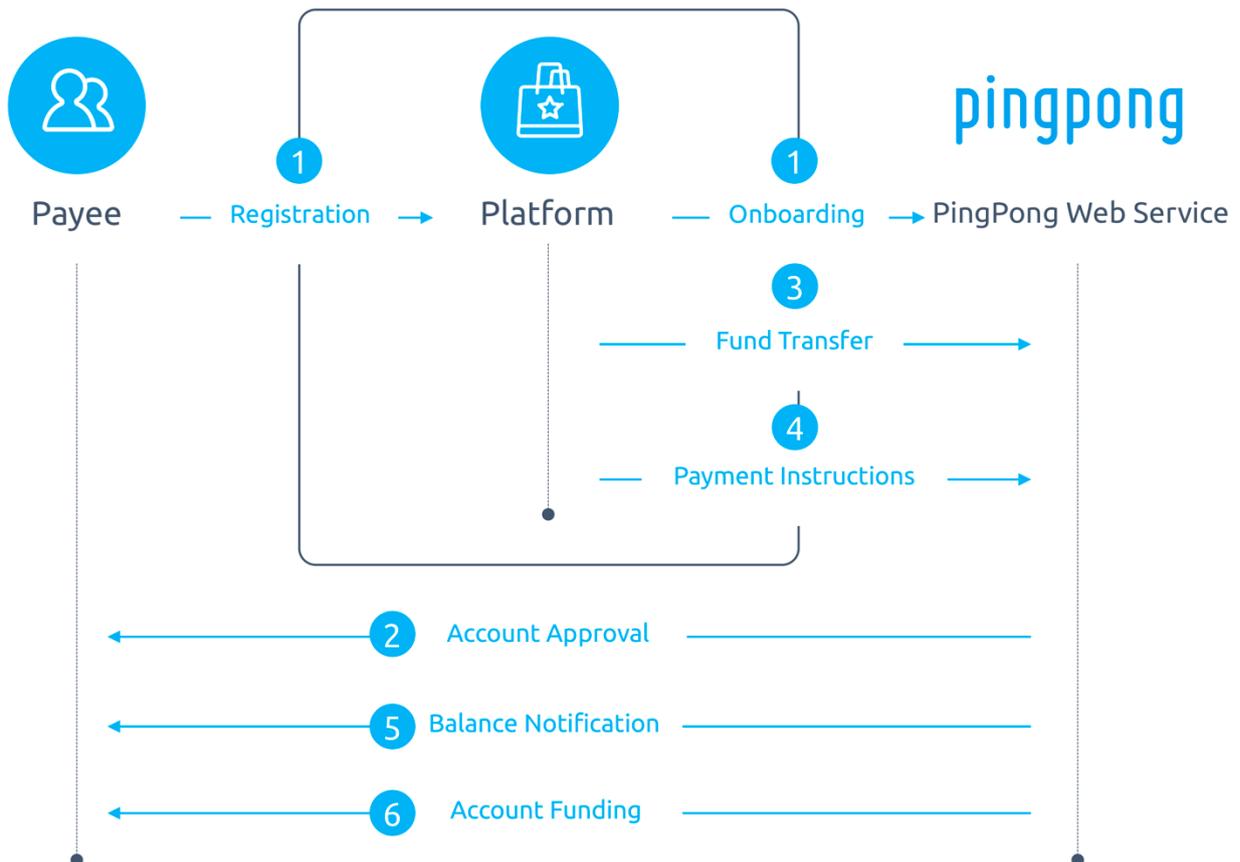
### (1) Onboarding API

Payees will be redirected from the Platform-hosted website to PingPong for onboarding.

### (2) Payment-related APIs

Platform may submit payment instructions, check account balance, PingPong account status and specific transaction status through API.

### 1.1 The Process



1. Onboarding: Payees select PingPong as the payment method on the web page hosted by Platform and they will be directed to a registration page hosted by PingPong.
2. Account Approval: Payees submit required KYC materials to PingPong. If the account is approved, PingPong will assign a unique virtual account to each payee.
3. Fund Transfer: Platform transfers funds for distribution to PingPong's designated bank account.

4. Payment Instructions: Platform may send payment instructions to PingPong through API. The payment instruction shall contain the payee's information (i.e. seller ID), the amount and currency to be distributed.
5. Balance Notification: After reviewing and processing Platform's payment instruction, the available balance will be displayed in PingPong User Portal. They will also receive an E-mail notification.
6. Account Funding: PingPong Users may withdraw any amount from the available PingPong designated beneficial bank accounts.

## 1.2 eIDAS Certificates

PingPong applies the eIDAS framework, relying on qualified certificates for mutual identification and authentication to allow partners to identify and communicate securely with PingPong. The use of these qualified certificates according to PSD2 guidelines ensures independent, government assured trust in the identity of the communicating parties, enables a secure channel to be established between the authenticated parties and provides legally assured evidence of transaction data.

## 1.3 Sandbox Test Environment

PingPong provides a test sandbox environment. The Sandbox API URL is as follow:

<https://test-ppapi.pingpongx.com>

<https://test-eu-ppapi.pingpongx.com> (for Europe Platform)

## 1.4 Common Request and Response Formats

### (1) Request Formats:

PingPong Integration API is RESTful service using the POST method with query parameters to query/update requests. PingPong Integration API requires the use of HTTPS to prevent third-party's eavesdropping on the communications.

All API requests share the following parameters:

| Parameter  | Required? | Description  |
|------------|-----------|--|
| app_id     | Yes       | The unique app_id which PingPong integration team assigned to you.     |
| app_secret | Yes       | The unique app_secret which PingPong integration team assigned to you. |

### (2) Response Formats(JSON):

| Name | Description |
|------|-------------|
|------|-------------|

|         |   |
|---------|---|
| Code    | Contains the status code for the request, response code “0000” means success and other response code implies a failure. |
| Message | Readable status message.  |
| Data    | Response data when response code is “0000”.   |

### (3) Common Error Codes

| Code | Message          |
|------|------------------|
| 4001 | ILLEGAL_ACCESS   |
| 4002 | ILLEGAL_IP       |
| 4003 | ILLEGAL_PARAM    |
| 4101 | RECORD_NOT_FOUND |
| 4102 | PAYMENT_EXIST    |
| 5000 | INTERNAL_ERROR   |

## 2. PingPong User Onboarding

### 2.1 Onboarding Process

**(1): Call /token/get API:**

Platform’s Side call /token/get API to get a unique URL for each seller.

**(2): Return a Unique URL for A Seller.**

**(3): Redirect PingPong:**

Platform’s Side redirect a unique URL to PingPong Landing Page.

**(4): Notify Bind Result (OPTIONAL):**

This is optional.

### 2.2 Onboarding API

**Description:**

Request a unique URL for onboard seller.

**HTTP Method:**

POST

**Request URI:**

/token/get

**Input parameter:**

| Parameter  | Required | Description  |
|------------|----------|--|
| app_id     | Yes      | The unique app_id which PingPong integration team assigned to you.                         |
| app_secret | Yes      | The unique app_secret which PingPong integration team assigned to you.                     |
| seller_id  | Yes      | Unique identifier for store on Platform  |
| currency   | Yes      | ISO 4217 Currency Code. Example: SGD   |
| country    | yes      | ISO 3166 Country Code. Example: SG   |
| store_name | Yes      | Store name on Platform   |
| store_url  | Yes      | Store url on Platform  |
| notify_url | Yes      | This URL used by PingPong to redirect the payee back after completion of the sign-up flow. |

**Returns:**

| Results      | Description  |
|--------------|--|
| seller_id    | Unique identifier for store on Platform            |
| redirect_url | A unique URL to the payee sign-up page on PingPong |

**For example:**

**Request:**

```
curl -d
```

```
'app_id={app_id}&app_secret={app_secret}&seller_id=ABCD&currency=SGD&country=SG&store_name=xxx&store_url=https://www.yourcompany.com/xxxx' https://test-ppapi.pingpongx.com/token/get'
```

**Response:**

```
{
  "apiName": "/token/get",
  "code": "0000",
  "message": "SUCCESS",
  "data": {
    "token": "xxxxxxxxxxxx",
    "seller_Id": "ABCD",
    "redirect_url": "https://test-us.pingpongx.com/external/partners/account-bind?token=xxxxxxxxxxxx"
  }
}
```

## 3. Payment-related APIs

### 3.1 API for Getting Account Status

**Description:**

Get real-time status of an account.

**HTTP Method:**

POST

**Request URI:**

/account/status

**Input parameter:**

| Parameter  | Description  |
|------------|--|
| app_id     | The unique app_id which PingPong integration team assigned to you.     |
| app_secret | The unique app_secret which PingPong integration team assigned to you. |
| seller_id  | The unique identifier for store on Platform                            |

**Returns:**

| Result    | Description                             |
|-----------|---|
| seller_id | Unique identifier for store on Platform |
| status    | Approved<br>Pending                     |
| user_id   | User identity at PingPong               |

**For example:**

**Request:**

```
curl -d 'app_id={app_id}&app_secret={app_secret}&seller_id=xxx' 'https://test-ppapi.pingpongx.com/account/status'
```

**Response:**

```
{  
  "apiName": "/account/status",  
  "code": "0000",  
  "message": "SUCCESS",  
  "data": {  
    "seller_id": "xxx",  
    "status": "Approved",  
    "user_id": "139****5678"  
  }  
}
```

```
}  
}
```

## 3.2 API for Querying Account Balance

### Description:

Return the available balance.

### HTTP Method:

POST

### Request URI:

/account/balance

### Input parameter:

| Parameter  | Description  |
|------------|--|
| app_id     | The unique app_id which PingPong integration team assigned to you.     |
| app_secret | The unique app_secret which PingPong integration team assigned to you. |

### Returns:

| Result   | Description                           |
|----------|---------------------------------------|
| balance  | Available account balance             |
| currency | Currency associated with this account |

### For example:

#### Request:

```
curl -d 'app_id=${app_id}&app_secret={app_secret}' https://test-ppapi.pingpongx.com/account/balance'
```

#### Response:

```
{  
  "apiName": "/account/balance",  
  "code": "0000",  
  "message": "SUCCESS",  
  "data": {  
    "balanceList": [  
      {  
        "balance": "0.00",  
        "currency": "USD"  
      }  
    ]  
  }  
}
```

```
}
}
```

## 3.3 API for Crediting Individual Seller Account

**Description:**

Crediting Individual Seller Account

**HTTP Method:**

POST

**Request URL:**

/payment/credit

**Input parameter:**

| Parameter  | Description  |
|------------|--|
| app_id     | The unique app_id which PingPong integration team assigned to you.                                     |
| app_secret | The unique app_secret which PingPong integration team assigned to you.                                 |
| seller_id  | The unique identifier for the store on Platform  |
| amount     | Amount to be credited, with accuracy of 2 decimal digit.   |
| currency   | Currency associated with the transaction.  |
| payment_id | The unique identifier for this payment transaction, you can query the payment status by this parameter |

**Returns:**

| Results    | Description   |
|------------|---|
| seller_id  | The unique identifier for the store on Platform     |
| payment_id | The unique identifier for this payment transaction. |

**For example:**

**Request:**

```
curl -d 'app_id=${app_id}&app_secret={app_secret}&seller_id=xxxxxx&amount=100.08&currency=USD&payment_id=xxxxx'
'https://test-ppapi.pingpongx.com/payment/credit'
```

**Response:**

```
{
  "apiName": "/payment/credit",
  "code": "0000",
  "message": "SUCCESS",
```

```

    "data": {
      "seller_id": "xxxxxxx",
      "payment_id": "xxxxxxx"
    }
  }
}

```

## 3.4 API for Checking Single Payment Transaction Status

### Description:

Checking Single Payment Transaction Status

### HTTP Method:

POST

### Request URL:

/payment/status

### Input parameter:

| Parameter  | Description  |
|------------|--|
| app_id     | The unique app_id which PingPong integration team assigned to you.     |
| app_secret | The unique app_secret which PingPong integration team assigned to you. |
| seller_id  | The unique identifier for the store on Platform                        |
| payment_id | The unique identifier for a payment transaction.                       |

### Returns:

| Results    | Description                                      |
|------------|--|
| seller_id  | The unique identifier for store on Platform      |
| payment_id | The unique identifier for a payment transaction. |
| status     | Success<br>Pending<br>Failure                    |

### For example:

#### Request:

```
curl -d 'app_id=${app_id}&app_secret={app_secret}&seller_id=xxxxxx&payment_id=xxxxx' 'https://test-ppapi.pingpongx.com/payment/status'
```

#### Response:

# pingpong

```
{  
  "apiName": "/payment/status",  
  "code": "0000",  
  "message": "SUCCESS",  
  "data": {  
    "seller_id": "xxxxxxx",  
    "payment_id": "xxxxxxx",  
    "status": "Success"  
  }  
}
```

## Appendix Fallback Solution Implementation Guide

To ensure that emergency services are available when the API breaks down, PingPong provides a fallback solution for the API endpoint and appendix is the fallback solution implementation guide.

# PingPong Partner Portal Implementation Guide

## For use by PingPong partners

This guide describes how to use the Partner Portal service

<https://partnership.pingpongx.com>

Version 1.0

Version Control Table

| Date        | Version | Description                                      |
|-------------|---------|--|
| August 2019 | 1.0     | New guide created for PSD2 API fallback solution |

## 1. Overview

According to the regulations in PSD2, the Account Servicing Payment Service Provider (ASPSP) needs to provide a fallback solution for the API, to ensure that emergency services are available when the API breaks down and the functionality provided by the fallback solution should be exactly the same as that provided by the API. This guide covers the payment options available through the Partner Portal system, which acts as the fallback solution of the API and provides the same safe and easy-to-implement service.

## 2. Onboarding

We only provide Partner Portal service access to designated partners, meaning duly authorized TPPs (AISP or PISP license). For safety reasons, we restrict access to whitelisted IP addresses. TPPs experiencing difficulties accessing the Partner Portal should contact [partnerportal@pingpongx.com](mailto:partnerportal@pingpongx.com).

To log into the system, TPPs should access the site with kernel browser above IE11. We need to use the cookie function of the browser, which is limited to marking the logged-in users of this site and will not collect cookies from TPPs. In the login page, TPPs need to input the PingPong account name, password, and the webpage verification code displayed under the password box. Then click the Sign In button to enter the system.

Notes:

1. Account name and password is the email address and initial log-in password that we designated to TPPs, which can be modified once logged into our Partner Portal system. The specific operation steps are introduced in 3.4 Account Profile.
2. If the verification code is too vague to recognize, TPPs can click the code to browse the next code picture until they find easily recognizable code to input.
3. The difference in access authority for AISPs and PISPs will be decided in the initial email address we designated to TPPs.

## 3. Introduction

Just like the payment service of the API, there are mainly three options on the home page of our Partner Portal system, which TPPs can access once the API breaks down:

- 1<sup>st</sup> field -Payout, which is to provide the mass and single payout service for PingPong customers.
- 2<sup>nd</sup> field -Balance Management, in which TPPs can check the credit and debit balance in the selected time period or date.

- 3<sup>rd</sup> field – Payment Details, in which TPPs can find the details for each payment such as payment ID, account, amount etc.

## 3.1 Payout

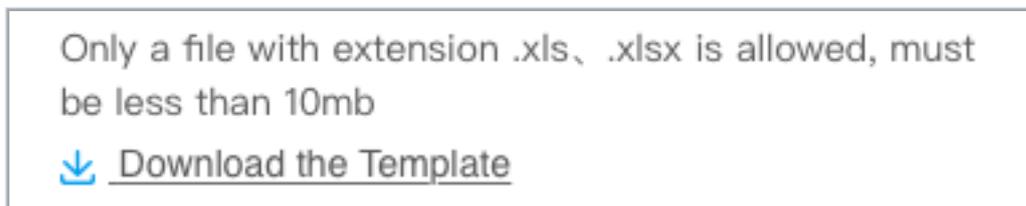
TPPs can make payments through the PingPong Partner Portal account on behalf of PingPong customers to designated PingPong recipients via this option. Payments can be made in multiple currencies to a maximum of 500 recipients in a single process.

### 3.1.1 Payouts using the Mass Payment Option

This option allows TPPs to make up to 500 payments to multiple recipients in a single process.

#### 3.1.1.1 Preparing the payment file

1. Download the template on the Partner Portal page first.



2. Use Microsoft Excel or other software to open this template and fill in the details of the payments.

The following screenshot shows how the template looks like:

| Payment_ID | Seller_ID | Amount | Currency |
|------------|-----------|--------|----------|
|            |           |        |          |
|            |           |        |          |
|            |           |        |          |
|            |           |        |          |
|            |           |        |          |
|            |           |        |          |
|            |           |        |          |

3. The file must be filled as follows:

- 1<sup>st</sup> field - Payment ID. This field is for TPP's internal payment record and reference, thus can be self-defined. The length of the Payment ID should not exceed 60 characters, and include only numbers, letters, characters and spaces, and every Payment ID is unique.
- 2<sup>nd</sup> field – Seller ID, which is uniquely assigned by PingPong for each store.

- 3<sup>rd</sup> field – Amount. Correct to up to two decimal places and the decimal separator can only be “.” There is no need for ‘000 separator between the amount number.
- 4<sup>th</sup> field - Currency. A 3-letter ISO 4217 currency code. For a list of supported currencies, please refer to the table in the appendix.

### 3.1.1.2 Uploading your payment instruction

1. After filling in the payment instruction template, upload it by dragging and dropping or by clicking **select files to upload** button. TPPs can also send a message to PingPong in the payout process if needed.

#### Upload payment information



Drag and drop files here to upload or  
[select files to upload](#)

Only a file with extension .xls, .xlsx is allowed, must be less than 10mb

[↓ Download the Template](#)

#### Message to recipient

[Review](#)

2. Click **Review** button. Wait for a few seconds for the payment file to be uploaded and processed. The following page for review and confirmation will show:

The screenshot shows a web interface with two tabs: 'Mass Payment' and 'Single Payment'. The 'Single Payment' tab is active. Below the tabs, there is a heading '7 successful payment recognitions.' followed by a table with four columns: 'Payment ID', 'Seller ID', 'Currency', and 'Amount'. The table lists seven rows of payment data. Below the table, the total amount is displayed as 'Total: 388906.00 SGD'. At the bottom left, there is a blue 'Submit' button.

| Payment ID | Seller ID      | Currency | Amount |
|------------|----------------|----------|--------|
| 11111111   | 1200000000d0e0 | SGD      | 55555  |
| 11111112   | 1200000000d0e0 | SGD      | 55556  |
| 11111113   | 1200000000d0e0 | SGD      | 55557  |
| .          | .              | .        | .      |
| 11111115   | 1200000000d0e0 | SGD      | 55559  |
| 11111116   | 1200000000d0e0 | SGD      | 55560  |
| 11111117   | 1200000000d0e0 | SGD      | 55561  |

Total: **388906.00** SGD

**Submit**

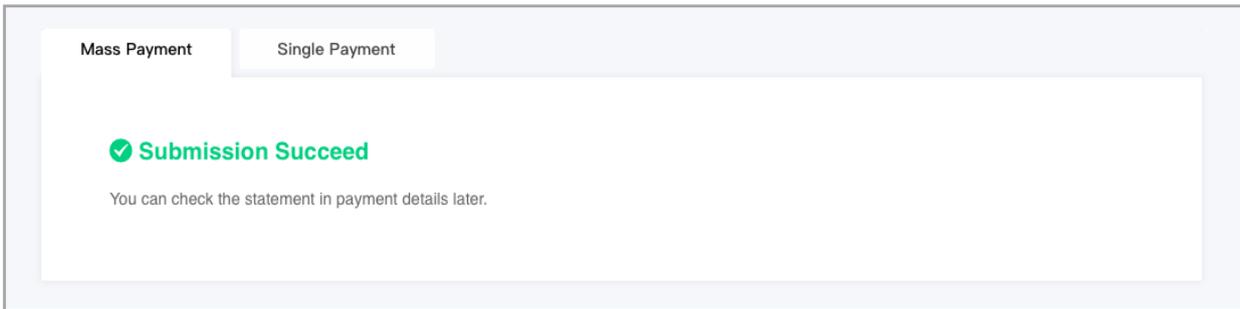
3. Check if all the payment details are correct. If there are any transaction errors, the system page will show the error information in failure cause column and require TPPs to **Resubmit** the payment file just like the following picture. Please update the file and re-upload the new one. After all payment details have been verified, click the **Submit** button.

The screenshot shows a web interface with two tabs: 'Mass Payment' and 'Single Payment'. The 'Single Payment' tab is active. Below the tabs, there is a heading '1 failed payment recognitions.' followed by a table with six columns: 'Row Number', 'Payment ID', 'Seller ID', 'Currency', 'Amount', and 'Failure Cause'. The table lists one row of failed payment data. Below the table, there is a blue 'Resubmit' button.

| Row Number | Payment ID | Seller ID | Currency | Amount | Failure Cause                       |
|------------|------------|-----------|----------|--------|-------------------------------------|
| 2          | 3243244    | 42344     | WWW      | 334    | platform not support [WWW] currency |

**Resubmit**

4. You will see the following page if the file is successfully submitted.



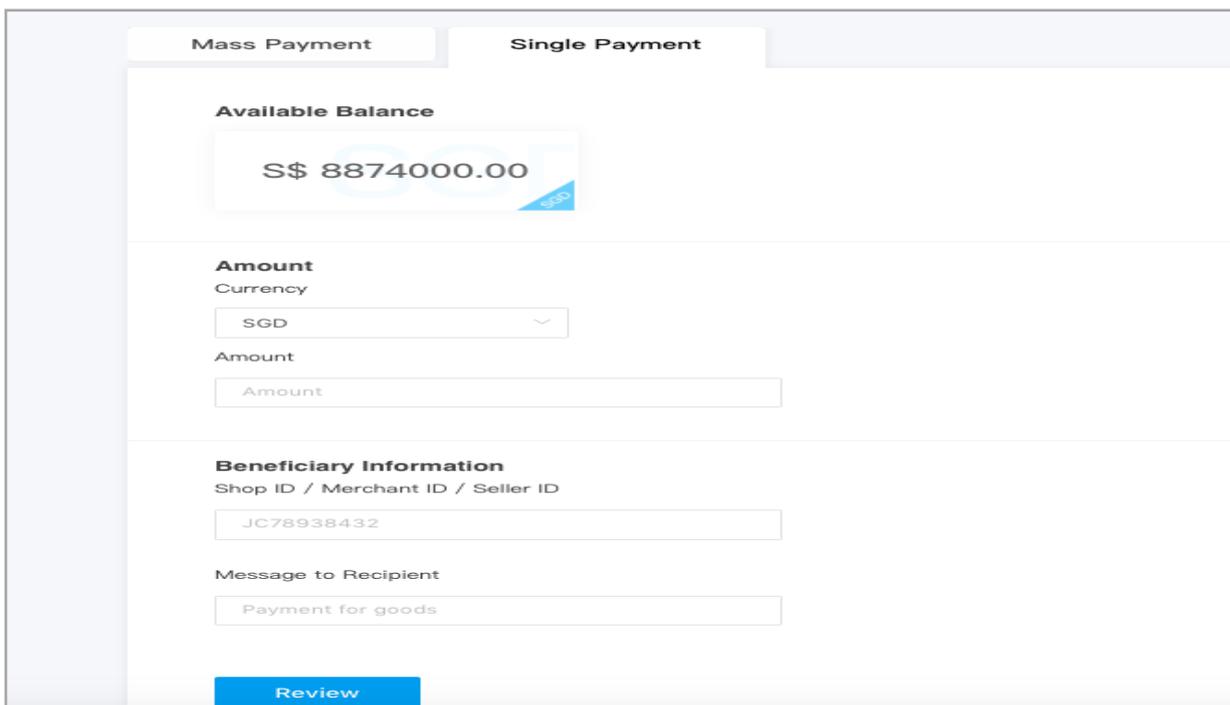
Notes:

1. The payment will fail if a Partner Portal file is uploaded containing payments with a total volume exceeding the customer's balance.
2. The payment will fail if any of the Seller IDs doesn't exist, or when the format of any content such as decimal places exceeds two or the currency is not included in the scope that we support, is wrong.
3. The file can't be uploaded if the number of records in it exceeds 500 or the size of the file exceeds 10 Mb.

### 3.1.2 Payouts using the Single Payment Option

To make a payment using the Single Payment option while our API is not available, TPPs need to:

1. Log into the PingPong Partner Portal account, click the **Single Payment** tab, which opens the following page:



The screenshot shows the "Single Payment" form in the PingPong Partner Portal. The form has two tabs: "Mass Payment" and "Single Payment", with "Single Payment" selected. The form is divided into several sections:

- Available Balance:** A box displaying "S\$ 8874000.00" with a blue "SGD" label in the bottom right corner.
- Amount:** A section with a "Currency" dropdown menu set to "SGD" and an "Amount" input field containing the text "Amount".
- Beneficiary Information:** A section with a "Shop ID / Merchant ID / Seller ID" input field containing "JC78938432" and a "Message to Recipient" input field containing "Payment for goods".
- Review:** A blue button labeled "Review" at the bottom of the form.

2. Enter the recipient details and transaction amount, select the currency from the drop-down list.
3. Click **Review** button and you will see:

The screenshot shows a payment form with two tabs: 'Mass Payment' and 'Single Payment'. The 'Single Payment' tab is active. The form contains the following fields and buttons:

- Amount:** Amount: 300000, Currency: SGD
- Beneficiary Information:** Shop ID / Merchant ID / Seller ID: 1200000000d0e0, Store Name: 店铺 - a736 (highlighted with a red box)
- Message to Recipient:** payments for goods
- Buttons:** Submit (blue), Back (white)

4. Check the information including the Store Name. After all information is confirmed, click **Submit** button.

Note:

1. There is no need for '000 separator between the amount number.

## 3.2 Balance Management

1. For balance checks when the API fails to work, click the **Balance Management** button on the home page of this Partner Portal system, which opens the following screen:

The screenshot shows a 'Details' screen with a date range selector and two buttons:

- Date Range:** Form [calendar icon] 至 [calendar icon] To
- Buttons:** Search (blue), Download (blue)

2. Through the from and to calendar box, TPPs can choose the start date and end date for checking balance and details.

- By clicking the Search button, TPPs will receive the customer's balance information in the selected time interval and can download the information through clicking the **Download** button.

**Details**

📅
2019/05/01
⇄
2019/06/30

Search
Download

**Summary**

| Currency | Debit                        | Credit                        | Starting Balance | Ending Balance |
|----------|------------------------------|-------------------------------|------------------|----------------|
| IDR      | Num: 13 Total: 97194200100.1 | Num: 38 Total: 81964957108.31 |                  | 15229242991.79 |

| Data       | Reference ID             | Debit       | Credit      | Currency | Details                 |
|------------|--------------------------|-------------|-------------|----------|-------------------------|
| 2019/06/21 | PRE201906211738097414139 | 0           | 10000.99    | IDR      | <a href="#">Details</a> |
| 2019/06/19 | PRE201906191408299962788 | 0           | 209300      | IDR      | <a href="#">Details</a> |
| 2019/06/14 | PRE201906141013500289519 | 0           | 20000000000 | IDR      | <a href="#">Details</a> |
| 2019/06/14 | R64190614100929014       | 30000000000 | 0           | IDR      | <a href="#">Details</a> |
| 2019/06/14 | PRE201906141002309269515 | 0           | 20000000000 | IDR      | <a href="#">Details</a> |
| 2019/06/13 | PRE201906131943498619128 | 0           | 1000000     | IDR      | <a href="#">Details</a> |

- The Summary column in the middle is a summary report of the account balance in the selected period, which shows the debit flow total amount, credit flow total amount, the starting balance and ending balance in the specific time.
- The balance table below shows the detailed debit and credit balance in each selected date: Clicking the **Details** button will open a pop-up box like the following one in which specific information can be checked, including payee, payer and reference ID of the payment.

Balance Details
✕

payee: s20181210145854314

payer: SHOPEE-info

txId: PRE201906141013500289519

- Once the download in step 3 is finished, TPPs will get the following balance information table, including a total page sheet and a detail page sheet. In the total page, TPPs can find the same information showed in the Summary column on the Balance Management page of our Partner Portal system and the detail



- Clicking the **Search** button will show the payment flow information according to the choices in step 1.

| download                       |                         |                  |          |               |         |
|--------------------------------|-------------------------|------------------|----------|---------------|---------|
| Payment ID                     | Shop/Merchant/Seller ID | Amount           | Currency | Transfer Date | Status  |
| PPPAY2019072915320<br>50209792 | test03                  | 12.00            | IDR      | 2019/07/29    | Success |
| PPPAY2019072915305<br>30187316 | test03                  | 88.00            | IDR      | 2019/07/29    | Success |
| PPPAY2019062117380<br>10263894 | s2018121014495951       | 10000.99         | IDR      | 2019/06/21    | Success |
| IDUAT1560504952462<br>0        | 133132266645            | <u>209300.00</u> | IDR      | 2019/06/14    | Success |
| PPPAY2019061410134<br>80369375 | s20181210145854314      | 20000000000.00   | IDR      | 2019/06/14    | Success |
| PPPAY2019061410022<br>90341114 | yin819q11               | 20000000000.00   | IDR      | 2019/06/14    | Success |

- As showed in the above table, this screen features the detailed information for each payment including Payment ID, Account ID, Amount, Currency, Transfer Date and the final Status.
- To download the payment details, click the **Download** button, which generates an excel table including the same information showed in the system page.

| platform | marketplace | sellerId  | amount    | currency | transferDate | status  |
|----------|-------------|-----------|-----------|----------|--------------|---------|
| SHOPEE   | ID          | shopee261 | 3000000.0 | IDR      | 2019/06/12   | Success |
| SHOPEE   | ID          | shopee261 | 100000000 | IDR      | 2019/06/12   | Success |
| SHOPEE   | ID          | shopee261 | 100000000 | IDR      | 2019/06/12   | Success |
| SHOPEE   | ID          | shopee261 | 100000000 | IDR      | 2019/06/13   | Success |
|          |             |           |           |          |              |         |
|          |             |           |           |          |              |         |
|          |             |           |           |          |              |         |
|          |             |           |           |          |              |         |

Note:

- The download function is only available for the time interval less than 30 days.

### 3.4 Account Profile

- Put the mouse pointer on the username in the upper right corner of the home page, a drop-down list appears. In the **Basic Information** column, TPPs' contact name, phone number and onboarding e-mail address can be found.

|                                      |                          |
|--------------------------------------|--------------------------|
| <b>Basic Information</b>             | <b>Security</b>          |
| Name:                                | SHOPEE-info              |
| Phone Number:                        | 15757129679              |
| E-Mail:                              | fuww33@pingpongx.com     |
| <b>PingPong Bank Account Details</b> |                          |
| Beneficiary Name:                    | 杭州银行支行                   |
| Beneficiary Bank:                    | 杭州银行                     |
| Beneficiary Account Number:          | 738917839721893712897392 |
| Beneficiary Bank Address:            | 江陵路                      |
| Beneficiary Bank SWIFT code:         | HJHGCNYH                 |
| Beneficiary IBAN:                    | 82983333                 |

- To change the log-in password, the TPP can click the **Security** column in the drop-down list hidden behind the username, and enter the password modification page as follows:

|                                       |                 |
|---------------------------------------|-----------------|
| <b>Basic Information</b>              | <b>Security</b> |
| <b>Change your password</b>           |                 |
| Confirm your password                 |                 |
| <input type="text"/>                  |                 |
| Enter your new password               |                 |
| <input type="text"/>                  |                 |
| <input type="text"/>                  |                 |
| <input type="submit" value="Submit"/> |                 |

- Confirm the old password and enter the new password twice in the blank box, then click the **Submit** button and the password will be changed.

4. Click the **Log-out** column in the drop-down list hidden behind the username to log out of the Partner Portal system.

## 4. Appendix

### 4.1 ISO 4217 Currencies

ISO 4217 Currencies accepted by PingPong.

|     |                  |     |                       |
|-----|------------------|-----|-----------------------|
| USD | U.S. Dollar      | AUD | Australian Dollar     |
| CAD | Canadian Dollar  | EUR | Euro                  |
| GBP | British Pound    | JPY | Japanese Yen          |
| SGD | Singapore Dollar | HKD | Hong Kong Dollar      |
| IDR | Indonesia Rupiah | CNH | Offshore Chinese Yuan |



## 4.2 Customer Withdrawal Fees

The payments made to a customers' PingPong accounts can be withdrawn to their bank accounts any time they want and the charge is subject to PingPong's standard fee rate in accordance to the T&C.