

Onboarding Journey for Merchant

The Merchant onboarding experience 1/6

When you want to ensure a smooth onboarding

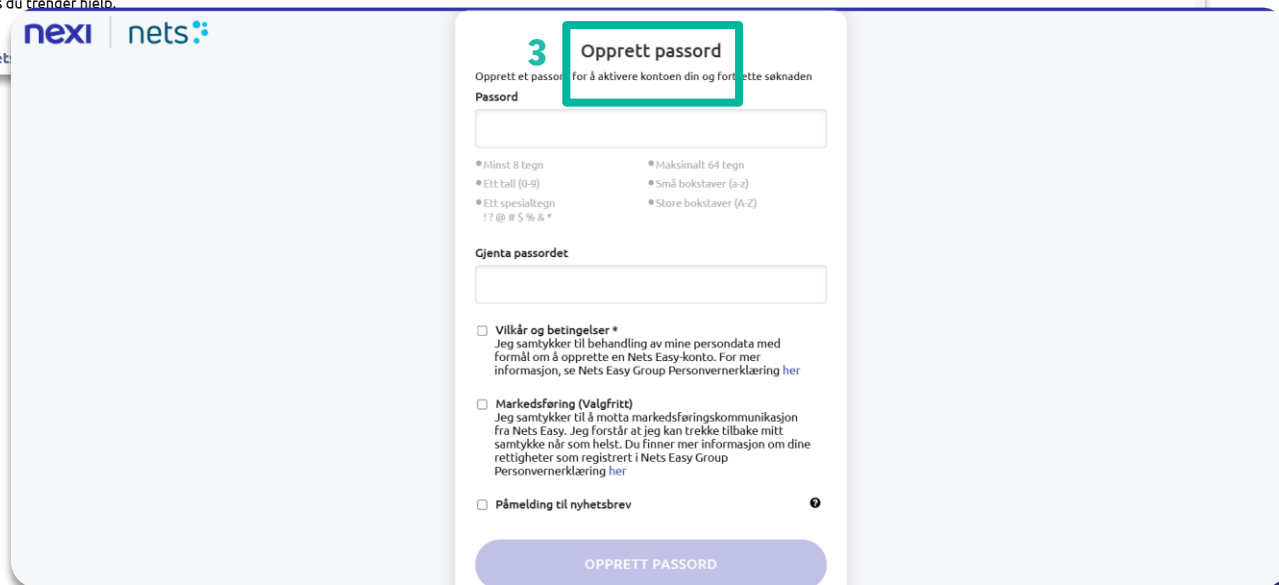
1. The merchant should **check their e-mail** and **spam filter** regularly for **Approval** or **request for information**
2. If all **information** and signatory **is in order** the approval time can be as quick as 5 **business days**
3. If **information is missing** or is not in line with public registers, the Onboarding team will contact the merchant by **phone and e-mail**
4. Merchants can see **approval status** in the **Easy portal** but will also receive **e-mails with updates**



The Merchant onboarding experience 2/6

Initiating onboarding from a merchants' perspective

1. Keep an eye on your **inbox**, for the **activation e-mail**
2. Click the **activation link** in the e-mail
3. **Create a password** for the Easy portal.
The account is created with the e-mail you received the invitation to; this can be changed later.
4. **Log in** to the portal

3 Opprett passord

Opprett et passord for å aktivere kontoen din og fortsette søknaden

Passord

Minst 8 tegn
Ett tall (0-9)
Ett spesialtegn ! ? @ # \$ % & *

Maksimalt 64 tegn
Små bokstaver (a-z)
Store bokstaver (A-Z)

Gjenta passordet

☐ Vilkår og betingelser *

Jeg samtykker til behandling av mine persondata med formål om å opprette en Nets Easy-konto. For mer informasjon, se Nets Easy Group Personvernerklæring [her](#)

☐ Markedsføring (Valgfritt)

Jeg samtykker til å motta markedsføringskommunikasjon fra Nets Easy. Jeg forstår at jeg kan trekke tilbake mitt samtykke når som helst. Du finner mer informasjon om dine rettigheter som registrert i Nets Easy Group Personvernerklæring [her](#)

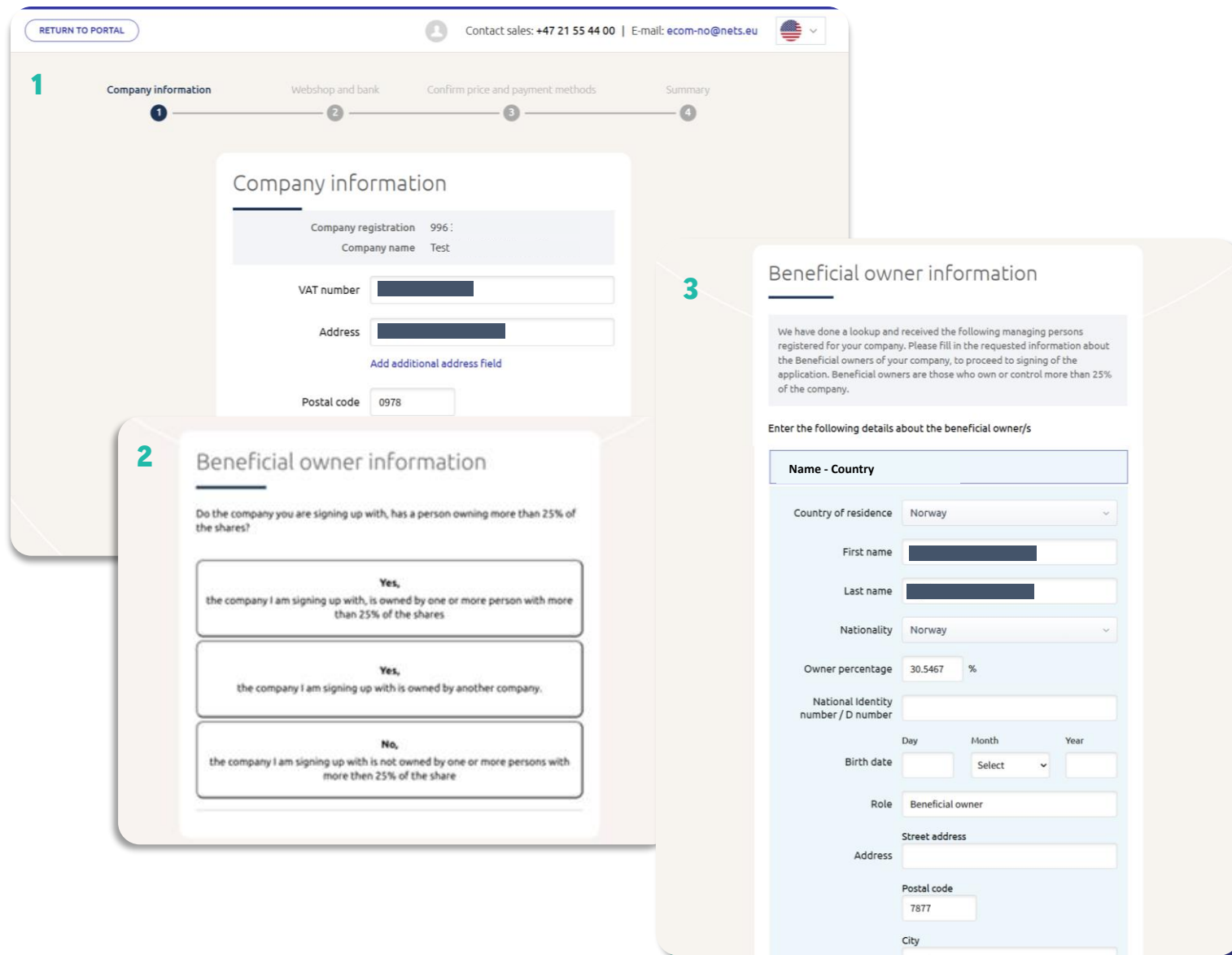
☐ Påmelding til nyhetsbrev

OPPRETT PASSORD

The Merchant onboarding experience 3/6

Filling in the submission form after the first login

1. Fill in the **basic information** about your company
2. **Scroll down** to fill in additional information
3. Select the correct **beneficial owner** and type in the information
Anyone who owns more than 25% of the company needs to be identified with social security number.
4. Check that all information **matches public registers**



The image displays three overlapping screenshots of the Merchant onboarding experience, illustrating steps 1, 2, and 3 of the process.

Step 1: Company information

The first screenshot shows the 'Company information' form. It includes a progress bar at the top with four steps: 1. Company information, 2. Webshop and bank, 3. Confirm price and payment methods, and 4. Summary. The form fields are:

- Company registration: 9961
- Company name: Test
- VAT number: [Redacted]
- Address: [Redacted]
- Postal code: 0978

Step 2: Beneficial owner information

The second screenshot shows the 'Beneficial owner information' form. It asks the user to confirm if the company has a person owning more than 25% of the shares. The options are:

- Yes,** the company I am signing up with, is owned by one or more person with more than 25% of the shares
- Yes,** the company I am signing up with is owned by another company.
- No,** the company I am signing up with is not owned by one or more persons with more than 25% of the share

Step 3: Beneficial owner information

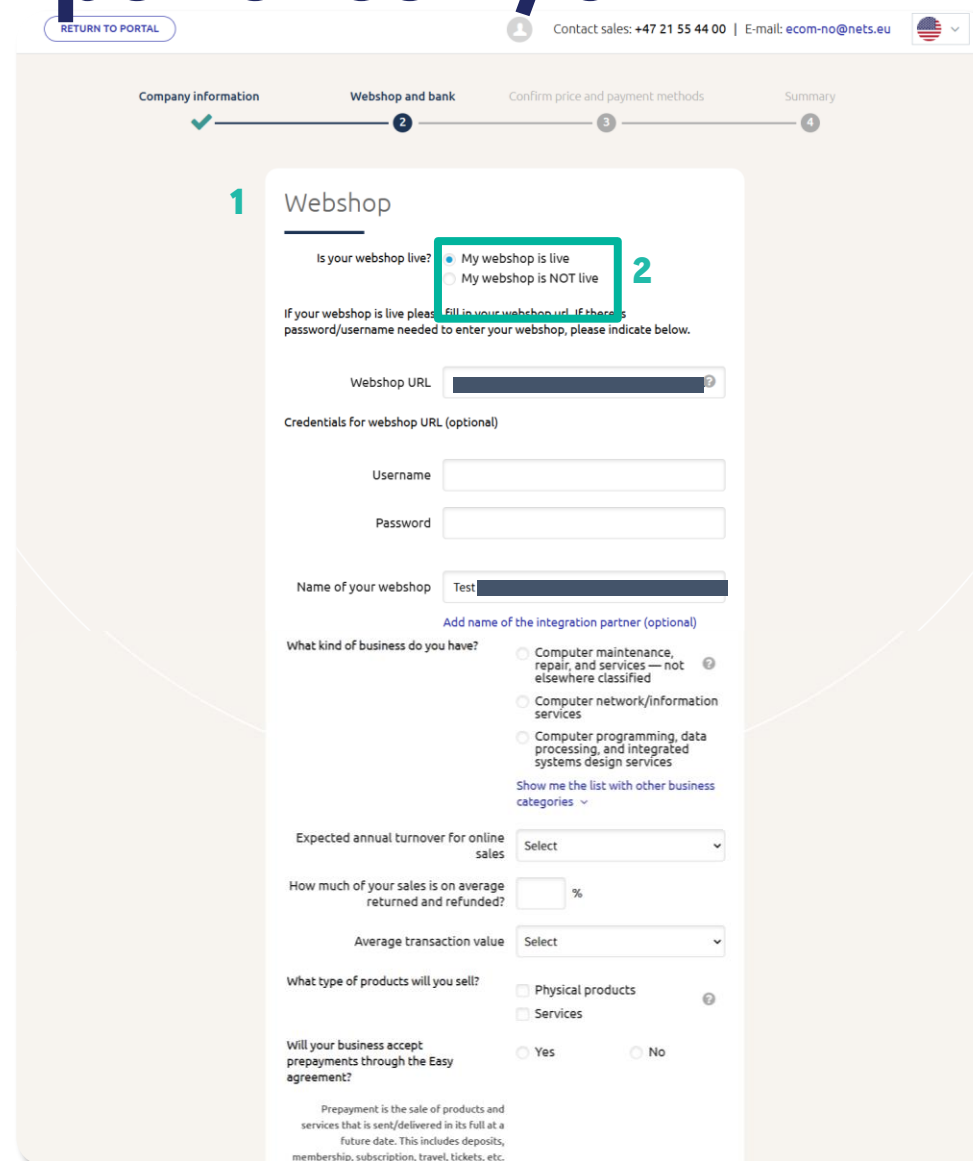
The third screenshot shows the 'Beneficial owner information' form. It includes a note about the lookup and a section for entering details about the beneficial owner/s. The form fields are:

- Name - Country
- Country of residence: Norway
- First name: [Redacted]
- Last name: [Redacted]
- Nationality: Norway
- Owner percentage: 30.5467 %
- National identity number / D number: [Redacted]
- Birth date: [Redacted] (Day, Month, Year)
- Role: Beneficial owner
- Street address: [Redacted]
- Address: [Redacted]
- Postal code: 7877
- City: [Redacted]

The Merchant onboarding experience 4/6

Filling in webshop and bank details

1. Fill in the information as listed
2. If the website is **not live yet**, please add **credentials** so the Onboarding team can review
3. For a **faster onboarding**, please **check** that the items in the list are **visible on your website** before continuing
 1. Active URL (if not live, should be accessible with credentials)
 2. Terms and conditions on the site
 3. Products and related prices
 4. Visible Company registration number
 5. Contact information for your company



RETURN TO PORTAL

Contact sales: +47 21 55 44 00 | E-mail: ecom-no@nets.eu

Company information ✓ Webshop and bank 2 Confirm price and payment methods 3 Summary 4

1 Webshop

Is your webshop live? ☒ My webshop is live ☐ My webshop is NOT live

If your webshop is live please fill in your webshop url. If there is password/username needed to enter your webshop, please indicate below.

Webshop URL

Credentials for webshop URL (optional)

Username

Password

Name of your webshop

Add name of the integration partner (optional)

What kind of business do you have?

- ☐ Computer maintenance, repair, and services — not elsewhere classified
- ☐ Computer network/information services
- ☐ Computer programming, data processing, and integrated systems design services

Show me the list with other business categories

Expected annual turnover for online sales

How much of your sales is on average returned and refunded? %

Average transaction value

What type of products will you sell?

- ☐ Physical products
- ☐ Services

Will your business accept prepayments through the Easy agreement?

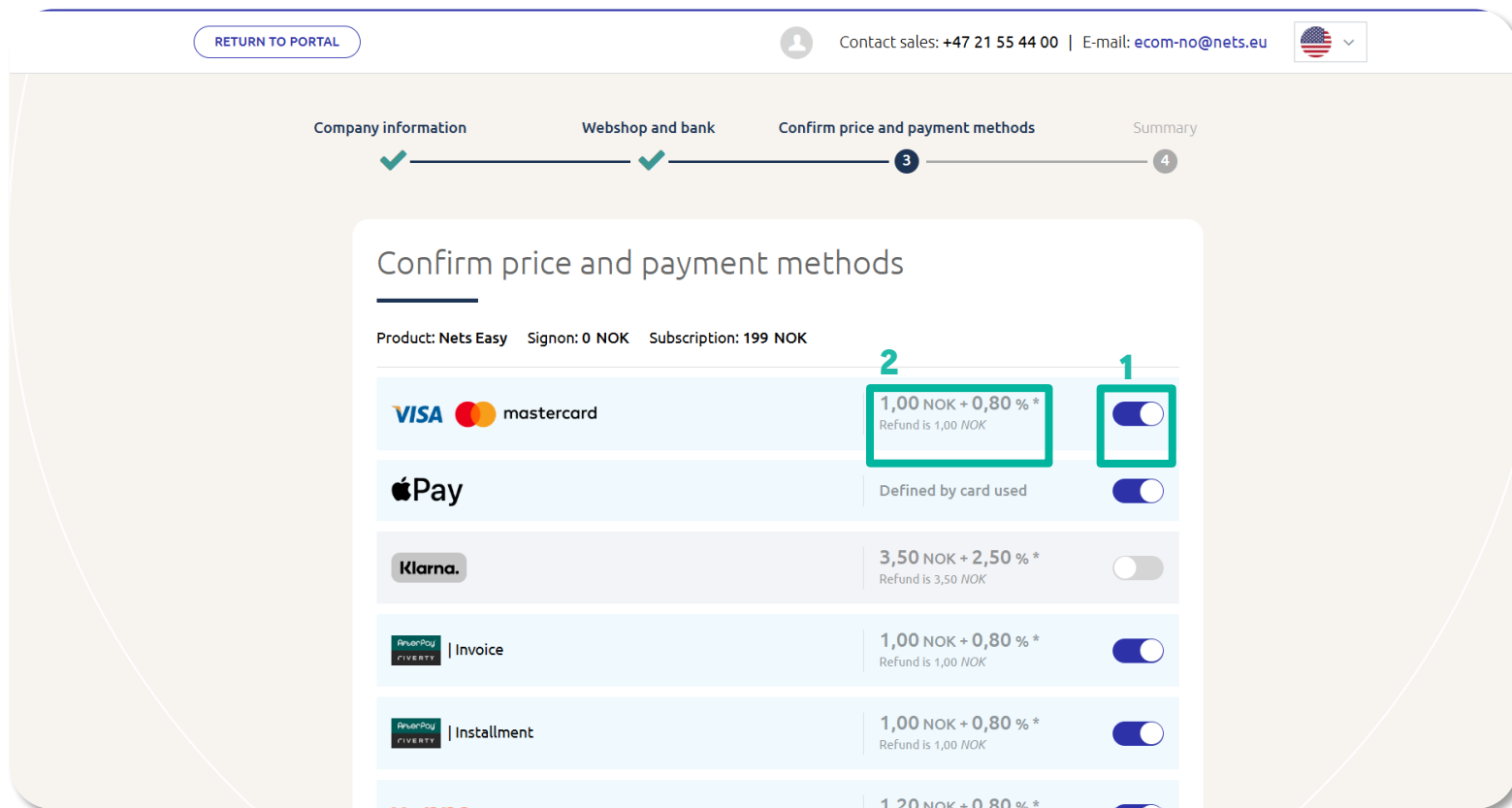
- ☐ Yes
- ☐ No

Prepayment is the sale of products and services that is sent/delivered in its full at a future date. This includes deposits, membership, subscription, travel, tickets, etc.

The Merchant onboarding experience 5/6

Controlling payment methods and pricing

1. **Add** or remove **payment methods** by using the toggle
2. **Double check pricing**, if something looks off, contact your seller
3. **Scroll down** to **confirm** to and continue to summary



RETURN TO PORTAL

Contact sales: +47 21 55 44 00 | E-mail: ecom-no@nets.eu 

Company information ✓ Webshop and bank ✓ **Confirm price and payment methods** 3 Summary 4

Confirm price and payment methods

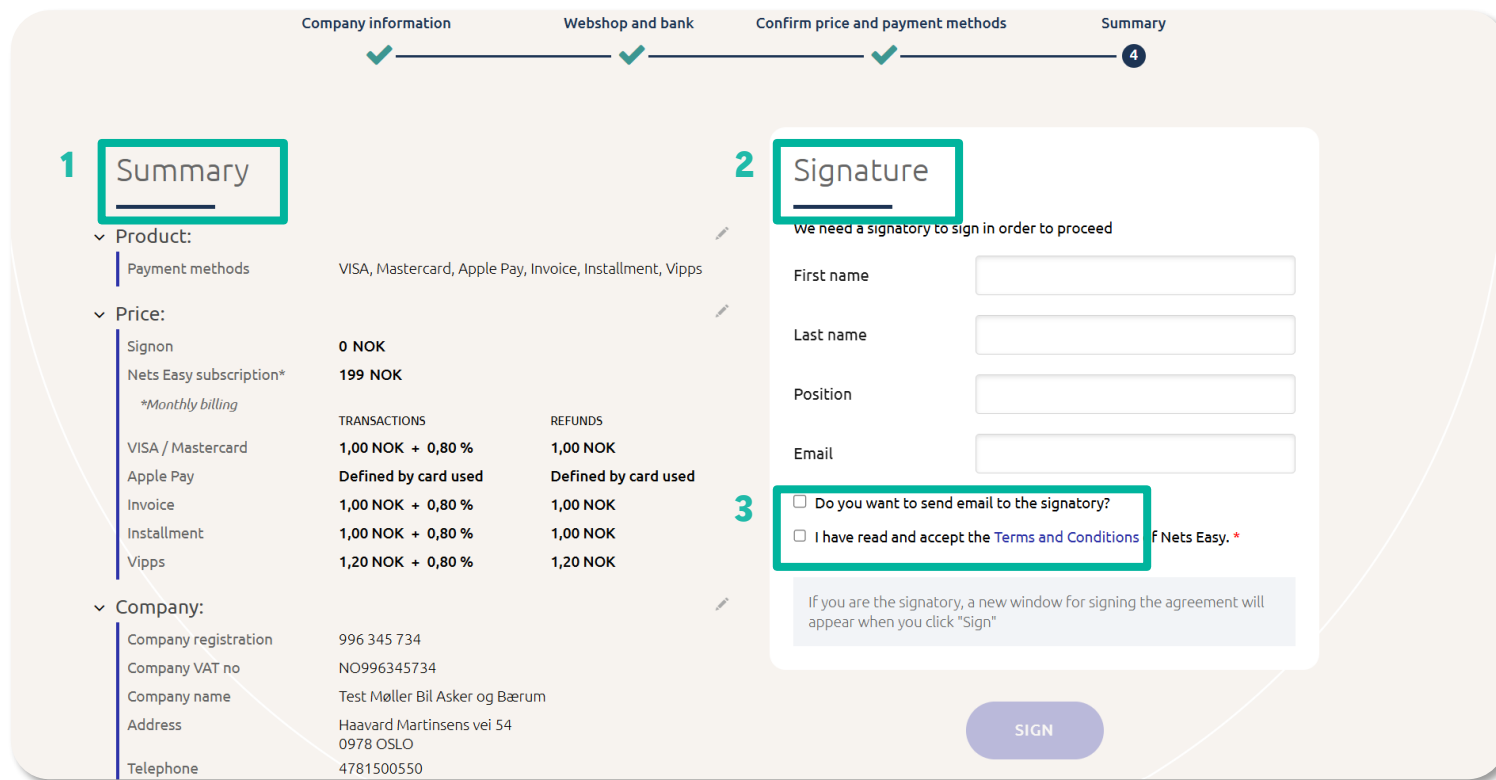
Product: Nets Easy Signon: 0 NOK Subscription: 199 NOK

VISA  mastercard	1,00 NOK + 0,80 % * Refund is 1,00 NOK	☒
Apple Pay	Defined by card used	☒
Klarna.	3,50 NOK + 2,50 % * Refund is 3,50 NOK	☐
 Invoice	1,00 NOK + 0,80 % * Refund is 1,00 NOK	☒
 Installment	1,00 NOK + 0,80 % * Refund is 1,00 NOK	☒
	1,20 NOK + 0,80 % *	

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Signing the agreement

1. **Review** the summary and ensure all information is correct
2. If you **are the signatory**, fill in your information, read the terms and conditions and continue to **digital signing**
3. If you are **not the signatory**, fill in the signatory information and tick the **e-mail to signatory box**
If the form is signed by a person without signing rights, power of attorney and copy of ID will be requested.
4. **Keep an eye on your e-mail** inbox and **spam filter**, if information is missing you will be contacted by phone and e-mail



The screenshot displays the final steps of the merchant onboarding process. At the top, a progress bar shows four steps: 'Company information', 'Webshop and bank', 'Confirm price and payment methods', and 'Summary' (the current step, marked with a '4' in a circle). Below the progress bar, the 'Summary' section is highlighted with a red box and labeled '1'. It contains a table with the following data:

Product:		Payment methods	
VISA, Mastercard, Apple Pay, Invoice, Installment, Vipps			
Price:			
Signon	0 NOK		
Nets Easy subscription*	199 NOK		
*Monthly billing			
TRANSACTIONS		REFUNDS	
VISA / Mastercard	1,00 NOK + 0,80 %	1,00 NOK	
Apple Pay	Defined by card used	Defined by card used	
Invoice	1,00 NOK + 0,80 %	1,00 NOK	
Installment	1,00 NOK + 0,80 %	1,00 NOK	
Vipps	1,20 NOK + 0,80 %	1,20 NOK	
Company:			
Company registration	996 345 734		
Company VAT no	NO996345734		
Company name	Test Møller Bil Asker og Bærum		
Address	Haavard Martinsens vei 54 0978 OSLO		
Telephone	4781500550		

To the right of the summary table is the 'Signature' section, highlighted with a red box and labeled '2'. It contains the text 'We need a signatory to sign in order to proceed' and four input fields: 'First name', 'Last name', 'Position', and 'Email'. Below these fields is a section labeled '3' with two checkboxes: 'Do you want to send email to the signatory?' and 'I have read and accept the Terms and Conditions of Nets Easy. *'. A note at the bottom of the signature section states: 'If you are the signatory, a new window for signing the agreement will appear when you click "Sign"'. A 'SIGN' button is located at the bottom right of the form.