

Get paid from ZEPETO Studio in a fast, low-cost and easy way!



ZEPETO Studio partnered with Payoneer to offer you a fast, low-cost, and easy way to get paid from Naver Z. This FAQ sheet provides you with essential information to help you understand how Payoneer works and how to sign up to Payoneer.

Why Payoneer



Greater flexibility

From your Payoneer account, choose how to withdraw your funds



Faster payments

Receive your funds in minutes to your Payoneer account

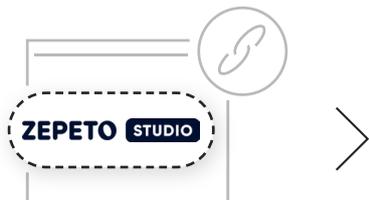


Lower fees

Avoid excessive transfer fees

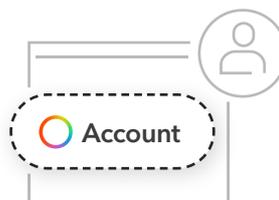
How it works

1



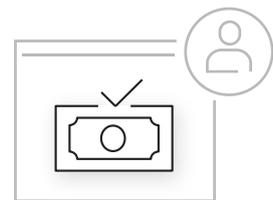
In your ZEPETO studio, under Payment Info tab, click "Connect to a Payoneer account"

2



Complete the steps required to sign up

3



Start getting paid

Benefits of Payoneer

Receive funds from anywhere in the world to one consolidated place! From the Payoneer account you can:



Payoneer Account

Control how and when you withdraw your funds with Payoneer account

- **Fast** - Access your funds within minutes
- **Payment Flexibility** - From your Payoneer account, choose to be paid into your local bank account, to a pre-paid Card or to local e-wallets (refer to Payoneer for the available e-wallets)
- **Low-cost** - Enjoy low and competitive transaction costs
- **Supported** - Receive email notifications when your funds arrive

Frequently asked questions

Payoneer empowers global commerce by connecting businesses, professionals, countries and currencies with its innovative cross-border payments platform. In today's borderless digital world, Payoneer enables millions of businesses and professionals from more than 200 countries to reach new audiences by facilitating seamless, cross-border payments. Additionally, thousands of leading corporations including Airbnb, Amazon, Getty Images, Google and Upwork rely on Payoneer's mass payout services. With Payoneer's fast, flexible, secure and low-cost solutions, businesses and professionals in both developed and emerging markets can now pay and get paid globally as easily as they do locally

How do I register to Payoneer

1

Fill in your details: input your date of birth as listed on your government-issued ID. You must be over 18 years old.

Payoneer Sign Up

Getting Started Contact Details Security Details Almost Done

Select your type of business

Individual
My business isn't registered

Company
Includes sole proprietorship, corporation, LLC

Please fill in the fields in English characters only

First name: jen

Last name: San Antonio

Email address: jens@payoneer.com

Re-enter email address: jens@payoneer.com

Date of birth: 07/01/2000

By clicking "NEXT" you confirm that you have read and understood the Payoneer [Privacy & Cookie Policy](#) and agree to its terms.

NEXT

2

An SMS code will be sent to your contact number for verification.

Payoneer Sign Up

Getting Started Contact Details Security Details Almost Done

Please fill in the fields in English characters only

Country: Philippines

Street and number: Menarco Tower, 32nd Street

More address details (optional)

City/Town: Taguig

Postal/ZIP code

Mobile number: +63 9178296356

Click **Send code** and enter the verification code we send to your mobile number

Verification code Send code

3

Enter your security details. Accepted and highly recommended IDs are Passport, Driver's license, UMID.

Payoneer Sign Up

Getting Started Contact Details Security Details Almost Done

Please fill in the fields in English characters only

Username: jens@payoneer.com

Enter password:

Re-enter password:

Security question: How old was your father when you were born? Security answer: 40

ID details

Issuing country of ID: Philippines

ID type: Driving License ID number: 123456789 Why

Date of expiration: 07/31/2022

Please enter the code below: JUDBY

Send code

- 4 Fill in your bank details: Make sure that the bank account name and your Payoneer account name matches.

Payoneer Sign Up

Getting Started Contact Details Security Details **Almost Done**

Please add a bank account for withdrawals that belongs to you or your company

Personal account Business account

Bank Country
Philippines

Currency
PHP

[Click Here](#) for bank account registration guide

Bank Name
Bank Of The Philippine Islands

Account Holder Name
Jen San Antonio [Why can't I change this?](#)

Account Number
1234567890

I agree to the [Terms and Conditions](#) and [Privacy & Cookie Policy](#)

I agree to the [Pricing and Fees](#)

Watch the demo here to learn more



What happens after I register?

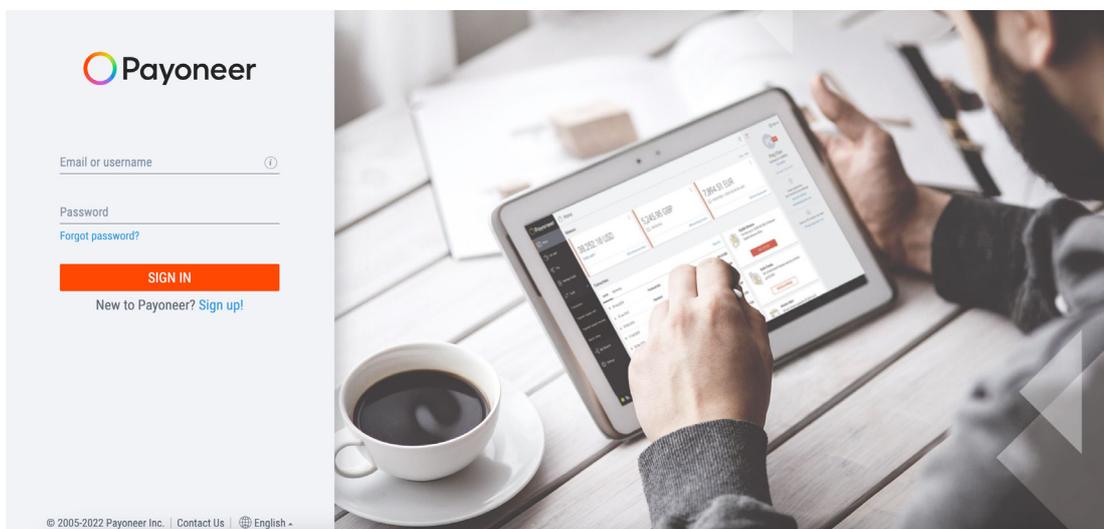
Once you have submitted your Payoneer application, you can view your account status at any time by logging in to your [Payoneer Account](#).

New applications are usually reviewed immediately. Once approved, you will receive an email confirmation with further details. In some situations, you may be asked to provide extra details such as a copy of your ID, Certificate of Incorporation, bank statement or other documents.

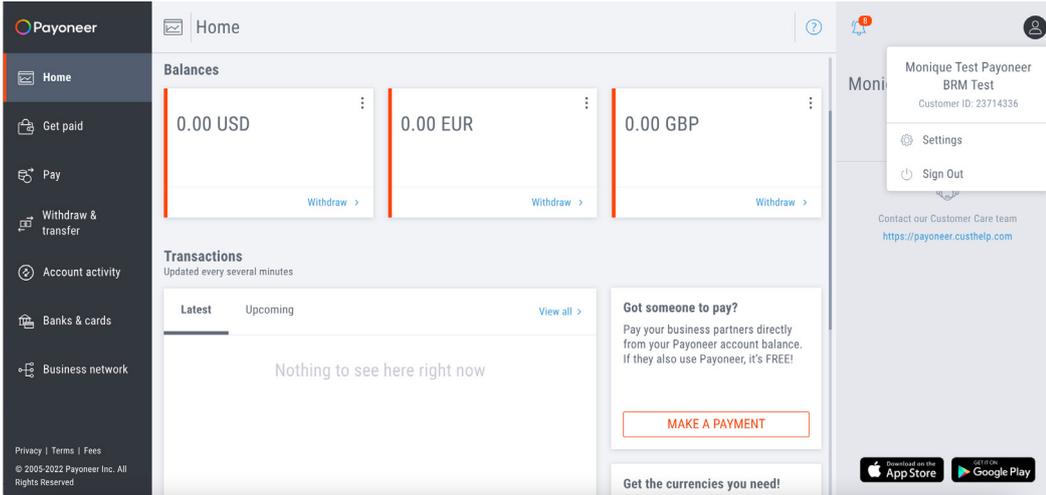
Once you register, Payoneer will be your default method of payment going forward.

How do I verify my Payoneer account?

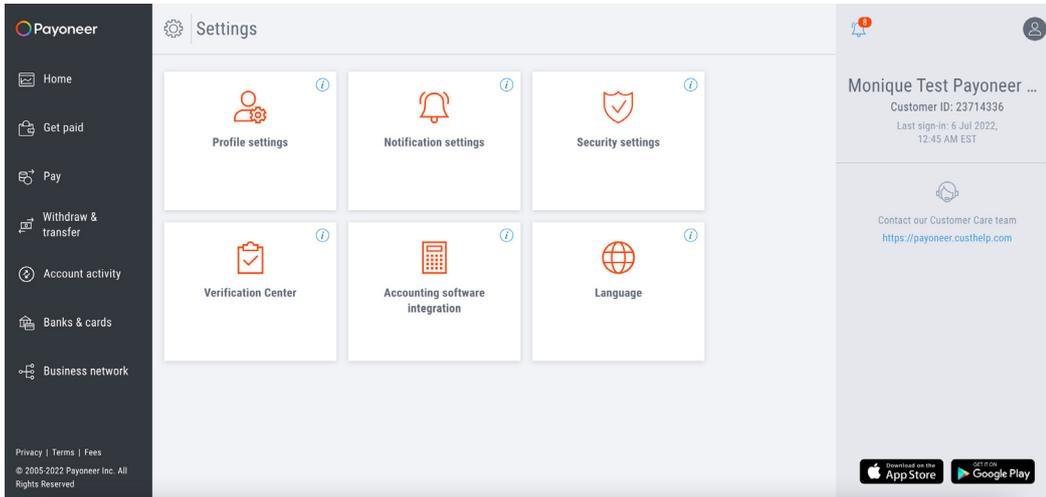
- 1 Log in to your Payoneer account



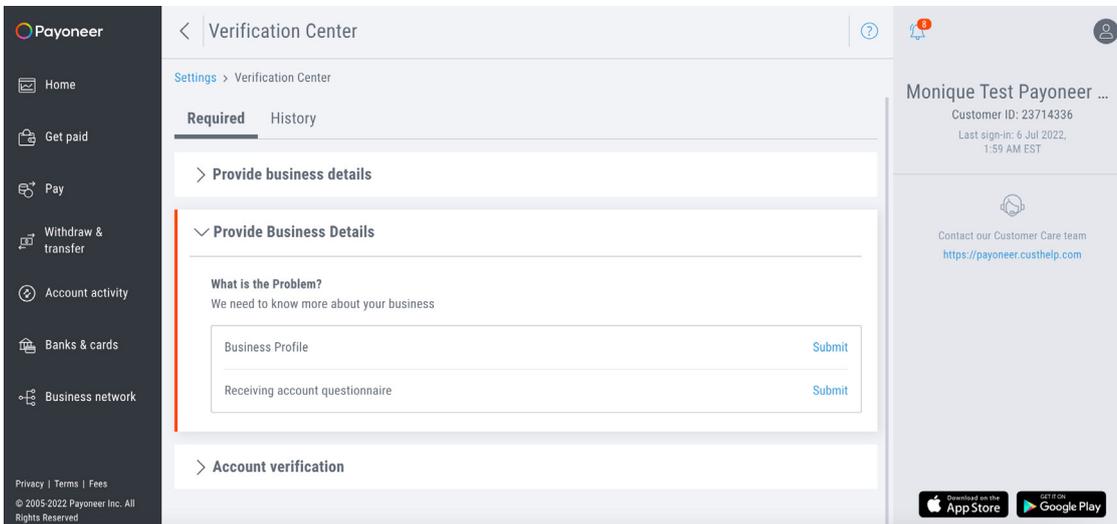
2 Click your profile and choose Settings



3 Click Verification Center



4 Click 'Provide business details' and click on 'Submit' under 'Business Profile'



5

Fill in the questionnaire. under 'What is your connection to the website provided?' Choose 'Other' and type in "I am a content creator receiving from Naver Z, a Payoneer Partner."

MY VERIFIED INFORMATION

To approve your request to receive payments, we need to know more about your line of business

Business Profile

Answer a few questions about your business

Select the category that best describes your line of business

Products - supply & logistics
 Content & translation
 Programming & tech support
 Design & multimedia
 Marketing performance
 Consulting & management

Can't find your line of business in the list of supported business categories? Check out our [FAQ](#).

What is your DBA (doing business as) name? (i)

Tell us a bit about how your business operates (i)

Enter the direct URL of your business's primary website or social media page. Website should not be offline or under construction. (i)

www.mywebsite.com; www.fiverr.com/profilename; www.upwork.co...

What is your connection to the website provided?

I own it
 I co-own it
 I operate it
 Other

Explain your connection to the website

I am a content creator receiving from Naver Z, a Payoneer Partner

Do you have an additional website

Yes
 No

How do I view my Payoneer Account balance?

Sign in to your [Payoneer Account](#). Your current account balance will be displayed at the top of the page, below the menu.

How do I withdraw funds from my Payoneer Account?

You can easily withdraw funds to your local bank account.

To learn more about our Withdraw to Bank Account service, [click here](#).

How do I check my transaction and payment history?

Sign in to your [Payoneer Account](#) and go to the "Activity" menu, or click on either of the links below:

- To view your payment history, [read here](#).
- To view your transaction history, [read here](#).

How can I change my bank details?

In order to change your bank details, you will need to reach out to our customer care team. Be prepared to provide them with a reason for the requested change along with a bank statement, voided check, or a screenshot to. Your online bank account with all relevant banking details. Once you provide the needed information and documentation, our customer care team will update your bank account details..

Where is my payment?

Missing a payment? No problem. We'll get to the bottom of it. A few things to take into consideration:

- Was the payment already issued by ZEPETO Studio? If not – please contact them directly for further clarification
- Have enough business days passed? Keep in mind that every country has a standard amount of acceptable business days that it takes to issue payments. Ask yourself if this time has passed: If it hasn't – don't worry. Your payment will shortly land in your bank account. If the time has passed...
- Still missing a payment? Please contact customer care to ensure your banking details are correct. Be prepared to provide them with a bank statement or voided check dated less than three months back.

Why is my account locked?

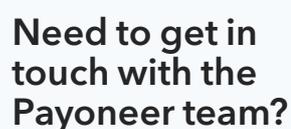
If you enter incorrect login info more than three times in a row, your account will be locked temporarily for 30 minutes. Afterwards, it should unfreeze itself automatically. If you do not recall your password, please reset. If you have any other password issues, or find yourself locked out of your account for an extended period of time, please contact the customer care team.

How do I update my personal details?

To update your personal details, please reach out to the customer care team. They will ask you to provide them with a government issued photo ID for the proof of change, along with a reason for the change (type in the name, change of name, change of relationship status, etc.)

How much are the fees?

Read more about Payoneer fees here: <https://www.payoneer.com/about/fees/>.



Need to get in touch with the Payoneer team?



○ Support Center: <https://payoneer.custhelp.com/>
○ Hotline: +1-800-132-00003
f <https://www.facebook.com/Payoneer/>
t @payoneer
in <https://www.linkedin.com/company/payoneer/>
f <https://www.facebook.com/groups/PayoneerPhilippines>