

# Nayax Customer Onboarding Process

**Required Customer Information at time order is placed with Kleen-Rite.**

*Note: This information will be what is used on your Nayax Account and should match what will be used when the customer account is activated as per the following instructions.*

Name

Company Name

e-mail address

**Within 48 hours of order shipping, the following e-mail should be received from donotreply@nayax.com.**

*\*Note: Check your spam. If you do not receive your e-mail within 48 hours of your order shipping e-mail Kleen-Rite: vendor@kleenrite.com*

Congratulations on purchasing your machine(s)



Do not Reply <donotreply@nayax.com>  
To: test@gmail.com, Carly Furman

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION: External Sender, Do not click on links or open attachments unless you recognize the sender.**



Congratulations on purchasing your machine(s) from Carly's OEM/Reseller - Test, which is/are enabled with Nayax's cashless and remote monitoring solution; the Nayax device(s) will allow you to accept cashless payments on your machine(s) and access to Nayax's backend management portal and loyalty platform. Our goal is to provide you with an efficient and seamless process to get your Nayax account set-up.

Please follow the embedded link [Customer LP Link](#) to set-up your Nayax account once you receive your machine.

After you complete your contact info in the linked customer landing page, you will receive an email that will allow you to e-sign and execute your Nayax Service and Clearing Agreements, as well as securely submit your mandatory Know Your Customer ("KYC") documents.

Please note, the legal account name you put will be on the Agreements. Legal account names can only be a business name if that business is legally registered with your state, you have a FEIN and a business checking account in the same name. Otherwise, please put your first and last name as legal name for your Nayax account (you will need to provide a W9 with your Social security number and provide a personal checking account in your name) and you can use a DBA name that you choose for operating your Nayax account.

These agreements and documents are required to be completed before we can set-up your devices in the Nayax system. Please allow up to 7 business days after signing and submitting your KYC documents for your devices to become useable.

You will know your Nayax devices are live and ready to accept payments on your unattended machine when you get an invitation by email to the Nayax backend system, as well as you will receive status emails along the way.

Thank you for your business and we look forward to being you cashless technology partner!

Nayax Onboarding Team.



Click the Customer LP link to get to the Log In screen to complete the Customer LP portion.

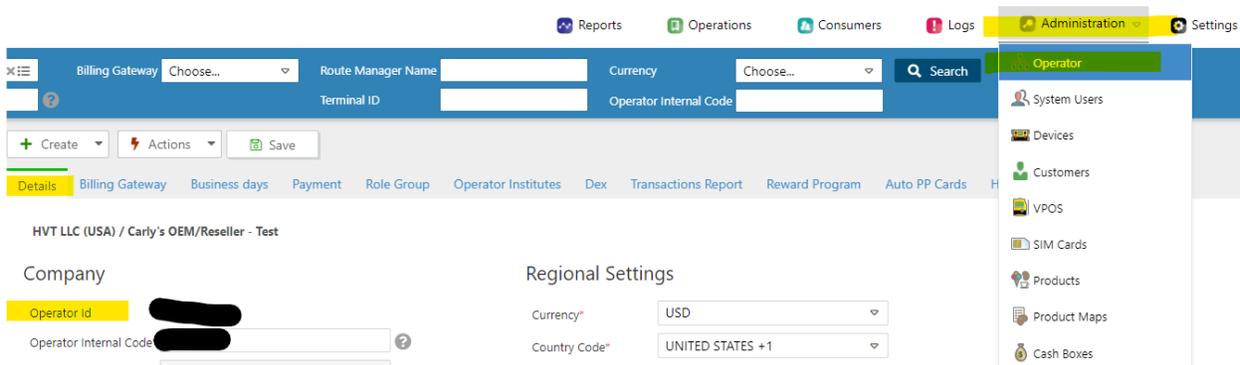
## 1. Login

### Existing Nayax Users Login

Customers who already have a Nayax account login and will be adding additional devices to their existing account, should login with their e-mail address and DCS ID.

*Note: If you are an existing customer and do not know your DCS ID, you can find it in the Nayax system by going to:*

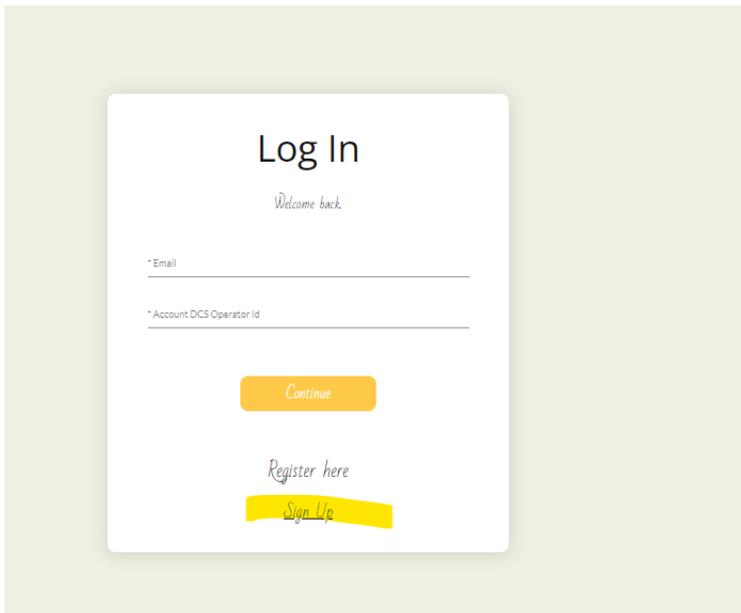
*Administration > Operator then go to the "Details" tab (see below path and example of the "Operator ID" field for a demo OEM)*



### New Nayax Users Login

Click the Sign Up Button and create your account.

Record your DCS ID for future login / adding future units.



2. Fill out the mandatory fields to add your new units and submit
3. Within 48 hours, you will receive an e-mail with a link to sign Nayax Service and Processing Agreement and KYC Documents. This is for compliance. Complete and sign Nayax Service and Processing Agreement and KYC Documents

*Check your spam. If you do not receive your e-mail within 48 hours of submitting your new device form, e-mail Nayax: [jamesp@nayax.com](mailto:jamesp@nayax.com) and [taylor@nayax.com](mailto:taylor@nayax.com) and cc: [Harry@nayax.com](mailto:Harry@nayax.com)*

*Note: Signing the Nayax Service and Processing Agreement and successfully completing the KYC verification are required before Nayax can pay out Operators for their unattended machine's sales.*

**Note:**

Please allow 10 business days after document completion for your device(s) to become operational

In some cases, the operator may be activated before their compliance is finalized. The operator can still process with their customers, but Nayax must hold the funds until compliance is completed. Funds cannot be deposited into a bank account until compliance completion. For compliance questions, reply to the email you received from [uscompliance@nayax.com](mailto:uscompliance@nayax.com). \*Do not send a new email as it is automated and linked for e-mail trail purposes.

**What is Compliance?**

Compliance/KYC (Know your Customer) is part of AML (Anti-Money Laundering) policy for all financial institutions and payment facilitation services. Part of KYC is ensuring that companies who receive payments are not laundering money and have owners/officers who are not on watch lists like OFAC Sanction Lists. All companies like Nayax (including processors) do this. It is required by FinCen.

If you have not received your activation Welcome to Nayax e-mail within 10 business days, e-mail Nayax: [jamesp@nayax.com](mailto:jamesp@nayax.com) and [taylor@nayax.com](mailto:taylor@nayax.com) and cc: [Harry@nayax.com](mailto:Harry@nayax.com) to check status.