

Supported payment methods

Question

Which payment methods does Openprovider support?

Answer

Based on the account settings and location, the [Reseller Control Panel](#) will show relevant payment methods. All payments must be initiated in your control panel.

Important!

Due to recent changes at our payment provider adyen, some payment options might not be available due to your account settings and the error "***We couldn't load the payment area. Please try again***" is shown. Please see the information below for the current situation. In case additional payment methods are added or restrictions are dropped, we will update this page.

The following methods are supported by Openprovider:

- **Credit card:** is processed in realtime, but a maximum amount applies. Supported credit cards are Visa, Eurocard Mastercard, and American Express. Transaction costs may be charged. This will be visible when selecting this payment method.
NOTE: **3D Secure** must be supported by your bank to use this option!
This method is available for all resellers.

- **iDeal/Wero:** a Dutch realtime payment method, supported by most Dutch banks. This payment method is free of charge and no maximum applies.
This method is only available for Dutch and Belgium resellers (with a Dutch / Belgium address in their account settings)

- **Wire transfer / Bank transfer:** an offline payment method, where you order your bank to send a certain amount to Openprovider. No maximum applies.
This method is only available for EU* resellers (with an address inside the EU in their account settings) AND currency set to EURO. (not available for accounts in Dollar, Pounds, etc)

Please note:

- This payment method is not enabled by default. Please contact accounts@openprovider.com to have it enabled. Include a copy of your commercial business document in the request for validation.
- Prepare for a processing time of 2 to 5 business days, depending on your country and your bank. If you urgently need to top up your balance, consider a credit card or iDeal/Wero payment.
- **Both the amount and the payment reference that you get after initiating the payment via your control panel should exactly match!**
- If these data do not match or the payment has been done more than 30 days after it was initiated, our payment provider will no longer accept the payment and will return the money to the sender. A new payment order needs to be initiated in that case.
IMPORTANT. Please make sure that you include only Payment reference and NO information on you own (like Paying for Reseller ID xxx, Openprovider payment, etc) in Payment concept, otherwise it will cause mismatch and the payment will be declined.

- **Bancontact**

Bankcontact is also known as *Mister Cash*. The deposit will be increased immediately after the payment is fulfilled. The maximum payment allowed is € 146.000,00 per payment. This payment option is only available for Belgian customers. Transaction costs may be charged. This will be visible when selecting this payment method.
This method is only available for Belgium resellers (with a Belgium address in their account settings)

- **Paypal**

The maximum payment allowed is € 15.000,00 per payment. Transaction costs may be charged. This will be visible when selecting this payment method. We can not guarantee realtime payments, Paypal can process it within minutes or it can take up to 2/3 days.
This method is available for all resellers.

- **JCB**

A minimum of € 1.000,00 applies, and the maximum payment allowed is € 15.000,00 per payment. Transaction costs may be charged. This will be visible when selecting this payment method. This method is not realtime. When the online payment is processed the balance will be increased automatically in your Openprovider control panel.
This method is available for all resellers.

- **Diners Club**

A minimum of € 1.000,00 applies, and the maximum payment allowed is € 15.000,00 per payment. Transaction costs may be charged to your account. This will be visible when selecting this payment method. This method is not realtime. When the online payment is processed the balance will be increased automatically in your Openprovider control panel.

This method is available for all resellers.

- **Razorpay**

The minimum top-up amount is 1₹ and the maximum top-up amount depends on the payment method and allows top-ups up to ₹1000000 (with credit cards). Razorpay supports the following payment methods: Credit Cards, UPI, and NetBanking. With these payment methods, Indian users will be able to instantly top up their accounts. Transaction costs may be charged and will vary depending on the payment method.

This method is only available for users who have their wallets set to Indian Rupees.

All payments are processed by a **third-party payment gateway - Adyen**, thus its name may appear on one's bank-statement receipts instead of Openprovider.

- **Crypto currency**

We support BTC, ETH and USDC.

Supported Currencies	BTC, ETH, USDC
Payment Type	Account balance top-up
Confirmation Time	A few minutes to ~30 min depending on network
Openprovider Fee	2% (standard network fees apply)
Refunds	Credited to Openprovider balance (not back to wallet)
Exchange Rate	Locked at time of payment request (15-30 min window)

Note : Crypto is not available for Indian customers (Jurisdiction).

Contact [the support team](#) if you have any queries regarding Crypto payments.

Important:

Resellers in **Russian** jurisdiction (country = Russia, currency = Ruble) only have the option to increase their balance via a Wire/Bank transfer to our direct bank account at the moment due to the conflict. Our payment provider Adyen is not supporting those payments anymore via creditcard / paypal ect.

You can find the payment [instructions](#) in your control panel. Please make sure to add your resellerID in the payment description, as our finance team will need to add the payment to your account.

These bank-payment will take 2 / 3 business days to be processed.

If the payment has not been added to your account after 3 days, please sent a proof of payment to support@openprovider.com

Troubleshooting

In case all details are correct and you still encounter the error **We couldn't load the payment area. Please try again**", please check your VAT number* in your account. Use the European VAT database to preform the check : https://ec.europa.eu/taxation_customs/vies/#/vat-validation

In case your VAT number is invalid, the payment module will not be loading correctly.

*Only applicable for account with a VAT number added in the account details

In case your creditcard payments fails, please contact your bank and check if your bank support **3D Secure payments**. In case the bank does not support 3D secure payments, the payment will be rejected automatically. Please consider to use alternative payment options like paypal. As a workaround, you can connect your creditcard to your paypal account to avoid this problem.

* **EU resellers** - the following list of country codes are considered EU countries and are eligible to use a Sepa / bank transfer if EURO as currency is used:

AD, AT, AX, BE, BG, BL, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GF, GG, GI, GP, GR, HR, HU, IE, IM, IS, IT, JE, LI, LT, LU, LV, MC, MF, MQ, MT, NL, NO, PL, PM, PT, RE, RO, SE, SI, SK, SM, VA, YT.

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