

*Villey.*

# HOW TO CONNECT YOUR BANK DETAILS WITH STRIPE

HELPER SUPPORT GUIDE





# HELLO & WELCOME!

This document is designed to support Villey Helpers seamlessly connect their bank details with Stripe Connect.

All Villey helpers are required to complete this step before they are able to connect with clients and book jobs through the Villey platform.

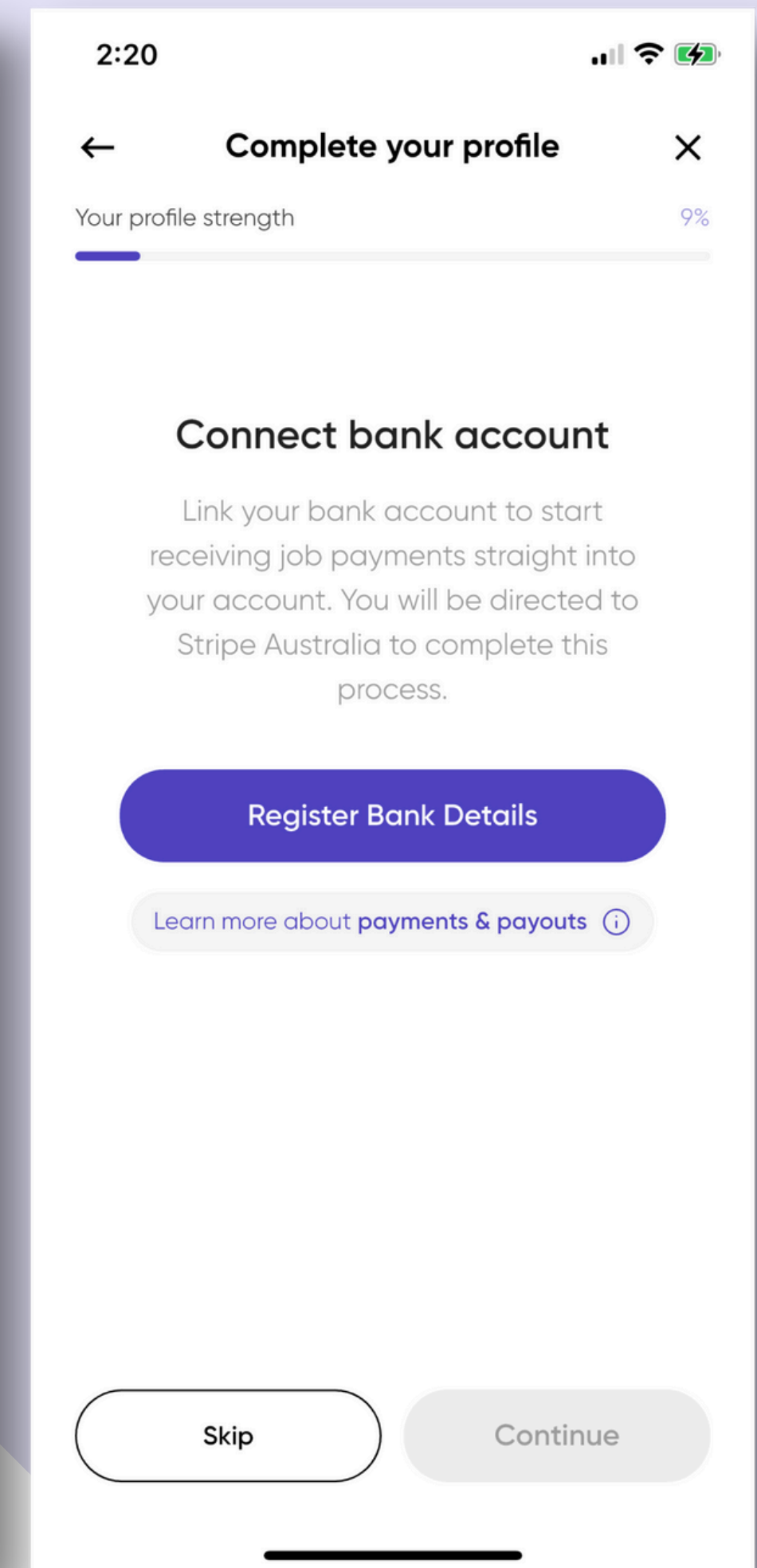
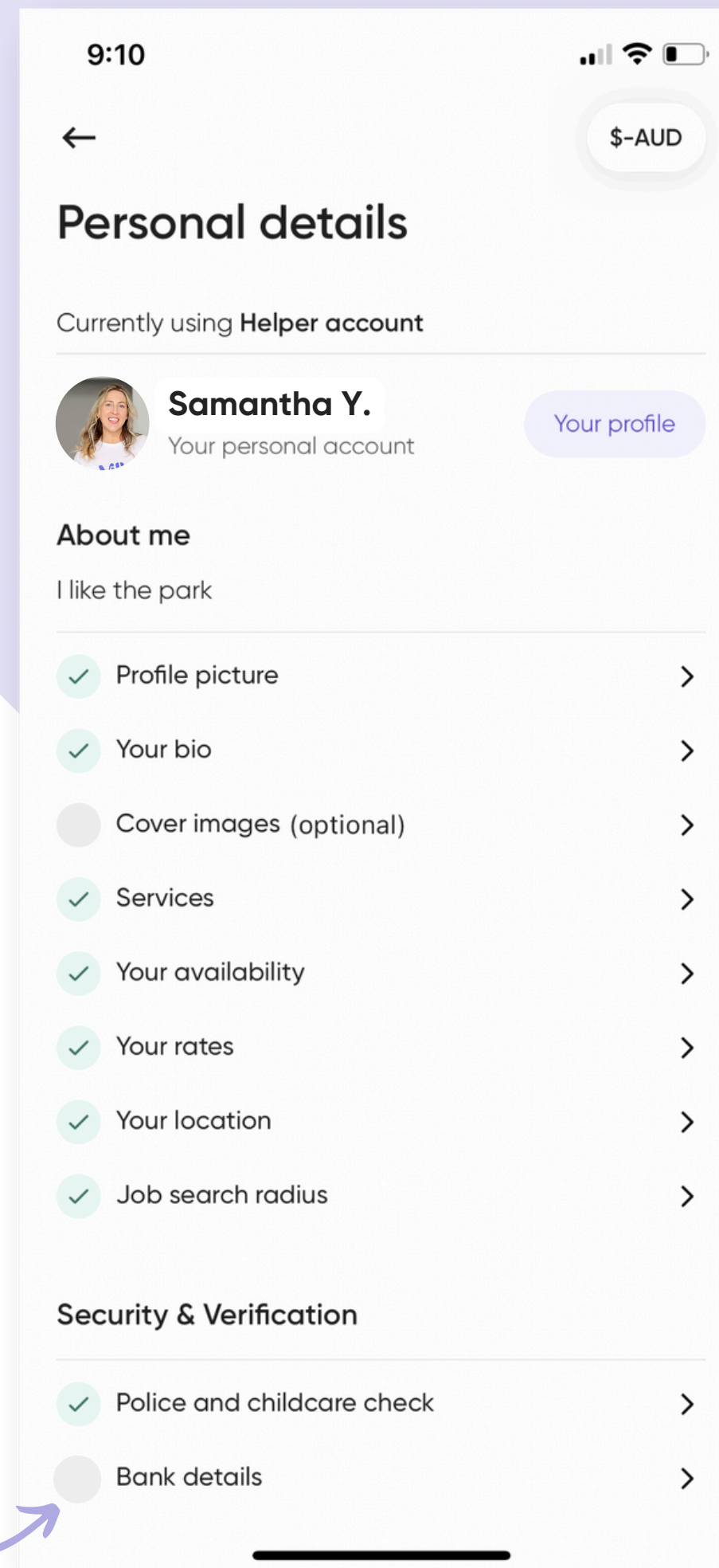
# STEP ONE: SIGN UP AND PROGRESS TO THE BANK DETAILS PAGE

Start the process of linking your bank details by following these steps.

Click on the **Bank Details** at the bottom of the profile set-up screen.

Then, click **Register Bank Details** which will take you to the Stripe Australia platform to fill in your details.

**Hint:** This step will become a green arrow once successfully completed



## STEP TWO: GET PAID BY VILLEY

In this step you are required to enter the **same email address** you are using for your Villey profile. This should happen automatically. If it doesn't, please re-enter your email address.

Secondly, enter your mobile number and click **continue**.

**Hint:** This arrow will log you out of Stripe.

7:10

← Return to Stripe

**Villey**

Villey partners with Stripe for secure payments and financial services.

### Get paid by Villey

Fill out a few details so you can start getting paid.

Email

Mobile number

AU +61 2 1234 5678

We'll text this number to verify your account. Message and data rates may apply. By continuing, you agree to our [Terms of Service](#) and [Privacy Policy](#).

Continue →

This site is protected by reCAPTCHA and hCaptcha. The Google [Privacy Policy](#) and [Terms of Service](#), as well as the hCaptcha [Privacy Policy](#) and [Terms of Service](#), apply.

## STEP THREE: VERIFY YOUR MOBILE NUMBER

Stripe will send a Verification Code via SMS to the mobile number entered in Step One.

Verify your mobile number using the code sent to you.


Once the code is entered, proceed to the next step.

**Hint:** This arrow will log you out of Stripe.

7:10

←

Enter the verification code we sent to your number ending in ••75



[Resend code](#)

[← Use a different mobile number](#)

This site is protected by reCAPTCHA and hCaptcha. The Google

^ v Done

From Messages  
525860

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

## STEP FOUR: ABOUT YOUR BUSINESS

All Villey helpers require an Australian Business Number (ABN) to earn with Villey.

This step asks for information about your business.

Most helpers will be operating as a sole trader. Please fill in the fields accurately, followed by selecting **'I have an ABN'**, before continuing.

[Don't have an ABN yet? It's free & easy - click here!](#)

**Hint:** This arrow will log you out of Stripe.

**Hint:** Change this to the option which best suits you!

7:10

← Return to Villey

Villey

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### Tell us about your business

Country

Australia

Please select the country where you or your business will legally operate.

Type of business

Company

Business structure

Proprietary company

Continue →

Type of business

Individual / Sole Trader

Business structure

I have an Australian business number (ABN)

I do not have an ABN

Continue →

Type of business

Please choose an option

✓ Company

Partnership

Trust

Individual / Sole Trader

Not-for-profit (NFP)

Individual / Sole Trader

## STEP FIVE: TELL US MORE...

Follow the steps to fill in the fields accurately.

Please fill in your ABN number and your business name. For sole traders, this might be your own name.

**Don't have a website?**  
Select **'add a product description instead'**.

7:14

←

### Tell us more about your business

Stripe collects this information to better serve your business and help meet the requirements of regulators, financial partners, and our [Services Agreement](#).

Legal business name

The name you provide must exactly match the name associated with your tax ID.

Australian business number (ABN)

We need your 11-digit [Australian Business Number](#).

Doing business as Optional

The operating name of your company, if it's different than the legal name.

7:14

The operating name of your company, if it's different  
← the legal name.

Registered business address

Address line 1

City

State

Postal code

You can use your home address as your business address.

Business website

No website? You can share an app store link, a business social media profile, or [add a product description instead](#).

Continue →

Product description

**Providing support for busy families through the Villey app!**

In a sentence or two, tell us what products or services you provide, and when you charge your customers (such as during checkout or three days later). This helps us understand your business and process your application quickly. If you have a website, [provide your business website instead](#).

Continue →

**Hint:** Lots of helpers won't have their own websites. **Use a description instead!**

# STEP SIX: LINK YOUR BANK ACCOUNT

Select to link your bank account.

Enter the details of your nominated bank account.

**Please note:** It is the helper's responsibility to ensure these details are correct and up-to-date.

You will be able to edit or link a new account at a later date if your details change.

**Hint:** This is where you will receive your earnings. Double check they're right!

7:19

←

## Select an account for payouts

Earnings that you receive on Stripe will be sent to this account.

Bank account  Debit card

BSB (Bank Service Branch code)

110000

Account number

000123456

Confirm account number

000123456

I agree to this Direct Debit Request and the [Direct Debit Request Service Agreement](#), and authorise Stripe Payments Australia Pty Ltd (ACN 160 180 343, Direct Debit User ID number 507156, "Stripe") to debit my account through the Bulk Electronic Clearing System (BECS) in the event that the net activity in my Stripe account on any day is negative or for any other reason relating to the Stripe Services. I certify that I



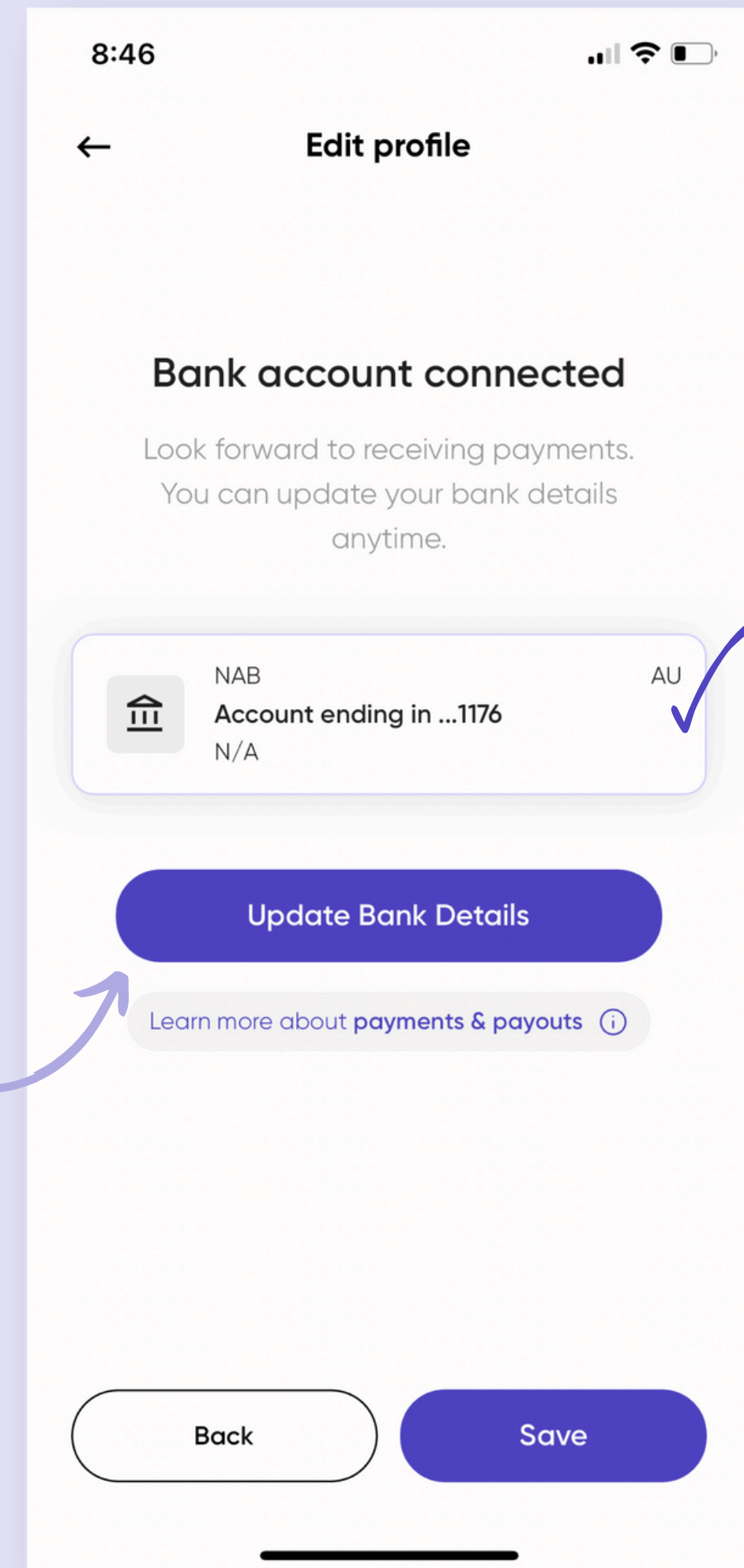
# STEP SEVEN: CONNECTED ACCOUNT

**Great! You're connected.** Please check your email to verify your identity.

Once you have completed the steps you will return to this page and see your **Bank Account Connected.**

You are required to update or edit your linked account if your details change.

It is your responsibility to ensure these details remain up to date. Villey takes no responsibility for incorrect banking details.



**Hint:**

Update/edit your details here

# STEP EIGHT: EARNINGS DASHBOARD

Review your **confirmation email** for links to access your earnings dashboard with Stripe Connect.

This confirmation email will be sent to your nominated email address.

Ensure all ID verification steps are completed (you will be prompted if you need anything additional).

Your earnings dashboard will display your earnings, upcoming and past payouts. This dashboard will help you come tax time.

**stripe**

**Update your payout information to receive your payments from Villey**

Stripe needs to know where to send your earnings from Villey. You can use your Stripe dashboard to securely add checking account or debit card information, and track the progress of your earnings.

[Update payout details](#)

We take your privacy and data security seriously. See Stripe's security and privacy policy, and our privacy policy.

This email relates to your Stripe account. Account ID: [redacted]

Need to refer to this message? Use this ID: em\_1tmm...

**stripe**

**[YOUR ABN BUSINESS NAME] is ready to get paid with Villey**

Thank you for setting up your Stripe account with Villey. To help us protect your account, please confirm your email address.

[Confirm your email](#)

By signing up for a Stripe account with Villey, you gain access to a secure platform used by thousands of businesses to send payments to users around the world.

As [YOUR ABN BUSINESS NAME] earns money, we'll send payments to your bank account. You can track when you'll receive each payment in your Stripe dashboard, which you can access through your Villey account. If you have any additional questions about when your payments are arriving or how much you're receiving, please reach out to Villey's support team.

To get you started collecting payments right away, we gather the

**Villey**

**Overview**

Balance

**Total earnings** ⌵

**\$84.48 AUD** +220% vs. last period

Past 7 days

**Balance**

Total balance ⌵ **A\$0.00 AUD**

Future payouts **A\$0.00 AUD**

In transit to bank **A\$0.00 AUD**

[See details](#)

**Activity** See all

- Your \$84.48 payout from Villey is on its way. 30 Aug 2024
- Your \$26.40 payout from Villey is on its way. 27 Aug 2024
- Your \$52.80 payout from Villey is on its way. 19 Aug 2024

**Recent transactions** See all

Date	Status	Type	Amount	Net
30 Aug	Paid	Payout	-\$84.48	-\$84.48 AUD
28 Aug	Succeeded	Payment	A\$103.68	A\$84.48 AUD
27 Aug	Paid	Payout	-\$26.40	-\$26.40 AUD
23 Aug	Succeeded	Payment	A\$32.40	A\$26.40 AUD
19 Aug	Paid	Payout	-\$52.80	-\$52.80 AUD

**Hint:** If you can't find your Stripe confirmation email, search "Stripe" in your inbox

**Hint:** Bookmark your dashboard for quick access

# FAQS

## How do I troubleshoot a glitch or problem with the app?

With all things technical, from time to time you may come across a glitch, white or frozen screen. In the unlikely event this happens on your phone, we recommend first deleting and redownloading the app (you won't lose your data). If this doesn't work - please get in touch with us via email ([info@villey.co](mailto:info@villey.co)) as we are eager to investigate any and all issues faced by our users.

## How do I get paid?

When applying for a job, make sure you set the rate you wish to get paid. If you are the successful helper applicant, on the day of your upcoming session you will notice an Upcoming / Active Session ticket at the top of your home screen. When you arrive at the session, don't forget to click **"View session"** and **"Start"**. The countdown timer will clock your agreed work time. At the end of the session, simply click **"Complete Session"** and the transaction will be made.



# FAQS

## When will I receive my earnings?

At the completion of a session, the "Complete Session" button will initiate the transaction from the clients connected bank card. The total job booking fee will then be transferred to Stripe Connect before being paid out to you - the helper, (less Helper platform fees 12%) to your nominated bank account within 48-72 hours (depending on bank transfer times).

## How do I change my bank details?

Simply navigate back to your Settings page (little cog button top righthand corner) on the Helper profile. Select the page titled "Payment Methods". Here you have the option to "Update Bank Details". Reminder, it is the sole responsibility of the helper to ensure these details are kept up to date at all times.





# Villey.

## GOT A QUESTION?

We are here to help!

Seek support by emailing  
[info@villey.co](mailto:info@villey.co)

