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.

This document shows screenshots of the App process, as at February 2025.

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

Personal details

Currently using Helper account



Samantha Y. Your personal account

About me

I like the park

 Profile picture ✓ Your bio Cover images (optional Services Your availability Your rates Your location Job search radius Security & Verification Police and childcare ch Bank details

9:10

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Hint: This arrow will log you out of Stripe.

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**.

7:10

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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

Ø

Mobile number

AU 2 +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 \rightarrow

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.

Hint: This arrow will log you out of Stripe.

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.





It is optional for a Villey helpers to share an ABN with users on the platform.

Some helpers will opt for having an ABN, while others will chose not to have one.

It is your responsibility as a helper to chose what arrangement is best for you.

Learn more here

STEP FOUR: ABOUT YOUR BUSINESS

This step asks for information about your business.

Type of business: Most helpers will be operating as a sole trader / individual.

Business structure: Click which option is most appropriate for your situation.

I have an Australian business number (ABN) or I **do not** have an ABN

Click Continue

Want to apply for an ABN? It's free & easy - click here!

Hint: This arrow wi log you out of Strip

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

> Please choose an opt Company Partnership

Trust

✓ Individual / Sole Trade

Not-for-profit (NFP)

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Villey partners with Stripe for sec financial service	cure payments and es.
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STEP FIVE: TELL US MORE...

Follow the steps to fill in the fields accurately.

If you have an ABN input your details. For sole traders, your business name might be your own name.

If you <u>do not</u> have an ABN simply follow the the steps on the righthand side.

Don't have a website? Select 'No URL' and add a description instead.

ABN HOLDERS

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

Company Pty Ltd

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

Australian business number (ABN)

00 111 222 333

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.

NO ABN

Business details

Business details

Tell us a few details about ho with Villey.

Your website

www.example.com

Share the website, app, social m online profile where you sell or p services. Websites that are gene construction, or sell restricted pr aren't supported.

Tip

No URL?

Product description

Providing support for busy families through the Villey app!

Tell us which products or services you provide and when you charge customers.

Have a URL?

By sharing a product description instead of a URL, you confirm that you don't use a website, app, social media page, or online profile to promote or sell products or services. **Learn more**.

Continue

Continue

Lots of helpers won't have their own websites. **Click No URL and 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!

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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.

Note

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



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 looe your data). If this doesn't work - please get in touch with us via email (<u>info@villey.co</u>) as we are eager to investigate any and all issues faced by our users.

<u>How do I get paid?</u>

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

<u>When will I receive my earnings?</u>

At the end 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.

Payments generally take 2-3 business days to arrive in your account (depending on bank transfer times).

<u>How do I change my</u> <u>bank details?</u>

Simply navigate back to your **Settings page** (look for the ‡ icon) 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!

Contact us via the in-app **Support Chat**

