HOW TO CREATE & CONNECT YOUR STRIPE ACCOUNT

1. Login to your HomeTown Box Office using the URL and Username
2. Click **Settings → All Settings →Sales & Payment Processor → Add Sales Account → Connect with Stripe**
   - This will automatically reroute you to the Stripe website for account creation
3. Enter the email address you would like associate with your Stripe account
4. Create a unique password
5. Complete the SMS Verification
6. Enter the type of account your Stripe account will be associated with
   - K12/Colleges/Universities/Organizations should select **Non-Profit**
7. Enter your Business Information
   - Make sure your legal name matches exactly what is listed on your tax documents
   - PO Boxes & private addresses WILL NOT be accepted by Stripe
   - Your Product Description should read **We sell tickets to events for schools**
8. Enter your Account Owner Information
   - Stripe verifies this info in order to prevent fraudulent activity and identity theft
9. Enter your Bank Account Information
   - Click on the link where it says to manually enter your info. This will allow you to directly type in your bank account and routing numbers
10. Type in your Statement Descriptor
    - This is what fans/patrons will see on their bank account statement
    - Your Statement Descriptor should read **[School Name] tickets**
11. Review & Submit your application
12. Once you hit **Submit**, you will be taken back to your HomeTown Box Office where you will see that your new Stripe Account & Merchant ID have successfully been connected
13. **Final Step:** Add the HomeTown primary contact as a secondary user to your new Stripe account. You will need two administrators on the account in the event one of the users loses access for any reason.

FINAL STEPS: SUBMIT GOVERNMENT ENTITY VERIFICATION TO STRIPE

For institutions that qualify as a Government Entity, Stripe has provided our clients with a multi-step verification process.

1) During Stripe account creation, please fill out all of the required information. When prompted to enter a social security number, please enter 454-45-4545.

2) **Locate Stripe Acct ID:** *Found by clicking on your stripe.com Profile in the top right corner and scrolling to the bottom of the page to see your associate Stripe accounts and account ID. Please copy and paste this number in the letter where indicated*

3) **Prepare Documentation:** You will need to obtain official school letterhead and provide all required information outlined in the example linked here. The Stripe account owner may also be required to send a copy of their driver's license.

4) **Submit Documentation:** Send verification email and documentation directly to Stripe at *school-onboarding@stripe.com* (*CC:* *merchantservices@hometownticketing.com*)

   *We have included the exact subject line and text below to include in the email:

   Subject Line: Hometown Ticketing School Onboarding for Merchant: [acct_XXXXXXXXX]

   Email Text:

   Hello Stripe Onboarding Team,

   As directed by the Stripe Risk and Onboarding teams, we are requesting that our Stripe account entity be converted to a Government Entity as part of Stripe's Public Company and Govt Entity letterhead onboarding flow.

   Our account ID is: acct_XXXXXX

   Our letterhead is attached.

   Attachment: Please be sure the school letterhead is attached to this initial correspondence.

5) **Review and Confirmation:** Once submitted, Stripe will review your documentation and confirm the verification status of your account.

Letterhead - Must match Stripe legal entity name

(Date)

(Enter Stripe Account Name)

(Enter Business Address, City, ST, Zip Code)

To whom it may concern,,

We, **(Enter Stripe Account Name)**, are writing today to confirm that our **(Enter Stripe Account Owner Title w/school), (Enter Stripe Account Owner Name)**, is authorized to manage our Stripe account.

Our Account ID is acct_**(Enter Stripe Account ID)**. *Found by clicking on your stripe.com Profile in the top right corner and scrolling to the bottom of the page to see your associate Stripe accounts and account ID. Please copy and past this number above*

Our Business name is **(Enter Business Name)**.

Our Website URL is **(Enter Website URL - website link where HomeTown tickets are sold)**.

Our Business Address is **(Enter Physical Business Address - Stripe does not recognize PO Boxes)**.

Our Business Tax ID(s) is/are **(Enter Business Tax IDs)**.

Our Stripe account owner's name is **(Enter Stripe account owner's name)**.

Our Stripe account owner's title is **(Enter Stripe account owner's title)**.

Thank you,

(Enter Business Representative Signature Here)

(Enter Business Representative Title)

Please note, the person that signs your letterhead will need to be someone other than yourself, since you are the Stripe account owner

HELPFUL TIPS

- In order to get back to your new Stripe account, click *here* to visit the Stripe website.

- Favorite/bookmark both your HomeTown Virtual Box Office and your new Stripe account in your internet browser for easy access moving forward.

- In your **Stripe Account Settings**, you can update your payout schedule to Daily, Weekly or Monthly (Stripe defaults payout frequency to daily). To update within your Stripe Dashboard, click on:

  Settings → External Payout Accounts and Scheduling

- In order to contact **Stripe Support** from your Stripe Dashboard:

  Settings → Support Articles → Contact Stripe

  This will allow you to either chat with Stripe, have them give you a call or send them and email