



Transforming Lives

# How to Read Information In the Stripe Portal





Hillstohome ▾

Q Search...

Succeeded Refunded

Filter 1

AMOUNT	DESCRIPTION
\$31.16 USD Succeeded ✓	ch_1GXpe7Im0kJx0anttob0MD2f
\$93.64 USD Succeeded ✓	ch_1GX4bMIm0kJx0ant1AoKeSFL
\$99.68 USD Succeeded ✓	ch_1GVHNZIm0kJx0antGwZ9DQrT
\$90.62 USD Succeeded ✓	ch_1GRzsxIm0kJx0antXRiTDNyt
\$79.54 USD Succeeded ✓	ch_1GRdR6Im0kJx0antvcI41mtQ
\$86.60 USD Succeeded ✓	ch_1GRdQ3Im0kJx0antzsmJzHwz
\$132.91 USD Succeeded ✓	ch_1GRd0cIm0kJx0antqlWq1K1a
\$62.43 USD Succeeded ✓	ch_1F1SXKIm0kJx0antd8BPQvKR
\$148.50 USD Succeeded ✓	ch_1F0pN8Im0kJx0antrxJ7Bv2E
\$34.05 USD Succeeded ✓	ch_1EcaKkIm0kJx0antGUYo9st9

10 results

## STEPS

Left side is the category of activities.

When the vet clinic logs into Stripe what displays first is each individual transaction



Hills to Home ▾

Q Search...

Payments

Disputes

Balances

Customers

Reports

Atlas

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Developers

View test data

Settings

Q Search...

Succeeded

Refunded

Uncaptured

Filter 1

AMOUNT			DESCRIPTION	CUSTOMER
\$43.32	USD	Succeeded ✓	ch_1GbKQZJzbrZOan01KpvFXw1p	
\$47.58	USD	Succeeded ✓	ch_1GX4VsJzbrZOan01BLY6rZDs	
\$43.32	USD	Succeeded ✓	ch_1GwHtFJzbrZOan01bNLWkIOL	
\$36.09	USD	Succeeded ✓	ch_1GUXFFJzbrZOan0103pq7J1	
\$62.77	USD	Succeeded ✓	ch_1GUDThJzbrZOan01AsORInq1	
\$43.32	USD	Succeeded ✓	ch_1GRGApJzbrZOan01Wd1RM7Q2	
\$43.32	USD	Succeeded ✓	ch_1GM7zbJzbrZOan01pk80Jqew	
\$62.77	USD	Succeeded ✓	ch_1GTZHYJzbrZOan01PMyY8vI	

### Succeeded

Payments have been captured and complete

### Refunded

A majority of transactions will show up here since we hold at the highest tax rate and refund the difference in taxes

### Uncaptured

These are the transactions still processing



Hillstohome ▾

Q Search...

Succeeded Refunded

Filter 1

AMOUNT	DESCRIPTION
\$31.16 USD Succeeded ✓	ch_1GXpe7Im0kJx0anttob0MD2f
\$93.64 USD Succeeded ✓	ch_1GX4bMI0kJx0ant1AoKeSFL
\$99.68 USD Succeeded ✓	ch_1GVHNZI0kJx0antGwZ9DQrT
\$90.62 USD Succeeded ✓	ch_1GRzsxIm0kJx0antXRiTDNyt
\$79.54 USD Succeeded ✓	ch_1GRdR6Im0kJx0antvcI41mtQ
\$86.60 USD Succeeded ✓	ch_1GRdQ3Im0kJx0antzsmJzHwz
\$132.91 USD Succeeded ✓	ch_1GRdOcIm0kJx0antqIwq1K1a
\$62.43 USD Succeeded ✓	ch_1F1SXXIm0kJx0antd8BPQvKR
\$148.50 USD Succeeded ✓	ch_1F0pN8Im0kJx0antrxJ7Bv2E
\$34.05 USD Succeeded ✓	ch_1EcaKkIm0kJx0antGUYo9st9

10 results

## STEPS

Click into any of the transactions to get a deeper view. These are single transactions as they are occurring in the system.



Hillstohome

Search...

Payment

\$205.96 USD **Partial refund**

Date	Customer	Payment method	Risk evaluation
Apr 15, 8:56 AM	None	**** 6782	Normal

Timeline

- \$201.36 captured  
Apr 15, 2020, 6:29 PM
- \$205.96 payment authorized  
Apr 15, 2020, 8:56 AM
- Stripe risk evaluation: normal  
Apr 15, 2020, 8:56 AM

Payment details

Statement descriptor	WWW.HILLSTOHOME.COM
Amount	\$205.96
Refunded	\$4.60
Fee	\$171.37
Net	\$29.99
Status	Partially refunded
Collected fee	fee_1GYJjnIm0k3xOant0YwII0K0 • \$165.23
Description	No description

Stripe processing fees: \$6.27  
Hill's Pet Nutrition application fee: \$165.23  
Stripe processing fee refund: -\$0.13

## STEPS

- \$205.96** Amount held on the credit card
- \$201.36** Amount charged on credit card
- \$4.60** Difference b/t Authorized and captured once tax was finalized
- \$6.14** Stripe Fee. \$6.27-\$0.13
- \$165.23** Hill's Application fee is total of: List price Service fee
- \$29.99** Net Amount: \$201.36 - \$165.23 - \$6.14



Hills to Home ▾

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- Balances**
- Payouts
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Q Search...

**USD Balance**

On the way to your bank

Estimated future payouts

Total

**Available instantly**

First payout is free, up to daily limit of \$5,000.00

Total

On the way to your bank

These funds should arrive in your bank account soon.

Payout expected to arrive by Mon, Apr 27

37 payments

37 refunds

Total transactions

Total

## STEPS

### Balances

If you are looking to reconcile your account, click on Balances.

This will take you to the place in the portal where you can download reports



Hillstohome ▾

Search...

Filter

AMOUNT		BANK/CARD
\$230.90	In transit	FIRST NATIONAL BANK OF PENNSYLVANIA
\$10.63	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$119.19	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$22.13	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$113.39	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$49.00	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$94.85	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$59.70	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$65.65	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$139.64	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$48.78	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA
\$152.09	Paid	FIRST NATIONAL BANK OF PENNSYLVANIA

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## STEPS

### Payouts:

Will show deposits in your bank account, which will occur nightly with a 48 hour delay. Note the first deposit may take 7-10 days to appear.

\*\*We encourage changing payouts to monthly or weekly vs daily, it makes it much easier to reconcile your account.\*\*



You can change your Payout schedule in your Dashboard, by selecting automatic payments to be set to daily, weekly or monthly. The following link will take you to your dashboard where this can be done:

**<https://dashboard.stripe.com/account/payouts>**

You can choose to have payouts sent either weekly or monthly. When selecting a weekly schedule, you can pick the day of the week you wish funds to arrive in your bank account.

For a monthly schedule, you can specify the day of the month. Payouts scheduled between the 29-31st of the month will be sent on the last day of month with fewer than 29-31 days.

Note: Updating to a weekly or monthly schedule won't affect the time it takes for your pending balance to become available.





Hills to Home ▾

Payments

Balances

**Payouts**

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Q Search...

Filter

AMOUNT		BANK/CARD
\$438.85	In transit	HAPPY STATE BANK
<b>\$419.59</b>	<b>Paid</b>	HAPPY STATE BANK
\$286.58	Paid	HAPPY STATE BANK
\$327.86	Paid	HAPPY STATE BANK
\$448.01	Paid	HAPPY STATE BANK
\$253.92	Paid	HAPPY STATE BANK
\$288.16	Paid	HAPPY STATE BANK
\$358.55	Paid	HAPPY STATE BANK
\$243.94	Paid	HAPPY STATE BANK
\$240.24	Paid	HAPPY STATE BANK

## STEPS

### Payouts:

Click on the payout amount that you would like to review to see what transactions make up that particular payment.



## STEPS

### Payouts:

Click on the payout you want to review. Scroll down to Transactions

Click on **Export** to download a spreadsheet. You can use this report as a reference for the Transactions report to identify the HtH Transactions that makes up the payout.

The screenshot shows the Hills to Home interface. On the left is a navigation menu with items like Payments, Balances, Payouts, Transactions, Customers, Reports, Atlas, Radar, Billing, Orders, Terminal, Capital, Developers, View test data, and Settings. The main area displays a 'Transactions' table with columns for TYPE, GROSS, FEE, TOTAL, DETAILS, and DATE. An 'Export' button is highlighted with a red box in the top right corner of the table area.

TYPE	GROSS	FEE	TOTAL	DETAILS	DATE
Refund	-\$0.25 USD	\$0.01 USD*	-\$0.24 USD	ch_1GYXVYJzbrZOan01c2xdo5rN	2020/04/16
Payment	\$61.94 USD	-\$55.76 USD	\$6.18 USD	ch_1GYXVYJzbrZOan01c2xdo5rN	2020/04/16
Refund	-\$6.27 USD	\$0.18 USD*	-\$6.09 USD	ch_1GYXC8JzbrZOan018VRe13mo	2020/04/16
Payment	\$78.45 USD	-\$60.94 USD	\$17.51 USD	ch_1GYXC8JzbrZOan018VRe13mo	2020/04/16
Refund	-\$3.22 USD	\$0.09 USD*	-\$3.13 USD	ch_1GYSP9JzbrZOan01rjfUSjBS	2020/04/16
Payment	\$40.26 USD	-\$31.48 USD	\$8.78 USD	ch_1GYSP9JzbrZOan01rjfUSjBS	2020/04/16
Refund	-\$6.27 USD	\$0.18 USD*	-\$6.09 USD	ch_1GYSP5JzbrZOan010qEF0hHA	2020/04/16
Payment	\$78.45 USD	-\$61.04 USD	\$17.41 USD	ch_1GYSP5JzbrZOan010qEF0hHA	2020/04/16
Refund	-\$3.13 USD	\$0.09 USD*	-\$3.04 USD	ch_1GYSP5JzbrZOan01tjZUaNPf	2020/04/16



Hillstohome ▾

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**Transactions**

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TYPE	NET	AMOUNT	FEE	
Refund	(\$4.47)	(\$4.60)	\$0.13	USD
Charge	\$34.46	\$205.96	(\$171.50)	USD
Refund	(\$2.10)	(\$2.16)	\$0.06	USD
Charge	\$16.00	\$96.81	(\$80.81)	USD
Refund	(\$1.51)	(\$1.56)	\$0.05	USD
Charge	\$11.56	\$70.03	(\$58.47)	USD
Refund	(\$0.74)	(\$0.76)	\$0.02	USD
Charge	\$5.42	\$33.98	(\$28.56)	USD
Refund	(\$0.80)	(\$0.82)	\$0.02	USD
Charge	\$6.63	\$44.27	(\$37.64)	USD
Refund	(\$1.16)	(\$1.19)	\$0.03	USD

## STEPS

**Transactions:**  
Provides a complete view of the transaction

**Charge:**  
Amount held on the credit card

**Refund:**  
Amount returned for tax differences



## STEPS

### Metadata

All of the metadata is passed in the transactions data. Metadata consists of **Sold To**, **Ship To**, and **HtH Order number**.

The screenshot shows the Hills to Home dashboard interface. On the left is a navigation menu with items like Payments, Balances, Payouts, Transactions, Customers, Reports, Atlas, Radar, Billing, Orders, Terminal, Developers, View test data, and Settings. The main area displays a 'Transactions' table with columns for TYPE, GROSS, FEE, TOTAL, DETAILS, and DATE. An 'Export' button is highlighted with a red box in the top right corner of the table area.

TYPE	GROSS	FEE	TOTAL	DETAILS	DATE
Refund	-\$2.32 USD	\$0.07 USD*	-\$2.25 USD	ch_1GR0QDBdbezZDMYz2YI0AWQ0	2020/03/26
Payment	\$22.61 USD	-\$16.02 USD	\$6.59 USD	ch_1GR0QDBdbezZDMYz2YI0AWQ0	2020/03/26
Refund	-\$7.20 USD	\$0.21 USD*	-\$6.99 USD	ch_1GQuTBDbbezZDMYzKXajj28M	2020/03/26
Payment	\$92.68 USD	-\$72.15 USD	\$20.53 USD	ch_1GQuTBDbbezZDMYzKXajj28M	2020/03/26
Refund	-\$1.42 USD	\$0.04 USD*	-\$1.38 USD	ch_1GQzqJBdbezZDMYz3efDbAsz	2020/03/26
Payment	\$63.85 USD	-\$53.36 USD	\$10.49 USD	ch_1GQzqJBdbezZDMYz3efDbAsz	2020/03/26
Refund	-\$0.22 USD	\$0.01 USD*	-\$0.21 USD	ch_1GQcQVBdbezZDMYzfmTKVcpH	2020/03/26
Payment	\$16.45 USD	-\$14.72 USD	\$1.73 USD	ch_1GQcQVBdbezZDMYzfmTKVcpH	2020/03/25



Hillstohome

Payments  
Balances  
Payouts  
**Transactions**  
Customers  
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Search...

Filter

TYPE	NET
Refund	(\$7.3)
Charge	\$21.5
Refund	(\$3.4)
Charge	\$10.7
Charge	\$14.6
Refund	(\$5.7)
Charge	\$16.8
Refund	(\$5.2)
Charge	\$15.1
Refund	(\$7.7)
Charge	\$25.8
Refund	(\$0.8)
Charge	\$6.8
Refund	(\$0.7)
Charge	\$6.3
Refund	(\$0.23)
Charge	\$12.04

### Export transactions

**Save time on reporting**  
Close your books faster with speedy exports, custom date ranges, and transaction-level data. [Try financial reports](#)

**Time zone**  
 PST (UTC-08:00)  UTC

**Date range**  
 Today Apr 24  
 Current month Apr 1 – Apr 24  
 Previous 7 days Apr 17 – Apr 23  
 Previous month Mar 1 – Mar 31  
 All  
 Custom  
Jan 1, 2020 → Apr 24, 2020

**Columns**  
Default (9) ⌵  
ID, Type, Source, Amount, Fee, Net, Currency, Created (UTC), Available On (UTC)

[Cancel](#) [Export](#)

## STEPS

Select “**Custom**” and select the date range of transactions you are looking to reconcile.

Best practice would be to include a few days prior to and after the time period you are looking to review

Click **Export** and a spreadsheet will be available to download.



- 1) Take your Payout report and use the ID in column B and do a vlookup to the Transactions reports to connect the data in column C on that report to bring over the HtH # in column L

=VLOOKUP(B2,'Stripe transactions'!C:L,10,FALSE)

- 2) You can now take the HtH # on the Payout report and reconcile it you your HtH Finance report.