



Transforming Lives

Connecting with
Stripe



Who is Stripe?

- Leading online payment processor used by thousands of businesses to handle billions of dollars every year
- Simplest account setup in the industry

Is Stripe Secure?

Stripe has been audited by a PCI-certified auditor and is certified to [PCI Service Provider Level 1](#). This is the most stringent level of certification available in the payments industry.

Credit Card Processing Fee

2.9% + \$0.30 credit card processing fee per transaction

Types of Business Applications



- [Sole Proprietorship](#)
- [Partnership](#)
- [Corporation](#)
- [Limited Liability Company](#)
- [Non-Profit](#)
- [Stripe Support](#)



Transforming Lives

A close-up photograph of a brown and black dog with floppy ears, looking happy with its mouth open and tongue out. The dog is on a leash. The background is a blurred green lawn and trees. A large blue curved shape is overlaid on the bottom right of the image.

Sole Proprietorship

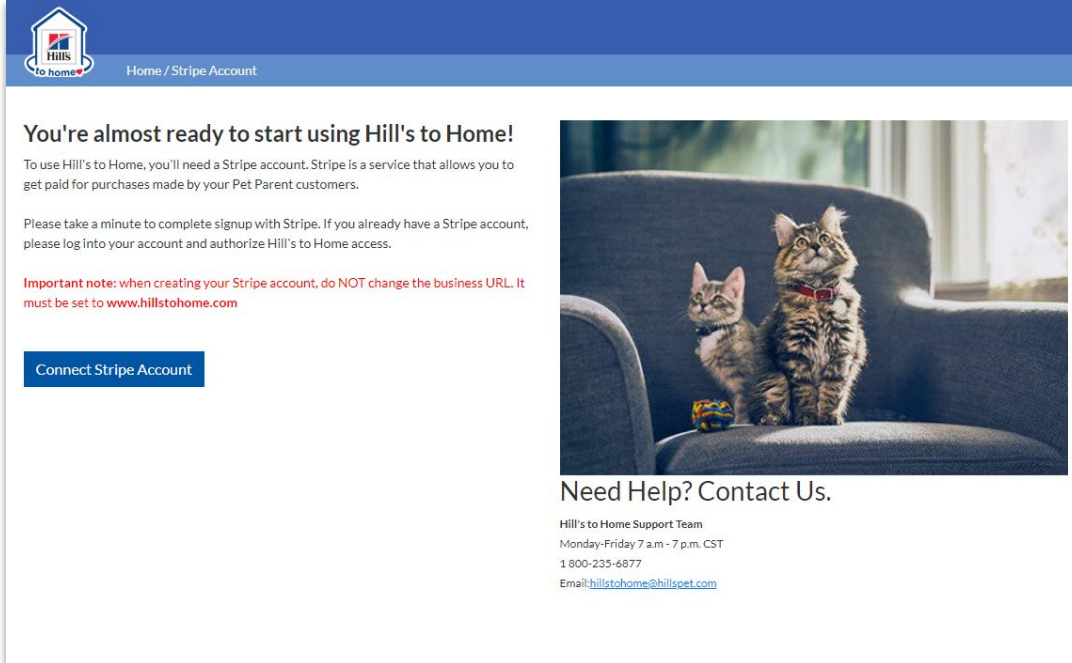
Info Needed to Complete




- Business Address
- Business Phone Number
- Employer Identification Number (EIN)
- Social Security Last 4 Digits
- Bank Account Number
- Bank Routing Number
- Cellphone for Two-Step Authentication

STEPS

- Click
“Connect Stripe
Account”



The screenshot shows a web page for connecting a Stripe account to Hill's to Home. At the top left is the Hill's to Home logo. Below it is a navigation bar with the text "Home / Stripe Account". The main heading is "You're almost ready to start using Hill's to Home!". Below this is a paragraph explaining that a Stripe account is needed for payment processing. Another paragraph asks the user to complete the Stripe signup. An important note in red text states that the business URL must be set to www.hillstohome.com. A blue button labeled "Connect Stripe Account" is visible. To the right of the text is a photograph of two kittens sitting on a blue armchair. Below the photo is a section titled "Need Help? Contact Us." which provides contact information for the Hill's to Home Support Team, including hours of operation, a phone number, and an email address.

 Home / Stripe Account


You're almost ready to start using Hill's to Home!

To use Hill's to Home, you'll need a Stripe account. Stripe is a service that allows you to get paid for purchases made by your Pet Parent customers.

Please take a minute to complete signup with Stripe. If you already have a Stripe account, please log into your account and authorize Hill's to Home access.

Important note: when creating your Stripe account, do NOT change the business URL. It must be set to www.hillstohome.com

[Connect Stripe Account](#)



Need Help? Contact Us.

Hill's to Home Support Team
Monday-Friday 7 a.m - 7 p.m. CST
1 800-235-6877
Email hillstohome@hillset.com

**Hill's Pet Nutrition would like you to start accepting payments with Stripe.**

Take a minute to answer a few questions and then you'll be ready to go. Hill's Pet Nutrition will have access to your data, and can create payments and customers on your behalf.

Activate your account

We need to learn more about you and your business before you can process payments on Stripe. Except where noted below, the information you provide will only be visible to the account owner and administrators.

[Learn more](#) →

Business details**Country**

If you don't see your country, [let us know you're interested](#).

Business address**Business phone**

STEPS

- Fill out the form
- If you already have a Stripe account. Click “Sign In” on the top right to connect your existing Stripe account.

STEPS

- “Business Description”
 - Choose “Veterinary Services”
- “How long after paying will your customers typically receive their goods or services?”
 - Choose 1 Week

Business address

Business phone

Type of business

Employer Identification Number (EIN) Optional

If you use your Social Security number for business tax purposes, you can use that instead.

Business description

How long after paying will your customers typically receive their goods or services?

Job title

Do you own 25% or more of Hillstohome?

No Yes

Do you have significant responsibility for managing the company?
For example, are you a CEO, CFO, COO or similar?

It's required to include at least one person with significant management responsibility. If that's not you, add someone else below.

No Yes

Phone number

Date of birth

Last 4 digits of Social Security number

Home address

Additional business owners

Please list all other beneficial owners. Beneficial owners are individuals who own more than 25% of the business, or are in a position to exercise significant control over the business's finances and operations (CEO, CFO, COO, or

STEPS

- “Do you own 25% or more of Hillstohome?”
 - Select “Yes”
- This question is wanting to know if the person filling out the form is a majority stakeholder with at least 25% of the clinic’s ownership.

Additional business owners

Please list all other beneficial owners. Beneficial owners are individuals who own more than 25% of the business, or are in a position to exercise significant control over the business's finances and operations (CEO, CFO, COO, or similar). [Learn More](#).

If you don't have personal information for the business's owners, you can [invite them](#) to complete this form.

[+ Add business owners](#)

The information you add will only be visible to the owner of this account and administrators.

Credit card statement details

This information may appear on your customers' credit card statement. You can change it at any time.

Statement descriptor

This is the business name that will show up on your customers' bank or credit card statements. Choose something they will recognize to help prevent disputes.

WWW.HILLSTOHOME.COM

EARTH BANK **** 1234 STATEMENT	
Amount	Transaction
\$340.00	WWW.HILLSTOHOME.COM
\$20.00	PAYROLL

Support phone number

US +1 (800) 235-6877

Customer support address

Use business address

Bank details

Routing number

111000000

STEPS

- “Statement Descriptor”
Please use one of the options:
 - "WWW.HILLSTOHOME.COM"
 - "Hill's to Home"
 - Clinic's name
- “Support phone number”
 - Please input “1-800-235-6877”
 - This is Hill's to Home support line.

STEPS

- Two-Step authentication is required and the simplest method is to “Get text message”
- Click
 - “Authorize access to this account”

Routing number

 ⓘ

Account number

 ⓘ

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Almost done! Save your Stripe account.

Email

⚠ Missing required param: email.

Password

You'll be taken back to **Hill's Pet Nutrition** (vet.hillstohome.com) right away.

By submitting this form, you confirm that you're authorized to agree to the [Connected Account Agreement](#), that you will receive text messages from Stripe, and you certify that the information provided is complete and correct.



Transforming Lives



Partnership

Info Needed to Complete



- Business Address
- Business Phone Number
- Employer Identification Number (EIN)
- Social Security Last 4 Digits
- Bank Account Number
- Bank Routing Number
- Cellphone for Two-Step Authentication

STEPS

- Click
“Connect Stripe
Account”



Home / Stripe Account

You're almost ready to start using Hill's to Home!

To use Hill's to Home, you'll need a Stripe account. Stripe is a service that allows you to get paid for purchases made by your Pet Parent customers.

Please take a minute to complete signup with Stripe. If you already have a Stripe account, please log into your account and authorize Hill's to Home access.

Important note: when creating your Stripe account, do NOT change the business URL. It must be set to www.hillstohome.com

Connect Stripe Account



Need Help? Contact Us.

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Email hillstohome@hillset.com

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Activate your account

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[Learn more](#) →

Business details**Country**

If you don't see your country, [let us know you're interested](#).

Business address**Business phone**

STEPS

- Fill out the form
- If you already have a Stripe account. Click “Sign In” to connect your existing Stripe account.

Business phone
US 📍 +1 (555) 678-1212

Type of business
Partnership

Legal business name
Company Name
Your legal business name must exactly match your tax ID—including capitalization. Please make sure it's correct.

Employer Identification Number (EIN)
12-3456789
If you use your Social Security number for business tax purposes, you can use that instead.

Business description
Veterinary services

How long after paying will your customers typically receive their goods or services?
Please select...

Your details
This account should be activated by someone authorized to sign on your organization's behalf. If that's not you, please ask the right person to complete this form.

Legal name
First
Last

Job title
CEO

STEPS

- “Business Description”
 - Choose “Veterinary Services”
- “How long after paying will your customers typically receive their goods or services?”
 - Choose 1 Week

STEPS

- “Do you own 25% or more of Hillstohome?”
 - Select “Yes”
- This question is wanting to know if the person filling out the form is a majority stakeholder with at least 25% of the clinic’s ownership.

Job title

Do you own 25% or more of Hillstohome?

No Yes

Do you have significant responsibility for managing the company?
For example, are you a CEO, CFO, COO or similar?

It's required to include at least one person with significant management responsibility. If that's not you, add someone else below.

No Yes

Phone number

Date of birth

Last 4 digits of Social Security number

Home address

Additional business owners

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Credit card statement details

This information may appear on your customers' credit card statement. You can change it at any time.

Statement descriptor

This is the business name that will show up on your customers' bank or credit card statements. Choose something they will recognize to help prevent disputes.

EARTH BANK **** 1234 STATEMENT	
Amount	Transaction
\$340.00	WWW.HILLSTOHOME.COM
\$20.00	PAYROLL

Support phone number

Customer support address

Use business address

Bank details

Routing number

STEPS

- “Support phone number”
 - Please input 1-800-235-6877
 - This is Hill's to Home support line.

STEPS

- Two-Step authentication is required and the simplest method is to “Get text message”
- Click
 - “Authorize access to this account”

Routing number

 ⓘ

Account number

 ⓘ

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Almost done! Save your Stripe account.

Email

⚠ **Missing required param: email.**

Password

You'll be taken back to Hill's Pet Nutrition (vet.hillstohome.com) right away.

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Corporation

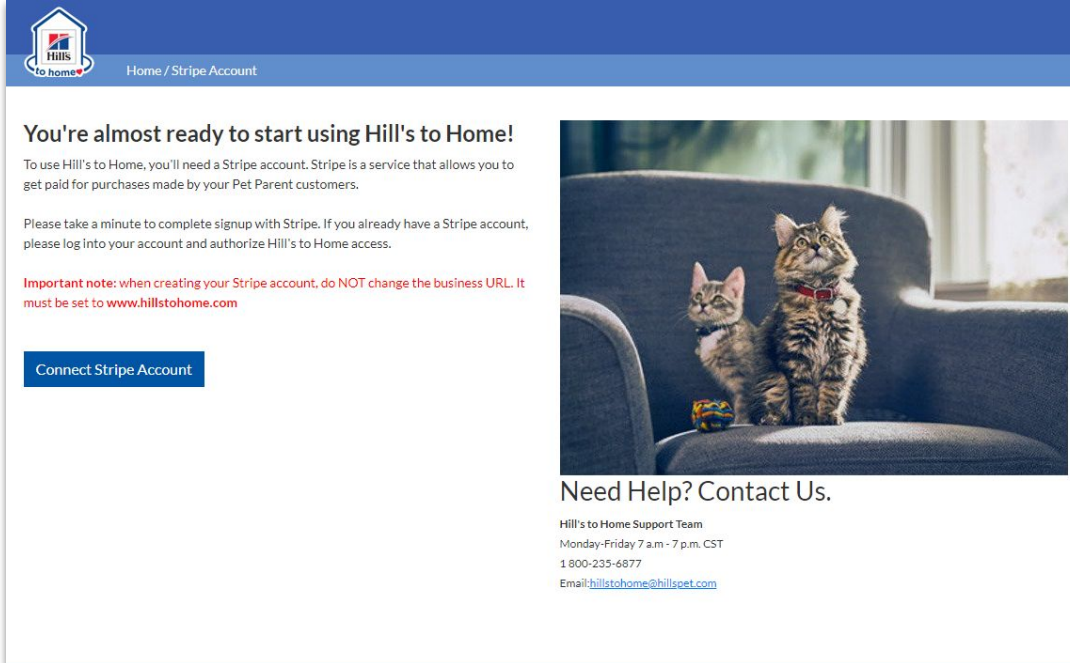
Info Needed to Complete




- Business Address
- Business Phone Number
- Employer Identification Number (EIN)
- Social Security Last 4 Digits
- Bank Account Number
- Bank Routing Number
- Cellphone for Two-Step Authentication

STEPS

- Click
“Connect Stripe
Account”



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 Home / Stripe Account


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Please take a minute to complete signup with Stripe. If you already have a Stripe account, please log into your account and authorize Hill's to Home access.

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[Connect Stripe Account](#)



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Email: hillstohome@hillset.com



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Activate your account

We need to learn more about you and your business before you can process payments on Stripe. Except where noted below, the information you provide will only be visible to the account owner and administrators.

[Learn more](#) →

Business details

Country

United States

If you don't see your country, [let us know you're interested](#).

Business address

Address line 1

Address line 2

City

State

ZIP

Business phone

STEPS

- Fill out the form
- If you already have a Stripe account. Click “Sign In” to connect your existing Stripe account.

STEPS

- “Business Description”
 - Choose “Veterinary Services”
- “How long after paying will your customers typically receive their goods or services?”
 - Choose 1 Week

Address line 1

Address line 2

City

State

ZIP

Business phone

US +1 (555) 678-1212

Type of business

Corporation

Legal business name

Company Name

Your legal business name must exactly match your tax ID—including capitalization. Please make sure it's correct.

Employer Identification Number (EIN)

12-3456789

If you use your Social Security number for business tax purposes, you can use that instead.

Business description

Please select your industry...

How long after paying will your customers typically receive their goods or services?

STEPS

- “Do you own 25% or more of Hillstohome?”
 - Select “Yes”
- This question is wanting to know if the person filling out the form is a majority stakeholder with at least 25% of the clinic’s ownership.

Job title

Do you own 25% or more of Hillstohome?

No Yes

Do you have significant responsibility for managing the company?
For example, are you a CEO, CFO, COO or similar?

It's required to include at least one person with significant management responsibility. If that's not you, add someone else below.

No Yes

Phone number

Date of birth

Last 4 digits of Social Security number

Home address

Additional business owners

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Statement descriptor

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WWW.HILLSTOHOME.COM

Amount	Transaction
\$340.00	WWW.HILLSTOHOME.COM
\$20.00	PAYROLL

Support phone number

US  +1 (800) 235-6877

Customer support address

Use business address

Bank details

Routing number

111000000 

STEPS

- “Support phone number”
 - Please input 1-800-235-6877
 - This is Hill's to Home support line.

STEPS

- Two-Step authentication is required and the simplest method is to “Get text message”
- Click
 - “Authorize access to this account”

Routing number

 ⓘ

Account number

 ⓘ

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Almost done! Save your Stripe account.

Email

⚠ Missing required param: email.

Password

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Transforming Lives

Limited Liability Company

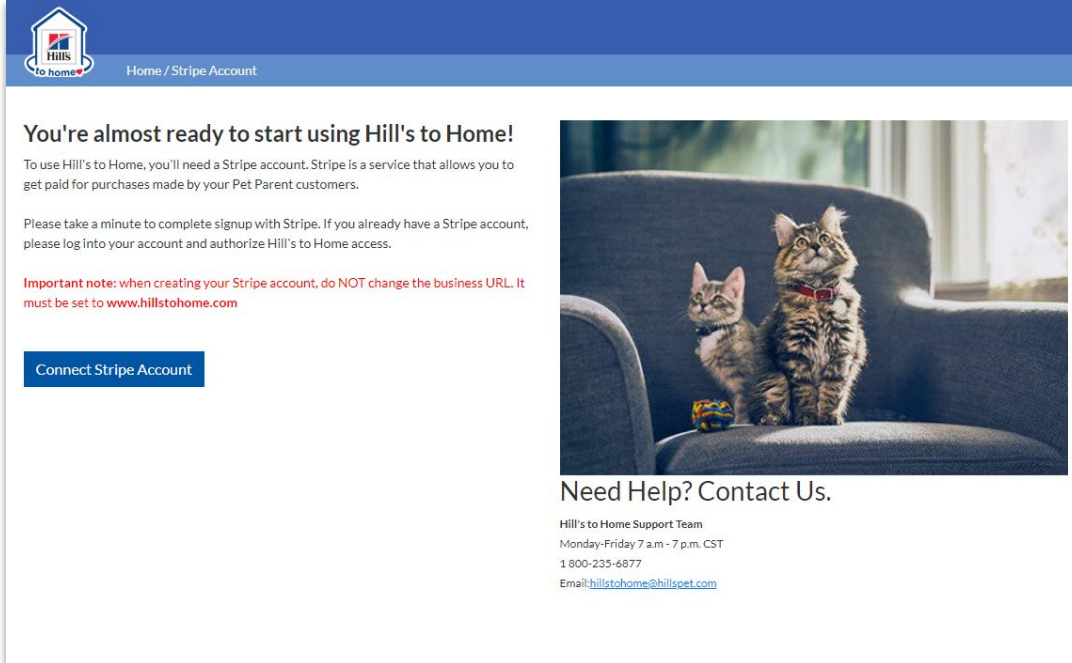
Info Needed to Complete




- Business Address
- Business Phone Number
- Employer Identification Number (EIN)
- Social Security Last 4 Digits
- Bank Account Number
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- Cellphone for Two-Step Authentication

STEPS

- Click
“Connect Stripe
Account”



The screenshot shows a web page for connecting a Stripe account to Hill's to Home. At the top left is the Hill's to Home logo. Below it is a navigation bar with the text "Home / Stripe Account". The main heading is "You're almost ready to start using Hill's to Home!". Below this is a paragraph explaining that a Stripe account is needed for payment processing. Another paragraph asks the user to complete the Stripe signup. A red "Important note" states that the business URL must be set to www.hillstohome.com. A blue button labeled "Connect Stripe Account" is visible. To the right is a photo of two kittens on a chair. Below the photo is a "Need Help? Contact Us." section with support team details.

 Home / Stripe Account


You're almost ready to start using Hill's to Home!

To use Hill's to Home, you'll need a Stripe account. Stripe is a service that allows you to get paid for purchases made by your Pet Parent customers.

Please take a minute to complete signup with Stripe. If you already have a Stripe account, please log into your account and authorize Hill's to Home access.

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[Connect Stripe Account](#)



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Take a minute to answer a few questions and then you'll be ready to go. Hill's Pet Nutrition will have access to your data, and can create payments and customers on your behalf.

Activate your account

We need to learn more about you and your business before you can process payments on Stripe. Except where noted below, the information you provide will only be visible to the account owner and administrators.

[Learn more](#) →

Business details

Country

United States ▾

If you don't see your country, [let us know you're interested](#).

Business address

Address line 1

Address line 2

City

State ▾

ZIP

Business phone

STEPS

- Fill out the form
- If you already have a Stripe account. Click “Sign In” to connect your existing Stripe account.

State

ZIP

Business phone

Type of business

Legal business name

Your legal business name must exactly match your tax ID—including capitalization. Please make sure it's correct.

Employer Identification Number (EIN)

If you use your Social Security number for business tax purposes, you can use that instead.

Business description

How long after paying will your customers typically receive their goods or services?

Your details

This account should be activated by someone authorized to sign on your organization's behalf. If that's not you, please ask the right person to complete this form.

Legal name

STEPS

- “Business Description”
- Choose “Veterinary Services”
- “How long after paying will your customers typically receive their goods or services?”
 - Choose 1 Week

STEPS


- “Support phone number”
 - Please input 1-800-235-6877
 - This is Hill’s to Home support line.

Home address

Address line 1

Address line 2

City

State 

ZIP

Additional business owners

Please list all other beneficial owners. Beneficial owners are individuals who own more than 25% of the business, or are in a position to exercise significant control over the business's finances and operations (CEO, CFO, COO, or similar). [Learn More](#).

If you don't have personal information for the business's owners, you can [invite them](#) to complete this form.

[+ Add business owners](#)

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Credit card statement details

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Statement descriptor

This is the business name that will show up on your customers' bank or credit card statements. Choose something they will recognize to help prevent disputes.

WWW.HILLSTOHOME.COM

Amount	Transaction
\$340.00	WWW.HILLSTOHOME.COM
\$20.00	PAYROLL

Support phone number

US  +1 (800) 235-6877

Support phone number

US 📍 +1 (800) 235-6877

Customer support address

Use business address

Bank details

Routing number

111000000 ⓘ

Account number

123456789 ⓘ

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Almost done! Save your Stripe account.

Email

me@mycompany.com

⚠️ Missing required param: email.

STEPS

- Fill out banking information
- Create Two-Step authentication

STEPS

- Two-Step authentication is required and the simplest method is to “Get text message”
- Click
 - “Authorize access to this account”

Account number

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Get text message

Use an authenticator app

Almost done! Save your Stripe account.

Email

⚠ Missing required param: email.

Password

Authorize access to this account

Cancel

You'll be taken back to Hill's Pet Nutrition (vet.hillstohome.com) right away.

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Stripe, Inc. is a registered ISO of Wells Fargo Bank, N.A., Concord, CA.



Transforming Lives



Non-Profit

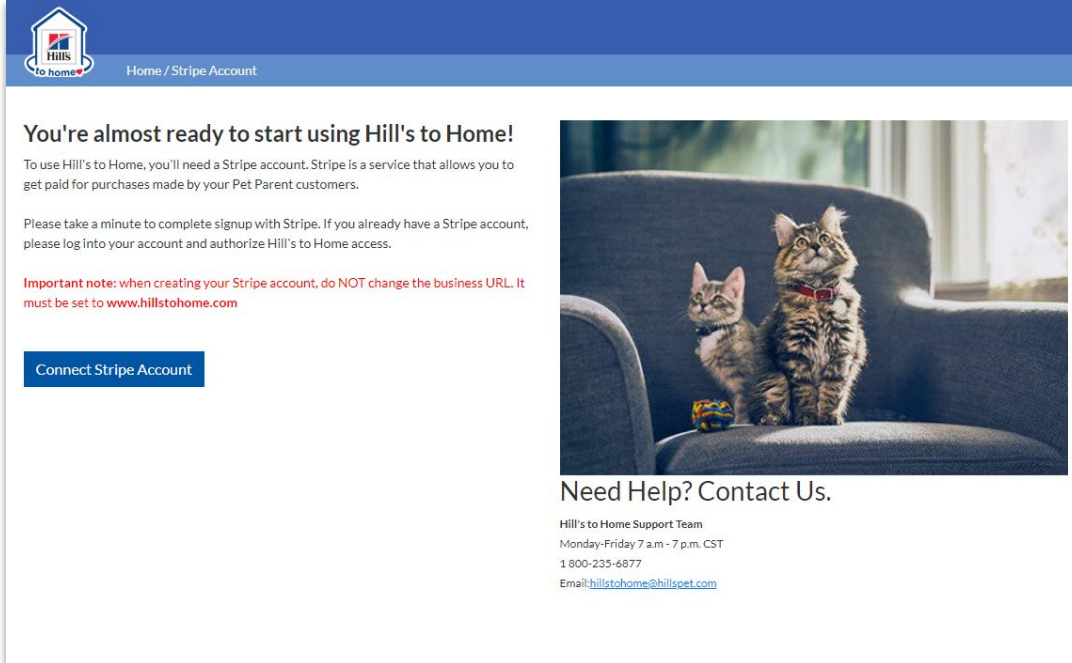
Info Needed to Complete



- Business Address
- Business Phone Number
- Employer Identification Number (EIN)
- Date of Birth (DOB)
- Social Security Last 4 Digits
- Bank Account Number
- Bank Routing Number
- Cellphone for Two-Step Authentication

STEPS

- Click
“Connect Stripe
Account”



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[Learn more](#) →

Business details

Country

United States

If you don't see your country, [let us know you're interested](#).

Business address

Address line 1

Address line 2

City

State

ZIP

Business phone

STEPS

- Fill out the form
- If you already have a Stripe account. Click “Sign In” to connect your existing Stripe account.

State

ZIP

Business phone

US

Type of business

Nonprofit organization

Legal business name

Company Name

Your legal business name must exactly match your tax ID—including capitalization. Please make sure it's correct.

Employer Identification Number (EIN)

12-3456789

If you use your Social Security number for business tax purposes, you can use that instead.

Business description

Veterinary services

How long after paying will your customers typically receive their goods or services?

Please select...

Your details

This account should be activated by someone authorized to sign on your organization's behalf. If that's not you, please ask the right person to complete this form.

Legal name

First

Last

STEPS

- “Business Description”
 - Choose “Veterinary Services”
- “How long after paying will your customers typically receive their goods or services?”
 - Choose 1 Week

STEPS

- “Do you own 25% or more of Hillstohome?”
 - Select “Yes”
- This question is wanting to know if the person filling out the form is a majority stakeholder with at least 25% of the clinic’s ownership.

Job title

Do you own 25% or more of Hillstohome?

No Yes

Do you have significant responsibility for managing the company?
For example, are you a CEO, CFO, COO or similar?

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No Yes

Phone number

Date of birth

Last 4 digits of Social Security number

Home address

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STEPS

- “Support phone number”
 - Please input 1-800-235-6877
 - This is Hill’s to Home support line.

City

State

ZIP

Additional business owners

Please list all other beneficial owners. Beneficial owners are individuals who own more than 25% of the business, or are in a position to exercise significant control over the business's finances and operations (CEO, CFO, COO, or similar). [Learn More](#).

If you don't have personal information for the business's owners, you can [invite them](#) to complete this form.


The information you add will only be visible to the owner of this account and administrators.

Credit card statement details

This information may appear on your customers' credit card statement. You can change it at any time.

Statement descriptor

This is the business name that will show up on your customers' bank or credit card statements. Choose something they will recognize to help prevent disputes.

 EARTH BANK **** 1234 STATEMENT

Amount	Transaction
\$340.00	WWW.HILLSTOHOME.COM
\$20.00	PAYROLL

Support phone number

Customer support address

Use business address

STEPS

- Two-Step authentication is required and the simplest method is to “Get text message”
- Click
 - “Authorize access to this account”

ⓘ

Please ensure that the bank account you provide is a bank account opened under the legal business name you have provided to Stripe.

Confirm account number

Two-step authentication Required

Strengthen your account's security by protecting it with either your phone or authenticator app in addition to your password. This will help ensure that no one else can log in to your account.

Almost done! Save your Stripe account.

Email

▲ Missing required param: email.

Password

You'll be taken back to Hill's Pet Nutrition (vet.hillstohome.com) right away.

By submitting this form, you confirm that you're authorized to agree to the [Connected Account Agreement](#), that you will receive text messages from Stripe, and you certify that the information provided is complete and correct. Stripe, Inc. is a registered ISO of Wells Fargo Bank, N.A., Concord, CA.

[Forgot your password?](#) • [Privacy Policy](#) • [Contact](#) • © Stripe



Transforming Lives

STRIPE SUPPORT



Stripe Disabled



Check Email

- Stripe will always reach out with an email communication providing details of why an account has been disabled & what information they needed in order to enable the account
- The fastest way to resolve the situation is to reply directly to the email that Stripe has sent
- Stripe will not share information with Hill's only directly to their customer (the vet clinic) due to the sensitive financial information

Common Verifications

- Legal Entity /Beneficial Owner
- Tax ID
- Photo ID

Tax ID Verification Guidelines by Business Type



Below are guidelines of what business information commonly matches with the IRS, sorted by business type.

These are general guidelines; each business case is unique and this list is not a guarantee of an ID match. Please check any IRS official correspondence before making any updates.

Common identification guidelines by business type:

- **Sole Proprietorship:** Individual Name and Tax ID Number (SSN or EIN)
- **LLC** (Partnership, Corporation): Business Name and Entities' EIN
- **Corporation:** Business Name and Entities' EIN

Beneficial Owner Verification Process



<https://support.stripe.com/questions/inviting-beneficial-owners>

What if I don't have all of the required information for a beneficial owner to submit my account application?

When you're completing your account application, you may find that you don't have all the information that's being requested for one of your owners. In that case, you can invite the owner to your Stripe account so they can complete the verification process themselves.

Inviting a beneficial owner to complete their information:

- Make sure you've submitted your account application *before* inviting beneficial owners. You can add beneficial owners to your team with an Administrator role, which will enable them to access your Stripe account and provide their ownership information. You can learn more about how to invite users to your team [here](#).
- Once a beneficial owner has joined your team, the following information should help them complete verification.

Filling out my information as a beneficial owner

- First, know that the information you provide is secure and only visible to other administrators and the owner of this Stripe account. Your tax ID or passport number is not visible to anyone.

How to complete your information

- Navigate to the [Owners](#) page under Business settings
- If you're already listed as an owner, click "..." > Edit to update the entry directly. Otherwise, click Add business owners and provide your information

Handling verification issues

- If we are unable to verify your identity automatically, we will request that you upload an ID document. You can upload the ID document [right inside the dashboard](#).

Tax ID (TIN) Verification



<https://support.stripe.com/questions/tax-id-unverified>

If you are having trouble verifying your tax identification number (TIN) in Stripe, it usually means that the information entered doesn't match IRS records. When you submit your TIN and business name, we check it against the IRS's database. If we don't receive back a confirmation from the IRS that the legal name matches the TIN, we display a message in your dashboard requesting a corrected tax ID.

Retry your information

Retry entering your TIN and name in the [Tax Details](#) section of your dashboard, under Business Settings. When doing so, we suggest reviewing your government-issued documentation, such as an SS-4 or [Letter 147C](#), to make sure the information is entered exactly as shown on those official documents. It's important to note that the verification is both case- and punctuation-sensitive. Also note that your business name may be some combination of the first 2 lines on your IRS documentation (i.e. business name followed by the owner name).

Below you will find some helpful guidelines of what we have seen match with the IRS by business type. Also you may use the name and TIN included on the IRS income Tax return on which income from your Stripe account is reported. Although these are general guidelines, each business case is unique. Please check your IRS official correspondence before making any updates:

- Individual: Individual Name and SSN
- Sole Proprietor: Individual Name and SSN (or EIN, if your Sole Prop has one)
- Single-member LLC that is disregarded for federal tax purposes:

If owned by an individual: the owner's individual name and SSN or EIN. The LLC's name or EIN should not be used

If owned by a corporation or partnership: the owner's name and EIN. The LLC's name or EIN should not be used

- LLC that is treated as corporations or partnerships for federal tax purposes: the LLC's name and EIN
- Corporation: Business Name and Entity's EIN
- Partnership:* Business Name and Entity's EIN
- Other entities: Enter your name and EIN as shown on required U.S. federal tax document. This name and EIN should match the name and EIN shown on the charter or other legal document creating the entity.

My submission matches IRS information

If your information is correct but we still show an incorrect ID, check that you aren't in one of the special situations listed below. Otherwise, we recommend [getting in touch with the IRS](#) to confirm that you have your correct TIN and exact business name. Be sure to double-check spelling, punctuation, and spacing.

Business name recently updated

If the name of the business was recently updated, the IRS may not have updated their database yet. Please email support@stripe with your recent Letter 147C.

New TIN issued within the past 3 weeks

If the name of the business was recently updated, the IRS may not have updated their database yet. Please email support@stripe with your recent Letter 147C.

LLC businesses

The IRS sometimes associates the TIN with the business owner's name instead of the name of the LLC. Try resubmitting with the owner's name.

Still can't verify TIN?

Send us your SS-4 letter or your Letter 147C [via email](#). Our specialized team will review the information and complete the update from their end.

Stripe Payout Schedule - Daily, Weekly or Monthly



Please understand that because of refunds, etc. sometimes a Stripe balance could be negative, so by changing to a monthly payout schedule this may help this and thus may stop the need for Stripe to debit your bank account for negative balances.

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 months with fewer than 29-31 days.

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

“Know Your Customer” Obligations



<https://support.stripe.com/questions/know-your-customer>

“Know Your Customer” (KYC) obligations require Stripe to collect and maintain information on all Stripe account holders. These requirements come from our regulators and are intended to prevent abuse of the financial system.

What details do you need to collect?

The exact rules vary by country, but we typically need to collect details on:

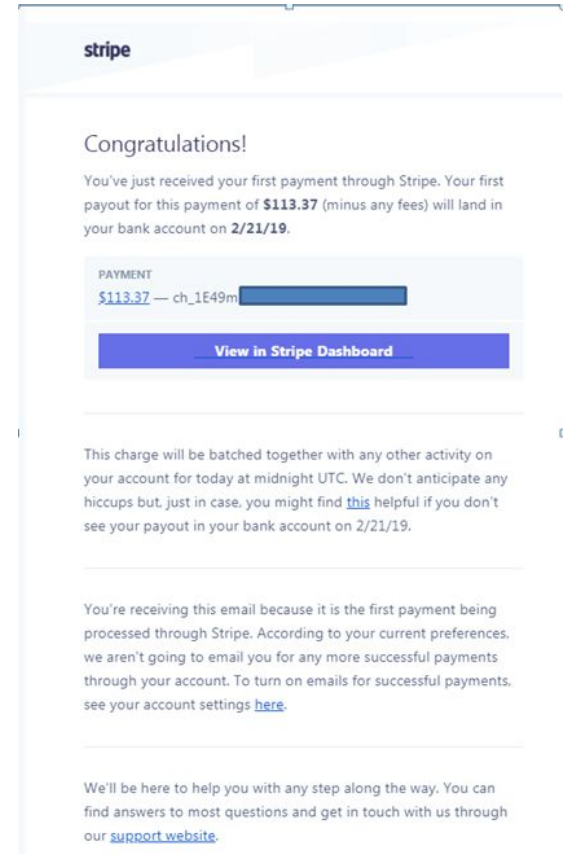
- The individual creating the Stripe account
- The business associated with the Stripe account
- Any individuals who ultimately own or control that business

If you sign up for a Stripe account directly, we will prompt you to provide the details required in your country when activating your Stripe account. We may also reach out periodically to confirm that information on your account is still accurate.

Stripe First Deposit E-Mail



- Email is sent out on the first deposit and unless they opt in that will be the only email they get in regards to deposits.
- The “Payment” amount is the total amount collected from the Pet Parent.
- While the verbiage does state that is the payment about minus any fees it could still easily be misleading.
- In this case the actual payout was \$19.12 after all of the fees were removed.
- Just really a heads up on what the email contains and that the amount received will be much smaller than the payment amount due to the fees that include the price of the product and the HtH and Stripe fees.



Contact Stripe Support



<https://support.stripe.com/contact/login>

stripe SUPPORT

🔍 Search help articles...

Feedback about this page?

Sign in →

Contact support

Have a Stripe account? Sign in and we'll be able to help out a bit quicker.

Sign in →

- ✉ Can't sign in or not using Stripe yet?
- 🔒 Forgot your password?
- 🔑 Missing recovery code and locked out of your account?
- 📄 I would like information about a charge from Stripe.

Contact support

Tell us a few more details to connect with Stripe Support.

Popular topics

- Account
- Billing
- Connect
- Disputes
- Getting started
- Payments
- Payouts
- Refunds
- Strong Customer Authentication
- Third-party integrations
- Verification

Close Stripe Account



<https://support.stripe.com/questions/close-a-stripe-account>

Q: How do I close my Stripe account?

A: To close an account with Stripe, the owner of the account can go to the [Data tab](#) under Business Settings and select “Close this account...”.

If the Stripe account was created through a [third-party application](#), this will not close the account with the third-party. Correspondingly, deleting an account with a third-party product does *not* delete the Stripe account connected to it. The only way to close a Stripe account is from the Stripe dashboard as outlined above.

Once a Stripe account is closed, it cannot be undone.

** HtH is a third-party application and we will also need to remove the Stripe account from their HtH account. Especially if there are multiple Stripe accounts or if they would like to do HtH in the future the old Stripe account should be removed.**

Helpful Links



<https://stripe.com/docs/payouts#payout-schedule>

<https://support.stripe.com/questions/inviting-beneficial-owners>

<https://support.stripe.com/questions/tax-id-unverified>

<https://support.stripe.com/questions/beneficial-ownership-by-a-legal-entity>

<https://stripe.com/docs/connect/identity-verification#individual-vs-company>

<https://support.stripe.com/questions/know-your-customer>

<https://stripe.com/docs/account#activation>

<https://support.stripe.com/topics/my-account>

<https://support.stripe.com/questions/tax-id-verification-guidelines-by-business-type>

Stripe Password Reset



<https://dashboard.stripe.com/reset>

dashboard.stripe.com/reset

TH ASM Portal BackOffice HMC Google Drive Calendar Inbox Stripe GenPet Telogis CustomPoint HillsPet Telogis UPS Tracking

stripe

Reset your password

Reset your password

Enter your email address below and we'll send you a link to reset your password.

Send reset password email

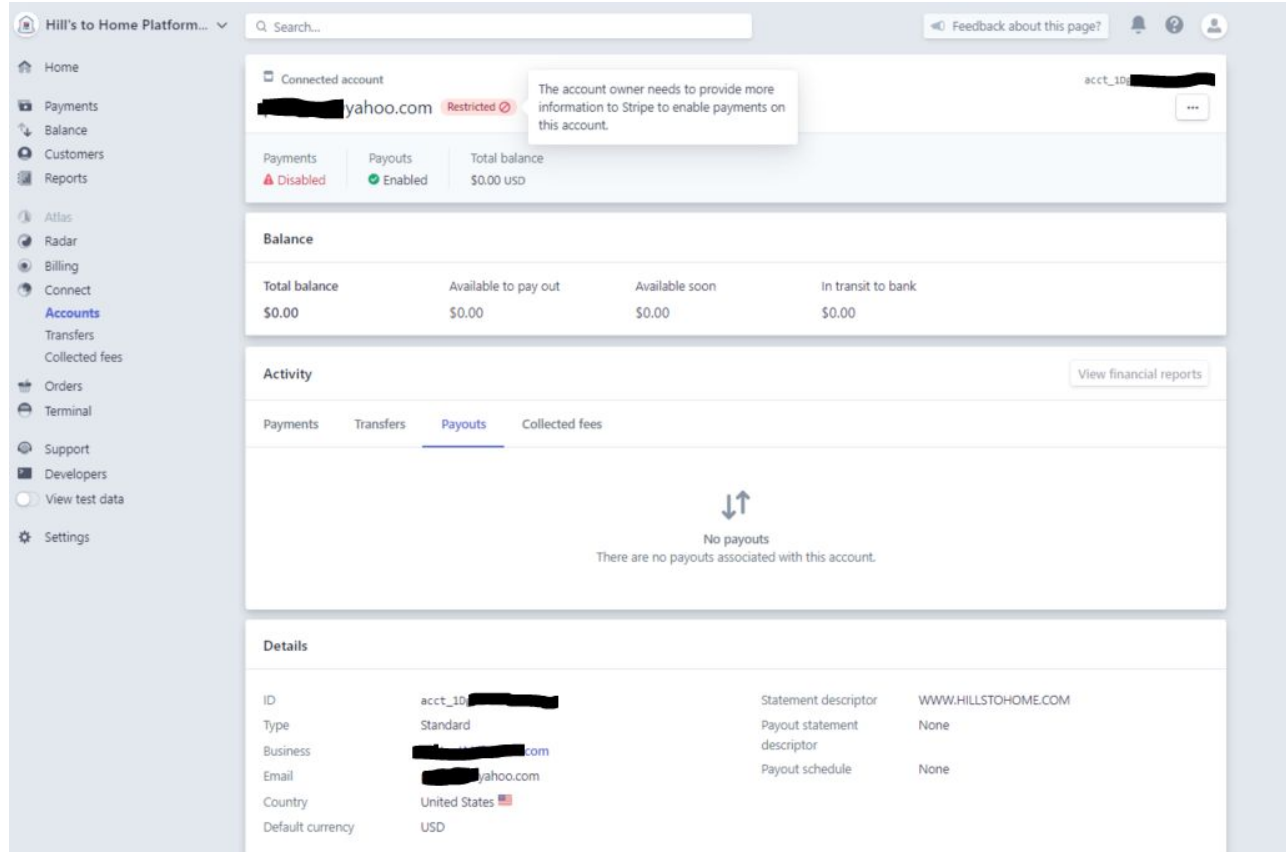
Three Key Pieces for Registration



There are three pieces of information required for Registering for Stripe:

1. Tax EIN (The Employer Identification Number)
2. Owners Social Security Number (SSN)
3. The banking information (Routing # and Account #)

How to tell if a Clinic is Stripe Disabled



The screenshot shows the Stripe account dashboard for a clinic. The account is identified as 'Restricted' with a red warning icon. A tooltip message states: 'The account owner needs to provide more information to Stripe to enable payments on this account.' The account status summary shows 'Payments' as 'Disabled' (with a red triangle icon) and 'Payouts' as 'Enabled' (with a green checkmark icon). The total balance is \$0.00 USD.

Balance

Total balance	Available to pay out	Available soon	In transit to bank
\$0.00	\$0.00	\$0.00	\$0.00

Activity [View financial reports](#)

Payments Transfers Payouts Collected fees

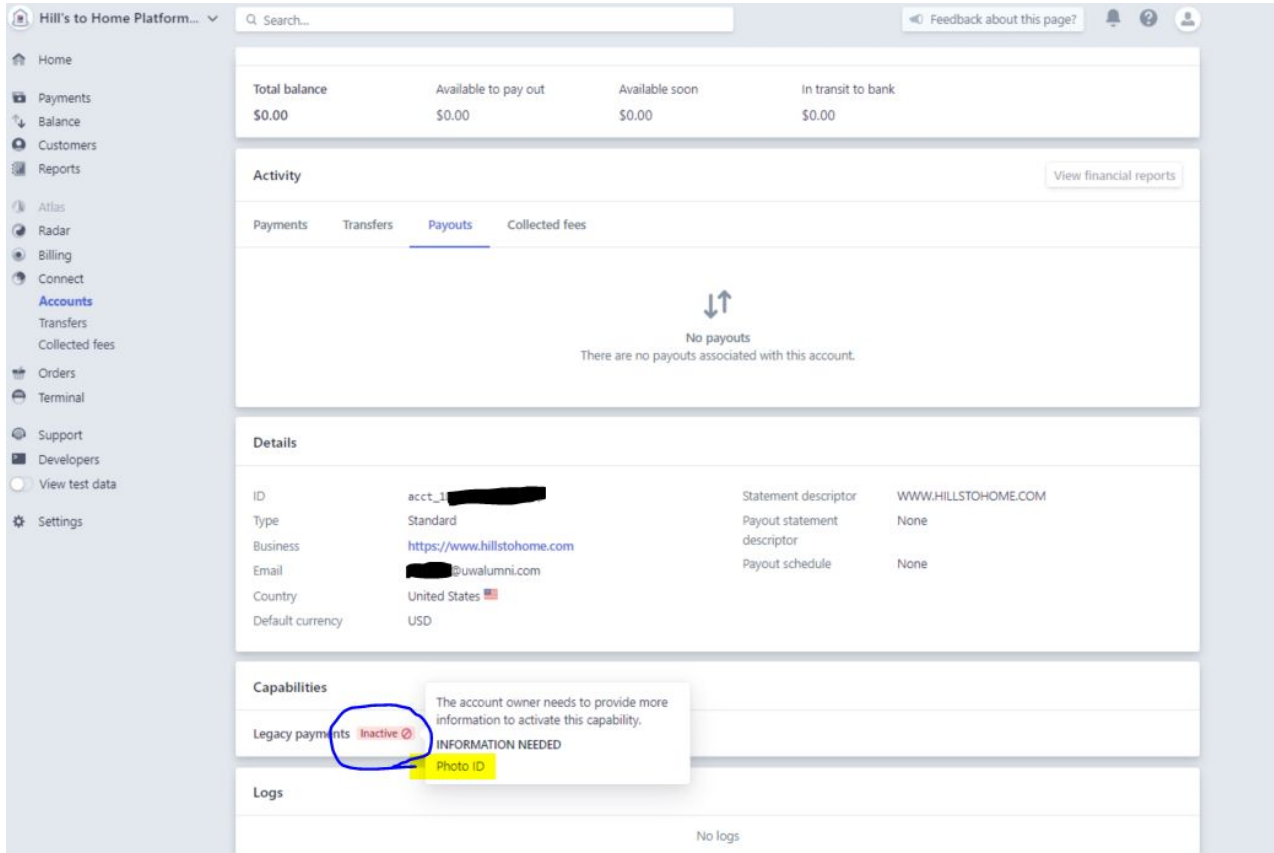
No payouts
There are no payouts associated with this account.

Details

ID	acct_10[REDACTED]	Statement descriptor	WWW.HILLSTOHOME.COM
Type	Standard	Payout statement descriptor	None
Business	[REDACTED].com	Payout schedule	None
Email	[REDACTED]@yahoo.com		
Country	United States 🇺🇸		
Default currency	USD		

How to tell why they are disabled:

Check under the capabilities section and hover over the red highlighted “Inactive”



The screenshot shows the Hill's to Home Platform interface. The left sidebar contains navigation options: Home, Payments, Balance, Customers, Reports, Atlas, Radar, Billing, Connect, Accounts (highlighted), Transfers, Collected fees, Orders, Terminal, Support, Developers, View test data, and Settings. The main content area displays account balances, activity, and details. The 'Capabilities' section shows 'Legacy payments' as 'Inactive' with a red circle around it. A tooltip explains that the account owner needs to provide more information to activate this capability, specifically 'Photo ID'.

Total balance	Available to pay out	Available soon	In transit to bank
\$0.00	\$0.00	\$0.00	\$0.00

Activity

Payments Transfers **Payouts** Collected fees

No payouts
There are no payouts associated with this account.

Details			
ID	acct_1 [REDACTED]	Statement descriptor	WWW.HILLSTOHOME.COM
Type	Standard	Payout statement descriptor	None
Business	https://www.hillstohome.com	Payout schedule	None
Email	[REDACTED]@uwalumni.com		
Country	United States 🇺🇸		
Default currency	USD		

Capabilities

Legacy payments **Inactive** ⓘ

The account owner needs to provide more information to activate this capability.
INFORMATION NEEDED
Photo ID

Logs

No logs