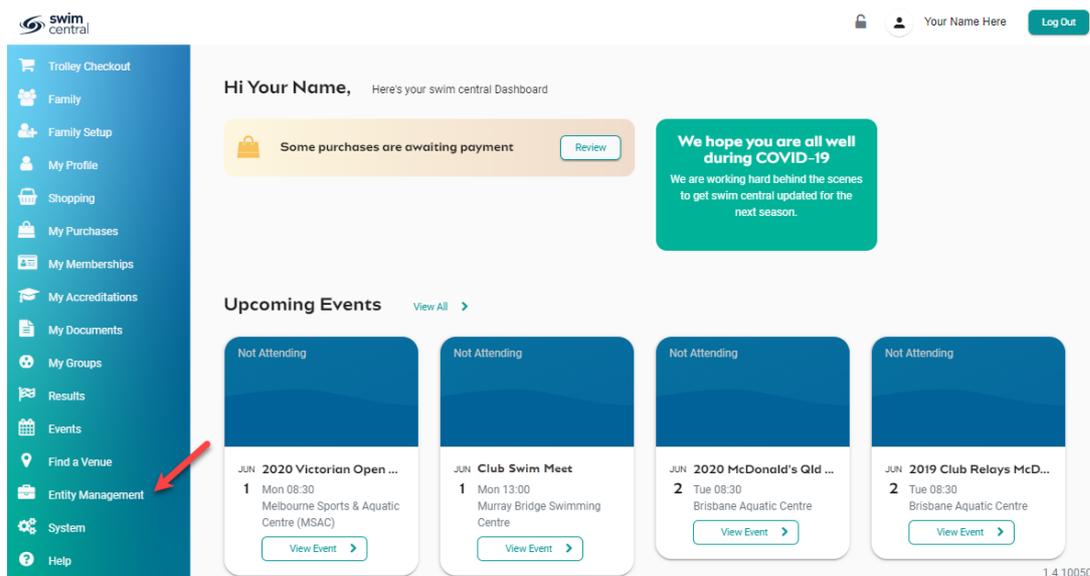


## HOW TO EDIT CLUB BANKING DETAILS FOR STRIPE

For Clubs to be able to execute financial transactions through Swim Central, they will need to have updated Club banking details for Stripe. Stripe is a financial management software that is used to administer and track all purchase and refund transactions within Swim Central. The Stripe payment platform is like a bank account and has been developed with similar requirements, including the need for certain identification (ID) to be provided and verified by the system prior to the payment of funds.

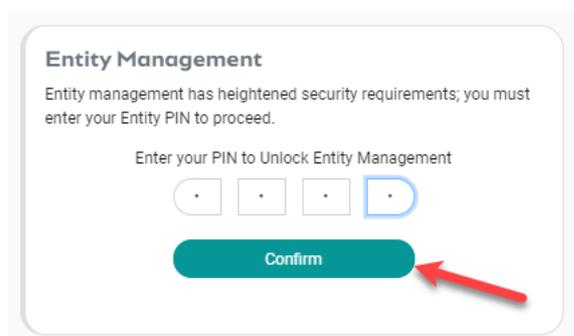
This help guide is for **Club Administrators** to update banking details in Swim Central to meet Stripe requirements.

From your personal dashboard as a club administrator, select **Entity Management**



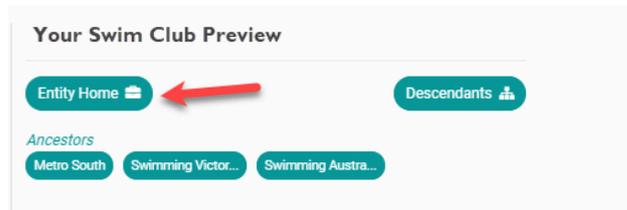
The screenshot shows the Swim Central dashboard. On the left is a navigation menu with items: Trolley Checkout, Family, Family Setup, My Profile, Shopping, My Purchases, My Memberships, My Accreditations, My Documents, My Groups, Results, Events, Find a Venue, **Entity Management** (highlighted with a red arrow), System, and Help. The main content area shows a greeting "Hi Your Name," and a notification "Some purchases are awaiting payment" with a "Review" button. A green box contains a COVID-19 message. Below is the "Upcoming Events" section with four event cards, each marked "Not Attending". The first event is "2020 Victorian Open ..." on Mon 08:30 at Melbourne Sports & Aquatic Centre (MSAC). The second is "Club Swim Meet" on Mon 13:00 at Murray Bridge Swimming Centre. The third is "2020 McDonald's Qld ..." on Tue 08:30 at Brisbane Aquatic Centre. The fourth is "2019 Club Relays McD..." on Tue 08:30 at Brisbane Aquatic Centre. Each card has a "View Event" button. The user's name and a "Log Out" button are visible in the top right corner.

Enter your entity PIN and select **Confirm**.



The screenshot shows the "Entity Management" screen. It contains the text: "Entity management has heightened security requirements; you must enter your Entity PIN to proceed." Below this is the instruction "Enter your PIN to Unlock Entity Management" and a PIN input field with four dots. The fourth dot is highlighted with a blue border. Below the input field is a green "Confirm" button, which is pointed to by a red arrow.

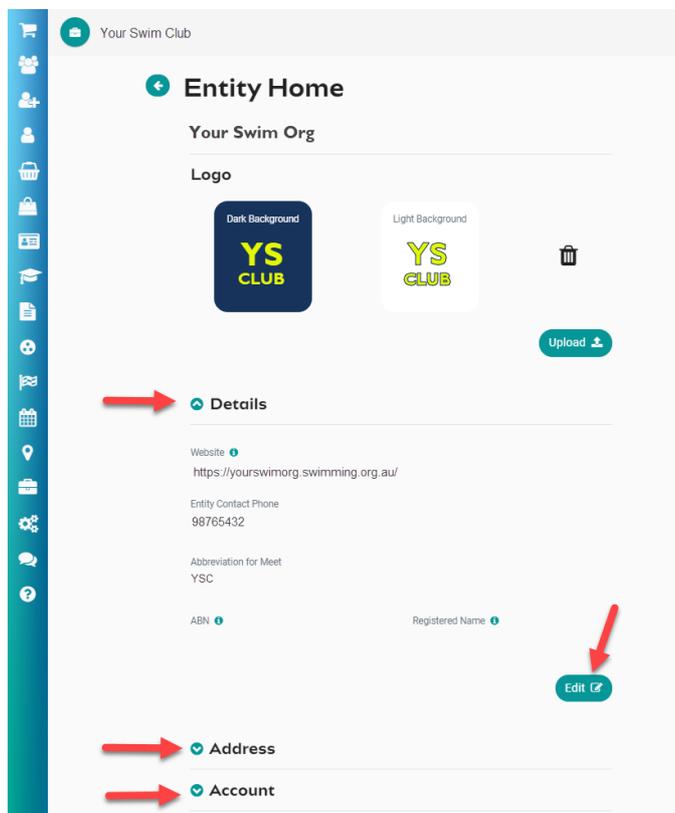
Select your Club and then select **Entity Home** from the right-hand side of the screen.



**\*\*Should your club be missing information, a notification box will appear to inform you what information is missing. Please update all information where possible.**



From Entity Home, select **Edit** to update Club details, address, and account information.



Once in edit mode, use the icons at the top of the page to navigate between sections. Active screens will be highlighted in blue.



### **Edit Club Details** – Information REQUIRED by Stripe in **RED**

- **Entity Name** – Name of the Club
- **Website** – Name of the Club website for public information
- **Entity Contact Email** – Email of the person named as the Entity Contact
- **Entity Contact Name** - Primary contact for the Club
- **Entity Contact Phone** – Phone number of the person named as Entity Contact
- **ABN\*** - The unique 11-digit Australian Business Number registered for the Club with the Australian Business Registry (ABR)
- **Registered Name** – The name on file with the ABR associated with the provided ABN

*If you know your Club's ABN*, enter it accurately into the ABN\* field.

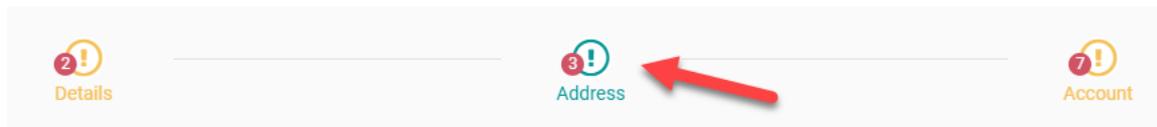
*If you do NOT know your Club's ABN*, you can look it up with the ABR using Club name [here](#).

Verification of the ABN occurs when you toggle **ON** the 'Fetch Registered Name from ABR on Save'. Stripe will check the Club ABN against the ABR and then automatically populate the registered club name upon Save once you complete all edits to club information.



Please do not enter the Registered Name manually. Stripe will check the Club ABN against the ABR and then automatically populate the registered club name upon **Save** if the verification is successful.

**\*\*After you complete entering all updated information (including address and account) and Select Save, if your verification is unsuccessful for your ABN**, you will see a pop- up error notification at the bottom of the page that says 'Provided ABN does not appear to be valid; please try again'. If you continue to see this error or if you have recently changed/updated your information with the ABR, please contact [support@swimming.org.au](mailto:support@swimming.org.au) for further assistance.



### Edit Address Details

- **Street Address** – Physical location of the Club
- **Postal Address** – Mailing address of the Club if different from Street Address



### Edit Account Details – Information REQUIRED by Stripe in **RED**

- **Account Name** – Name of the Club on the bank account
- **BSB Number**
- **Account Number** – Bank account number for the Club
- **Registered for GST** – Toggle on (will turn blue) only if your Club is registered for GST
- **Debit Negative Balances** – Toggle on (will turn blue) only if your Club will allow Stripe to automatic debit for negative balances on the account.
- **Account Contact Email** – Email for the person named as the Account Contact
- **Account Contact First Name**
- **Account Contact Last Name**
- **Account Contact DOB (Date of Birth)**
- **Identity Document 1** – Scanned and uploaded image of the front of a valid government issued Identification document (Details below)
- **Identity Document 2** – Scanned and uploaded image of the back of a valid government issued Identification document (Details below)

\*If you are not the Account Contact, please **Save** your edits and request that the Account Contact complete the remaining steps to upload identity verification documents to finish Stripe registration. You will see that you still have a notification on the *Entity Home* that Identity Documents have not been uploaded and thus your Stripe registration is incomplete.

### **Uploading Identity Verification Documents into Swim Central**

*The following steps must be completed by the person named as the Account Contact in their own profile in Swim Central as step cannot be completed by someone impersonating the Account Contact.*

Please make sure to have valid ID documents ready. The types of ID in Australia that can be used for verification are:

- **Passport** - if using the photo page, this is the only ID required (upload as Identity Document 1 only)
- **Driver's license** - both the front and back of the license are required to be uploaded to Swim Central (Front of driver's license as Identity Document 1 and back of driver's license as Identity Document 2)
- **Identity card** - both the front and back of the license are required to be uploaded to Swim Central (Front of identity card as Identity Document 1 and back of identity card as Identity Document 2).

ID documents should be scanned as JPEG or PNG files, for upload to Swim Central. The ID that is uploaded:

1. Must match the name of the Account Contact
2. Must clearly display details and is required to be uploaded in colour
3. Must be readable and for verification by Stripe (it is recommended that the ID be placed on a coloured background when taking a photo, (i.e., coloured paper, desk, etc). If the ID is placed on a white background it may not be readable and verified.)

To upload the identity verification document(s), follow these steps:

- **Login** to Swim Central and enter your family PIN to **Unlock** your profile (if you are part of a family group)
- From your personal dashboard, select **My Documents**
- Select **Upload**
- Use the dropdown in **Document Category** to select **Identification**
- Use the dropdown in **Document Type** to select the appropriate document type (**Adult Proof of Age Card, Driver's License, Passport**)
- Enter the document **Expiry**
- Enter the document **Reference Number**
- Select **Upload** and you should quickly see a notification at the bottom of the screen that notifies that your document uploaded. If you do not see this notification, please try to upload the document again.

## Linking Identity Verification Documents to a Club Account in Swim Central

*The following steps must be completed by the person named as the Account Contact in their own profile in Swim Central as step cannot be completed by someone impersonating the Account Contact.*

To link the uploaded document(s) to the Club account, the Account Contact must follow these steps:

- Leave their document library by selecting **Home** on the top right
- From their personal dashboard, select **Entity Management**
- Highlight their **Club** on the left and then select **Entity Home** on the right
- Click on **Account** on the bottom left to expand that section and then select **Edit**
- Use the drop-down menus to select the Passport or Front of Driver's License/Identity Card into Identity Document 1 field
- Use the drop-down menus to select the Back of Driver's License/Identity Card into Identity Document 1 field
- Select **Save**

Once you have linked these documents to the Club Account, they are then stored within the Stripe system and they can be immediately deleted from your My Documents library. If deleted, these documents will no longer be accessible or visible within Swim Central.

Once all steps have been completed, Stripe will conduct the verification process, which can take up to 24 hours. If there is a problem with verification, Stripe will notify the Account Contact via Swim Central on the entity home page with an 'Entity Account Warning' message. Common messages include:

Message	Explanation	Solution
verification_document_failed_greyscale	The document could not be used for verification because it was in greyscale. Upload a colour copy of the document	Please upload a colour copy of the original document.
tax_id_invalid	The ABN number provided is invalid (e.g., missing digits). ABN must be eleven digits.	Please check your ABN and update where required. Contact <a href="mailto:support@swimming.org.au">support@swimming.org.au</a> for further assistance.
company.verification.document	Verification could not be validated for an unknown reason.	Please contact <a href="mailto:support@swimming.org.au">support@swimming.org.au</a> for further assistance.
verification_document_type_not_supported	The provided document type was not accepted as proof of identity. Upload a driver's license, government issued ID Card, or passport.	The provided document type was not accepted as proof of identity. Please upload a valid document type (e.g., driver's license, government issued ID card, or passport)
person_XXXXXXXXX.verification.document	Verification could not be validated for an unknown reason.	Please contact <a href="mailto:support@swimming.org.au">support@swimming.org.au</a> for further assistance.