

## Update Club Banking Details/ABN Information Sheet

Version 1.0 – May 2020

### Frequently asked questions

#### Why is Swim Central using the Stripe payment gateway software?

Swim Central will use the [Stripe payment software and gateway](#) for all electronic payments. This software is used around the world and handles billions of dollars every year. It uses the most powerful and flexible tools for internet commerce, with functionality developed to help members with easy and secure payments.

The software has been developed with high security measures in place to protect individual and organisation payments.

#### Do ABN details need to be added to Swim Central?

It is a requirement of the Stripe payment software that all Clubs add their ABN detail to Swim Central in order to receive payments. An Australian Business Number (ABN) is a unique 11 digit number that identifies your business to the government and community. More information on applying for an ABN can be found on the Australian Taxation Office website [here](#). ***If you do not know your Club's ABN***, you can look it up using Club name [here](#).

#### What additional details need to be added to Swim Central for payment?

- BSB number
- Bank account number
- Entity contact (first name, surname and date of birth).

#### How do entities set up the Stripe payment platform for payment?

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. 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 (as one file)
- **Driver's licence** - both the front and back of the license are required to be uploaded to Swim Central (as two files)
- **Identity card** - both the front and back of the licence are required to be uploaded to Swim Central (as two files).

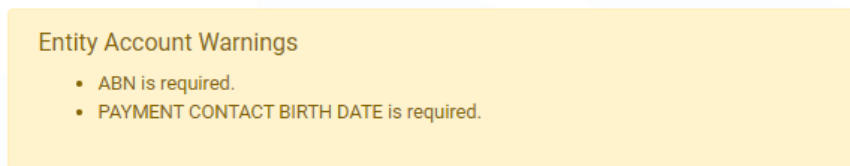
#### How are ID documents uploaded to Swim Central?

ID documents, as JPEG or PNG files, are required to be uploaded to Swim Central via the My Documents library by the account contact and this step cannot be completed by someone impersonating the account contact. The ID that is uploaded needs to match the name of the account contact, must clearly display details and is required to be uploaded in colour. To ensure the image is readable and verified by Stripe, the account contact must ensure the ID is 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 link these document/s to the entity page, the account contact must go to **entity home** and click the **edit** button under the **account** section. They must then use the drop down menu to select the file/s uploaded to the account contact's **My Documents** section. Once they have linked these documents to their entity page they are then stored within the Stripe system and they can be immediately deleted from the contact's My Documents folder and therefore will no longer be accessible or visible within Swim Central.

### What happens if the documents are not suitable for verification by Stripe?

Stripe will notify the Account Contact via Swim Central on the entity home page with an 'Entity Account Warning' message. This will also be communicated to clubs by the state/territory organisations



### How long does documentation verification by Stripe take to occur?

This generally occurs within 24 hours.

### What are some common errors during the Stripe verification process?

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.

### How do entity contacts know if their ID documents are secure?

When these documents and / or picture files are uploaded to Swim Central, as with all other documents in Swim Central, they are managed within a storage facility managed by Microsoft. More information on the security of this Microsoft facility can be found [here](#).

**What does Stripe do with the documents and / or picture files? Do they store these documents and how do entity contacts know if they are secure?**

These documents are stored within the Stripe platform, more information on Stripe's privacy policy can be found [here](#).

**What happens when an account contact changes?**

The new entity contact is required to complete the same process, with ID verification.

**When will payments be made to entity accounts?**

The Stripe payment software also enables entities to receive more direct and timely payments, without the need to wait for SA to delay payments with a reconciliation process. Refunds will also occur in a timelier manner.

**Who do I contact for additional Stripe payment gateway support?**

Account contacts who are having difficulty with payments should contact Swimming Australia at [support@swimming.org.au](mailto:support@swimming.org.au).

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