

Setting up Stripe to take payments

About Stripe

To receive payments through the Medechat platform you will need to open a Stripe account. We recommend setting it up through the Medechat platform as shown below, as this will connect it to the platform automatically.

Stripe is our chosen payment provider and is the online merchant platform used by millions of businesses big and small to accept payments safely and securely. There are processing fees for this service which are 1.75% + .30c per transaction. Please take this into account when deciding on your consultation fees.

Tip: You will need to use your legal business/company name for your account, but please use your clinic name as the nickname/trading name so we can identify you easily.

You can also access all the help documents at www.support.stripe.com or email manager@medechat.com.au if you have any problems.

1 Setting up your Stripe Account

When we notify you that you have been set-up on the Medechat platform, you can login to Medechat using the password you created and navigate to **Practice Settings**

The screenshot displays the Medechat Practice Manager interface. On the left is a dark blue sidebar with a menu of options: APPOINTMENTS, HISTORY, VETS, PRACTICE SETTINGS (circled in red), APPOINTMENTS SETTINGS, MY PROFILE, PARTNERS, USER GUIDE, and PRESCRIPTIONS. Below the menu is a 'Log out' button and copyright information. The main content area shows a calendar for August 2023, with columns for days from Monday 31st to Sunday 6th. A time slot grid is visible on the left of the calendar, ranging from 10 am to 04 pm. At the top right of the calendar area, there are navigation buttons for 'Today', 'Week', and 'Month', and a 'Set available time' button.

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Setting up your Stripe Account

Select **Connect to Stripe** and follow the prompts.

The screenshot shows the Medechat settings interface. On the left is a dark blue sidebar with navigation options: APPOINTMENTS, HISTORY, VETS, PET OWNERS, PRACTICE SETTINGS, APPOINTMENTS SETTINGS, MY PROFILE, PARTNERS, USER GUIDE, and PRESCRIPTIONS. Below these is a 'Log out' button and links for 'Copyright Medechat: 2023', 'Practice Manager Terms of Use', and 'Privacy Policy'. The main content area has three sections: 1. 'Manage your stripe account' with a 'Connect to Stripe' button circled in red. 2. 'Pet Owner Registration Link' with a 'Copy' button. 3. 'Set your booking fee' with a text input field containing '10' and a checked 'Enable booking fee' checkbox.

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Setting up your Stripe Account

The screenshot shows the Stripe 'Get started with Stripe' page. It has a blue header with the Medechat logo and the text 'Medechat partners with Stripe for secure payments.' Below this is a 'Return to Medechat' link. The main content area is white with the heading 'Get started with Stripe' and a paragraph explaining that the form is for business owners. There is an email input field with 'me@example.com' and a blue 'Continue →' button circled in red. At the bottom, there are links for 'Powered by stripe', 'Terms', and 'Privacy'.

Stripe will take you through all the sections you need to get up and running and accept payments.

Simply follow the prompts.

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Setting up your Stripe Account

Business structure

- Business details
- Support details
- Bank details
- Two-step authentication
- Tax calculation
- Climate contributions
- Summary

Tell us about your business

The information Stripe collects about your business helps us meet requirements from regulators, financial partners, and our [Services Agreement](#).

Registered business address

Australia

Address line 1

Address line 2

City

State

Postal code

Type of business

Company

Business structure

Proprietary company

Continue →

You'll need to have to hand your legal business name and business details and also the bank account details that you would like your funds transferred too.

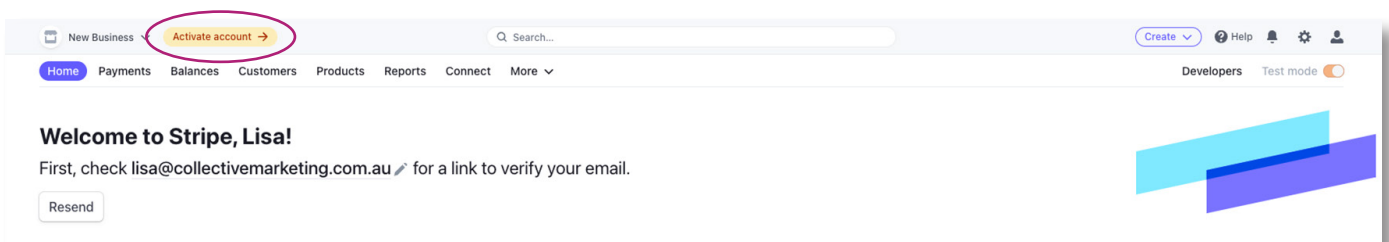
Follow all the prompts supplied by Stripe.

Tip: You will need to use your legal business/company name for your account, but please use your clinic name as the nickname/trading name so we can identify you easily.

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Setting up your Stripe Account

When you have completed the set-up don't forget to **activate your account**. Medechat is now connected to it and your payments can be processed.

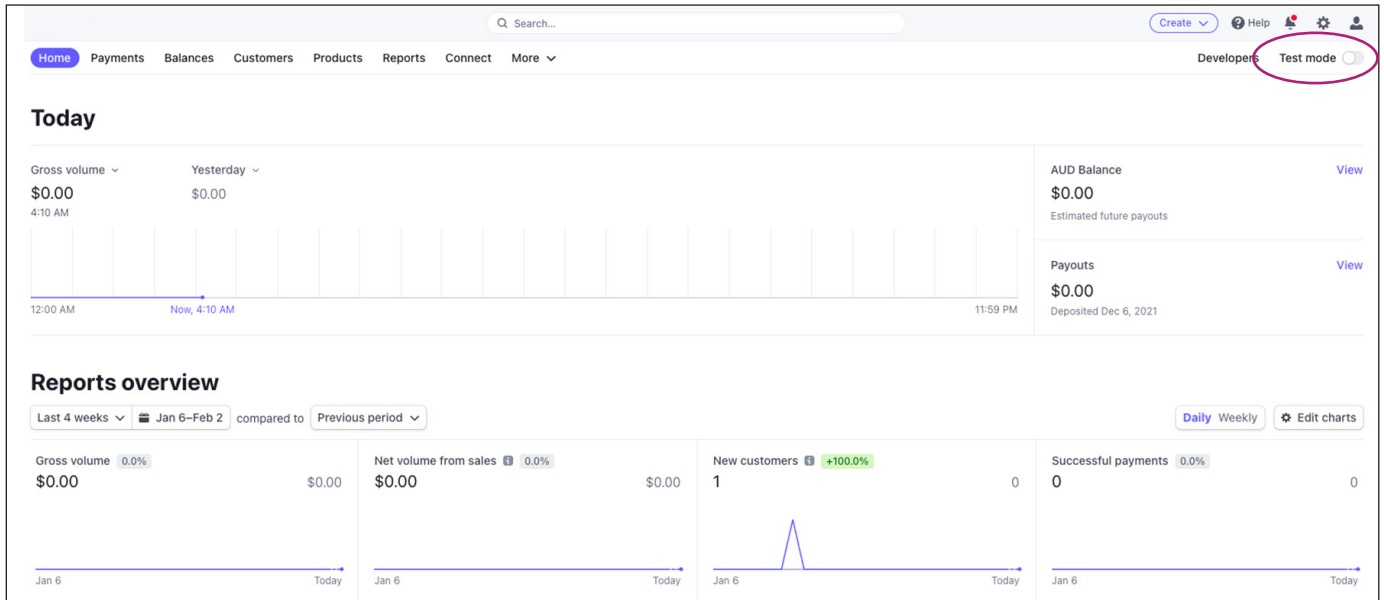


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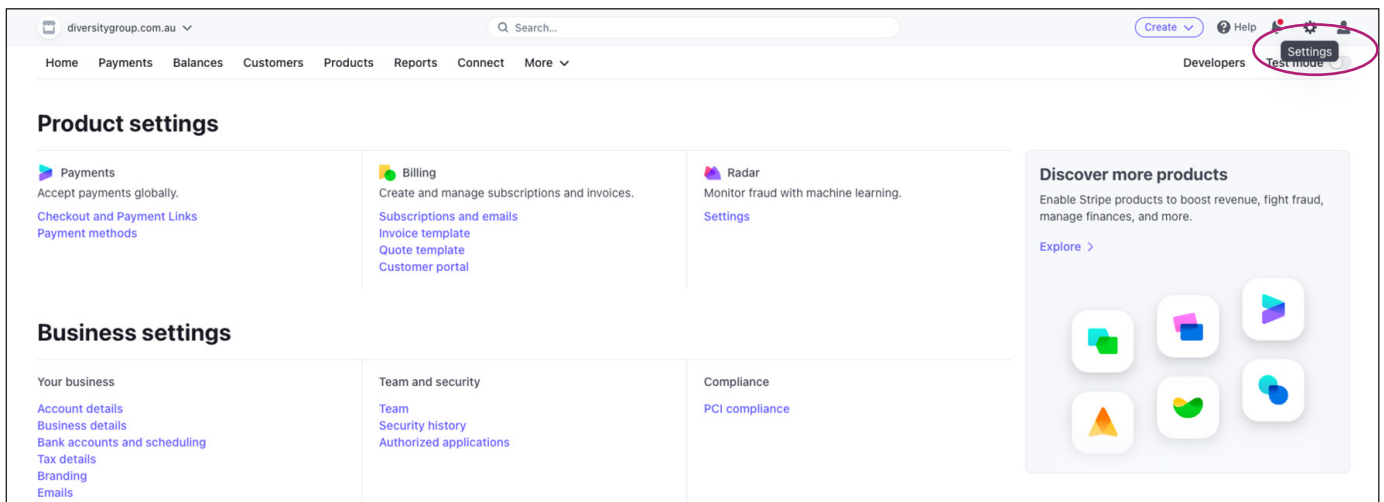
Using Stripe

Once set-up, your Dashboard will give you an overview of the payments you have taken, your account balance and when to expect payouts.

Make sure you are not in **Test mode** unless you are testing payments.



You can go into **Settings** at anytime to update your information or add branding to confirmation emails etc.



Your clients can now pay for Medechat consultations with your vets or the VetCheck 24/7 vets and after hours vet call outs by credit card and the funds will be transferred directly to your bank account.

Let us know when you are connected so we can test to make sure it's running smoothly for you.