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 identity you easily.

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

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**

| | Today | → | | | August, 2023 | | Day | Week Month |
|--------------------------|----------------|----------|--------|--------|--------------|--------|---------------|--------------------|
| HISTORY | | | | | | | | |
| மூ vets | | | | | | | APPOINTMENT V | Set available time |
| AA | | | | | | | | |
| PRACTICE SETTINGS | 1) am | Mon 31 | Tue 01 | Wed 02 | Thu 03 | Fri 04 | Sat 05 | Sun 06 |
| | 01 am | | | | | | | |
| | 02 am 03 am | | | | | | | |
| PARTNERS | 04 am | | | | | | | |
| USER GUIDE | 05 am | | | | | | | |
| | 06 am | | | | | | | |
| | 07 am | | | | | | | |
| Log out | 08 am | | | | | | | |
| Copyright Medechat 2023. | 09 am | | | | | | | |
| | 10 am | | | | | | | |
| | 11 am | | | | | | | |
| | 12 pm | | | | | | | |
| | 01 pm | | | | | | | |
| | 02 pm | | | | | | | |
| Need assistance? | 03 pm | | | | | | | |
| nurses@medechat.com.au | 04 pm | | | | | | | |



Setting up your Stripe Account 2

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

| | Manage your stripe account |
|--|---|
| | Practices are required to have a Stripe account in order to use Medechat. If you don't have a current Stripe account, the button below will take you to the screens to set one up. If you already have a |
| மூ vets | and period and you can sum a me back here you to the solucing to add in your surper details. |
| PET OWNERS | Connect to Stripe |
| | |
| | Pet Owner Registration Link |
| | Use the URL below to direct users to the login and registration pages that are associated with your practice. Pet Owners who register at the form from this URL will be associated with your practice. Simply copy it by clicking on the "Copy" button, and then you can use the URL to link buttons and hyperlinks on your website and emails. |
| PARTNERS | platform.medechat.com.au/?practiceld=UHJhY3RpY2V0b2Rl0jEyNA== |
| | Сору |
| R PRESCRIPTIONS | |
| Log out Copyright Medichal 2023. Practice Manager Terms of Use Prinacy Palley | Set your booking fees Booking fees are charged to Pet Owners at the time of appointment booking. A booking fee must be set, and the minimum value is 10.00. Practices can otherwise edit this fee to suit their business needs. Paid booking fees are not refundable through the Medechat platform. Set your booking fee 10 Booking fee Comparison |

Setting up your Stripe Account 3

(ec) Medechat

Medechat partners with Stripe for secure payments.

Get started with Stripe

If you're completing this form on behalf of a business, it must be completed by the business owner or someone with significant management responsibility of that business.



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

Simply follow the prompts.

| Powered by stripe ① | |
|----------------------------|--|
| Terms | |



Setting up your Stripe Account

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

4

Tell us about your business

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

| Australia | 0 |
|---|--------|
| Address line 1 | |
| Address line 2 | |
| City | |
| | |
| State | 0 |
| State Postal code | 0 |
| State Postal code ype of business Company | ¢ |
| State Postal code ype of business Company usiness structure | ە د |

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 identity you easily.

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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.





6 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.

| £ | | | 0 | Q Search | | | \supset | Cre | ate 🗸 🚱 Help 🔽 🌣 🚨 |
|--|-----------------------|---------|------------------------------|----------|--------|-------------------------|-----------|---|----------------------|
| Home Payments | Balances Customers | Product | s Reports Connect | More 🗸 | | | | | Developers Test mode |
| Today | | | | | | | | | |
| Gross volume ~ \$0.00 4:10 AM | Yesterday ~ \$0.00 | | | | | | | AUD Balance \$0.00 Estimated future payouts | View |
| 12:00 AM | Now, 4:10 AM | | | | | | 11:59 PM | Payouts \$0.00 Deposited Dec 6, 2021 | View |
| Reports overview Last 4 weeks v # Jan 6-Feb 2 compared to Previous period v | | | | | | | | | |
| Gross volume 0.0% \$0.00 | | \$0.00 | Net volume from sales \$0.00 | 0.0% | \$0.00 | New customers 🚯 +100.0% | 0 | Successful payments | 0.0% |
| Jan 6 | | Today | Jan 6 | | Today | Jan 6 | Today | Jan 6 | Today |

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

| diversitygroup.com.au 🗸 | | Create V 🛛 Help | |
|--|--|---|--|
| Home Payments Balances Customers Pr | Developers Testmoue | | |
| Product settings | | | |
| Payments Accept payments globally. Checkout and Payment Links Payment methods | Billing Create and manage subscriptions and involces. Subscriptions and emails Invoice template Quote template Customer portal | Radar Monitor fraud with machine learning. Settings | Discover more products Enable Stripe products to boost revenue, fight fraud, manage finances, and more. Explore > |
| Business settings | Team and security | Compliance | |
| Account details Business details Bank accounts and scheduling Tax details Branding Emails | Team Security history Authorized applications | PCI compliance | |

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.

