Parents Booking

Instructions for creating your Stripe Connect/Express account for Parents Booking

www.parents-booking.com

Introduction

Parents Booking uses Stripe as its payment processor, because Stripe is a world-class solution for developers such as ourselves, and allows Parents Booking to build sophisticated, integrated booking, payment, refund, remittance and reconcilliation tools - the tools you need.

Your school will need to create a free Stripe account through a wizard inside Parents Booking* in order to process payments for events, clubs and wraparounds that require parent payment.

Setting up your Stripe account is made relatively painless by our wizard, but will take 5-10 minutes, and this guide is intended to explain what all the steps are and why they're required.

* You can't use an existing Stripe account, or create one through Stripe.com. You must use our setup wizard.

What you might need...

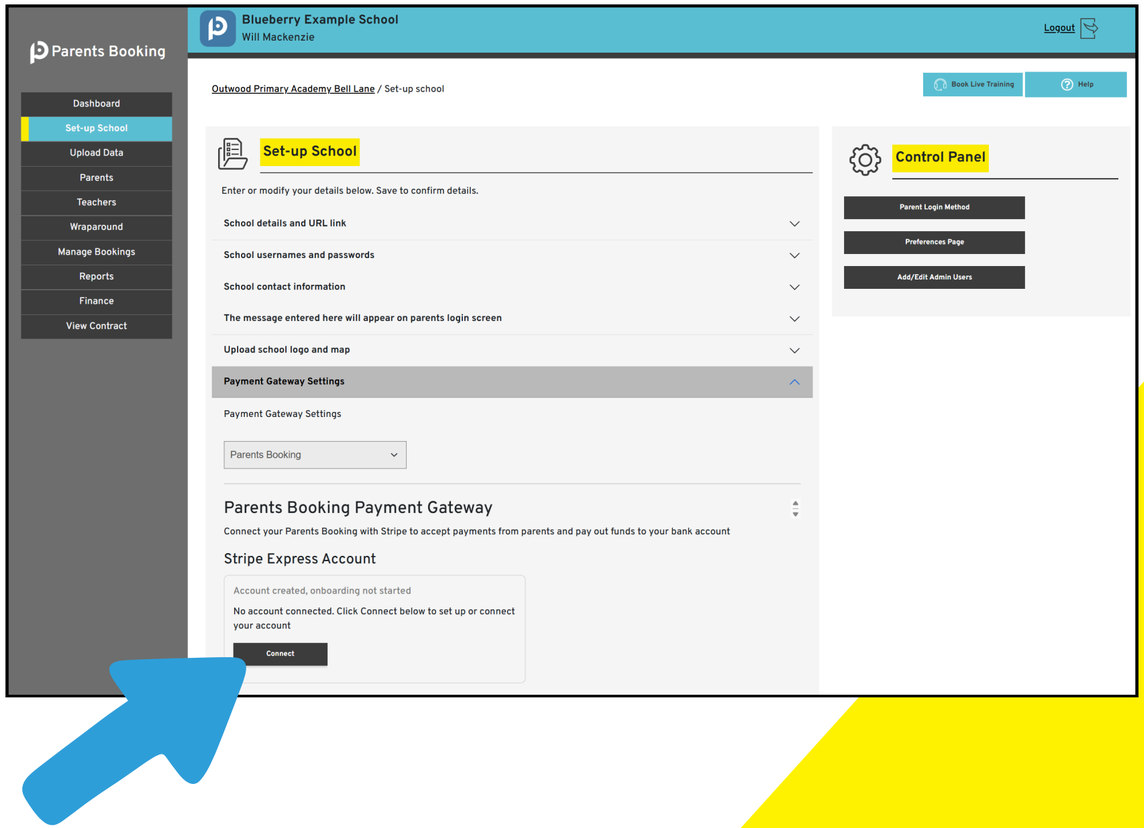
The Stripe setup wizard will make attempts to verify you and the school / MAT / LA as it goes, but it might ask you for these additional documents to complete verification:

- Your passport number of driver's license number
- Your Head Teacher or CEO's passport or driver's license number
- A document which proves the school's existence, e.g. a bill or an inspection report.

To start...

Go to the Set Up School page in Parents Booking's admin area, and, at the bottom of the page, open the "Payment Gateway Settings" section.

Making sure that "Parents Booking" is selected, you'll see the dark grey "Connect" button to start the wizard which will begin to create your Stripe Express account.



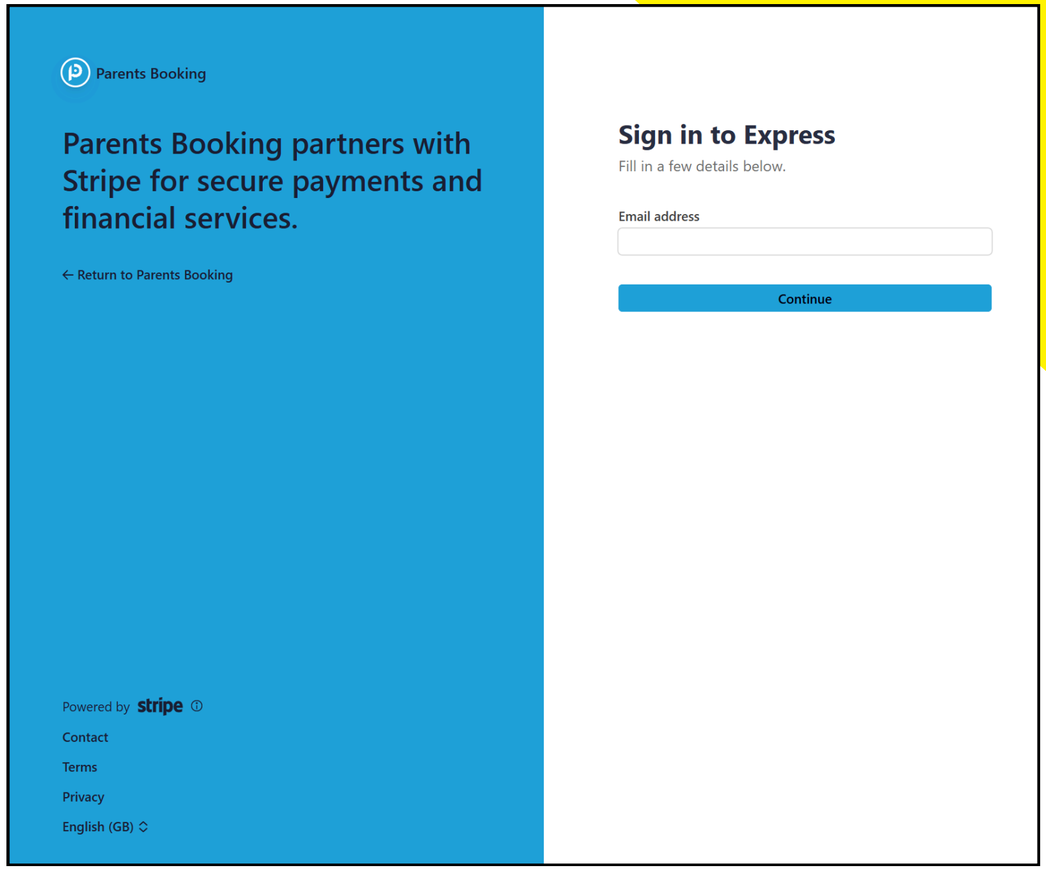
1. Setting up Stripe...

In order to set up the school's Stripe account, you will need to create a login for Stripe.

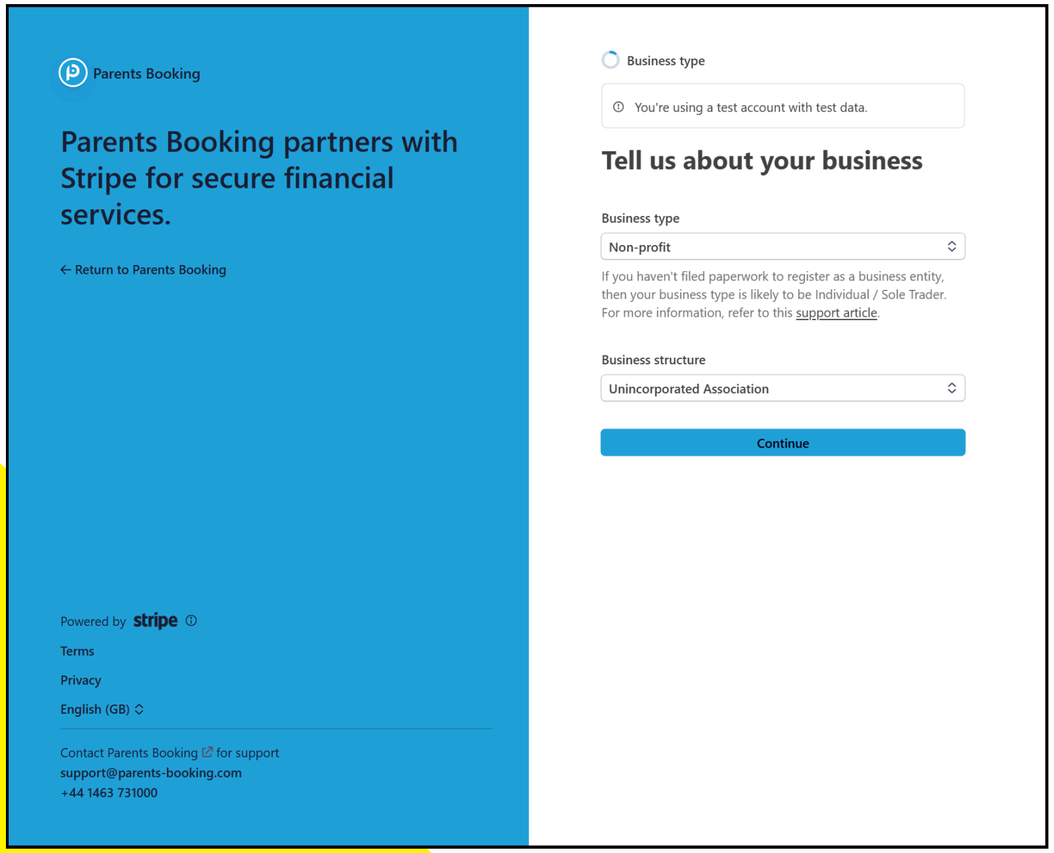
You'll be asked for an email and a mobile number. These are firstly so that you can login to Stripe later, but secondly so that Stripe can start to verify you're a human (and not a robot/AI). You'll see that later these checks continue, for anti-fraud reasons.

It's highly recommend you use your personal work email (rather than a finance@ / bursar@ / office@ email) and either your work mobile number or a personal mobile number, so that the Stripe account login will be assigned specifically to you.

Once you have enterred your email and mobile, press Submit.



Business type, structure, CRN and Tax fields (part 1)

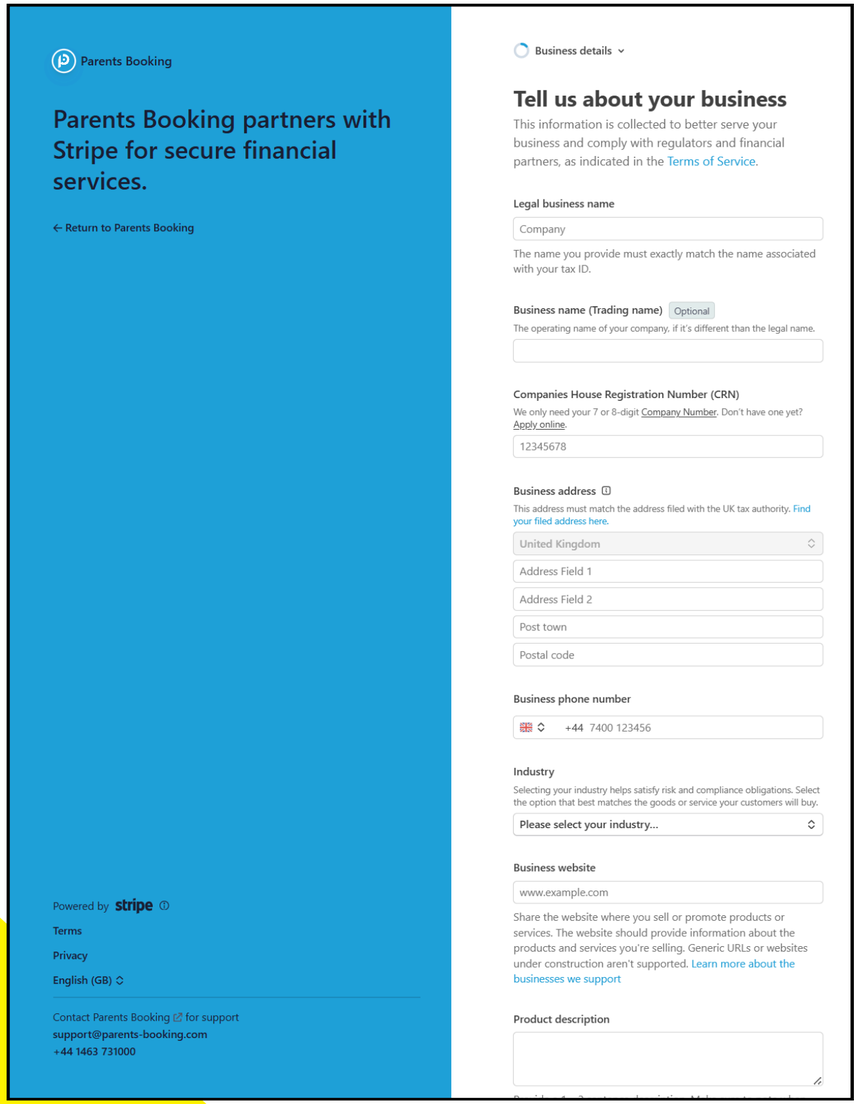


Stripe are very particular about the settings you choose for the Business Type, Business Structure, Companies/Charity Register Nunber (CRN) and Tax Fields, so please use the table on the next page to identify which options you will need to select for each when completing the onboarding wizard.

Business type, structure, CRN and Tax fields (part 2)

Entity type	Business type	Business structure	CRN field	Tax ID	Verification document	Other Requirements
English LA-maintained school (community/foundation/VA/VC)	Company	Unincorporated Partnership	Use your school's URN (Ofsted number)	VAT Number (or 7x zeros if you do not have one)	Ofsted Inspection report (URN will match)	Home address and DOB of Head Teacher will be required, for verification/anti-fraud purposes
Scottish state school	Non-profit	Unincorporated Association	Use 7x zeros (e.g. 0000000)	VAT Number (or 7x zeros if you do not have one)	Utility bill, or a bank statement, bank letter, official account summary, or other official bank correspondence	Home address and DOB of Head Teacher will be required, for verification/anti-fraud purposes
Non-maintained special school (charity-registered)	Non-profit	Charitable Company (has charity number)	Real charity number	VAT Number (or 7x zeros if you do not have one)	Charity Commission Document	Home address and DOB of Head Teacher will be required, for verification/anti-fraud purposes
English academy (single-academy trust)	Non-profit	Charitable Company (has own CRN)	Real CRN	VAT Number (or 7x zeros if you do not have one)	Companies House Document	Home address and DOB of Head Teacher will be required, for verification/anti-fraud purposes
Multi-Academy Trust (MAT)	Non-profit	Charitable Company	Real CRN	VAT Number	Companies House Document	Home address and DOB of Chief Executive will be required
Independent/private school (incorporated)	Company or Non-profit, depending on legal form	Private Corporation or Charitable Company	Real CRN	VAT Number	Companies House Document	Home address and DOB of Head Teacher will be required, for verification/anti-fraud purposes
English local authority	Government Entity	This and the Type need configured by Stripe		VAT Number	Authorisation letterhead	Home address and DOB of Chief Executive will be required
Scottish local authority	Government Entity	This and the Type need configured by Stripe		VAT Number	Authorisation letterhead	Home address and DOB of Chief Executive will be required

Handling the Company/Charity Number question



On the "Tell us about your business" page, or elsewhere, you'll be asked for a Company/Charity Number ("CRN") and Tax ID, commonly. Please refer to the previous slide for what to enter here.

The other fields on the "Tell us about your business" web page should be easy:

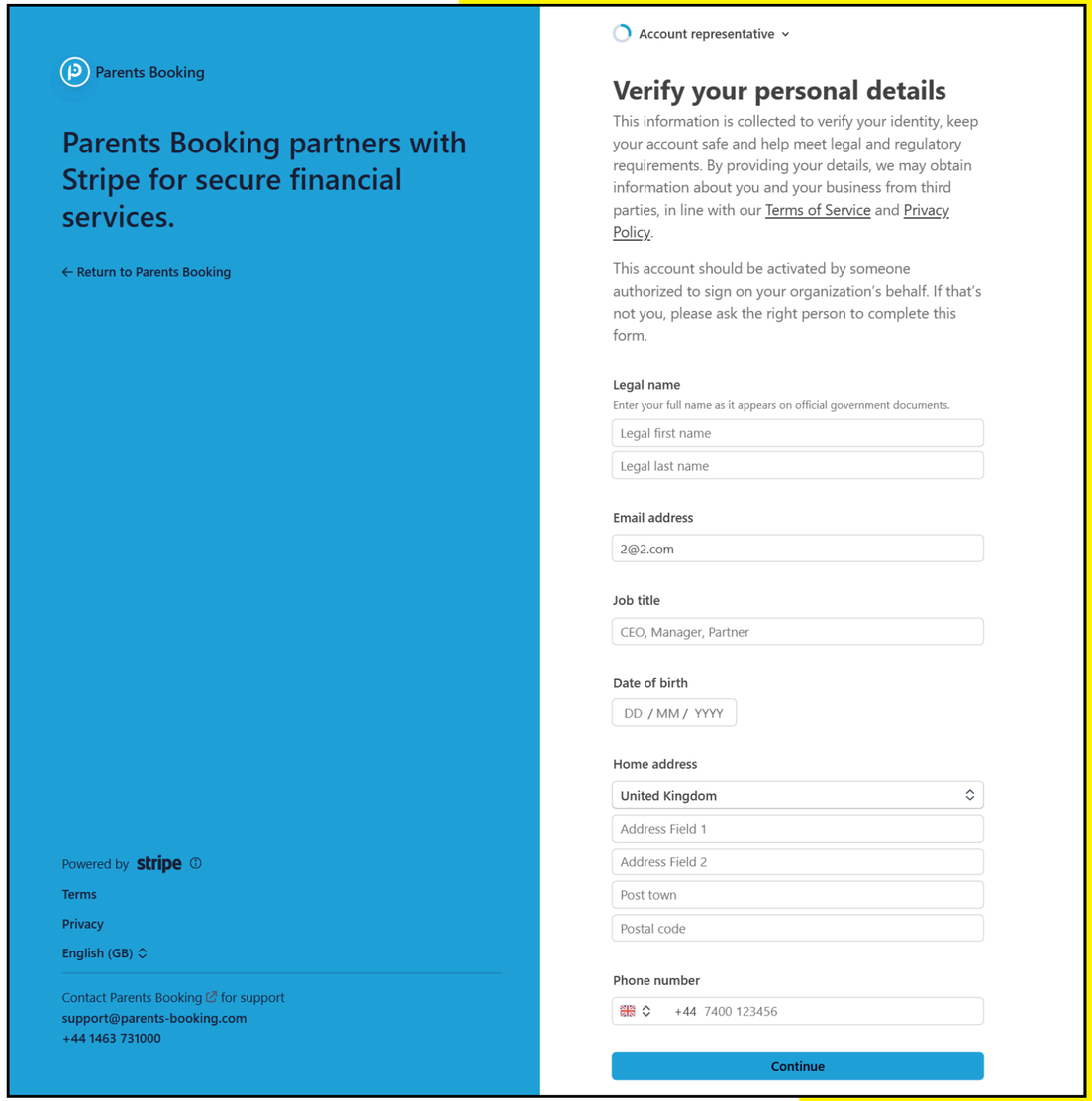
- Industry
  - Elementary or secondary schools for schools
  - Other educational services for MATs and LAs
- Product description = "We will be processing our school's wraparound child care bookings through Parents Booking's platform".

Verify your identity

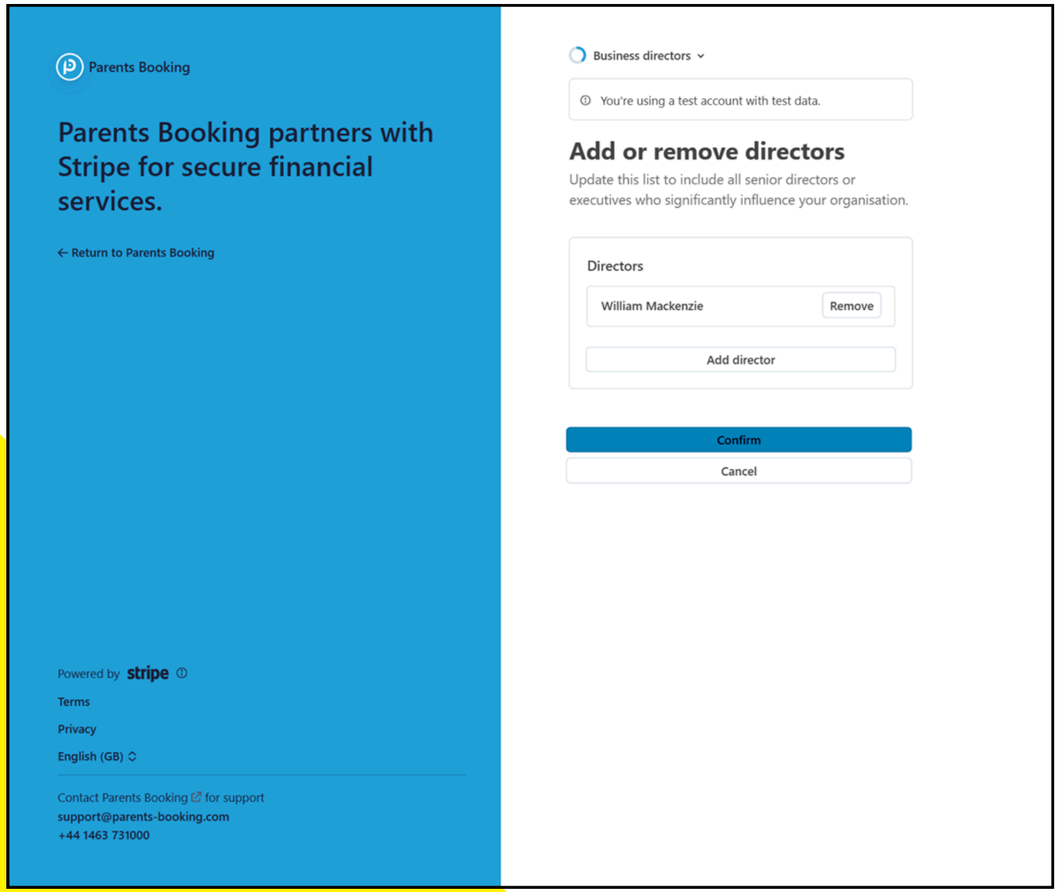
This account will be for the school, MAT or LA, but it's very important that you verify yourself, firstly for Stripe's anti-fraud preventiojn checks (which make sure this account isn't for nefarious reasons) and secondly so that you can login to it and manage it.

Completing this page does require your personal details, such as DOB and address, but this is so that Stripe can complete an online "check" that you are who you say you are, instantly, and allow you to continue setting up the account.

If you enter ther wrong address, for example the school's address, you'll not be verified online and later you'll be asked for more information such as a passport number, so we recommend making sure this is perfect first time.



Add or remove owners/directors



Stripe also want to know the names of the people who own or manage your school/MAT/LA. You'll be asked questions on one page about owners, and on another about directors.

<u>School:</u>

Enter the head teacher's name.

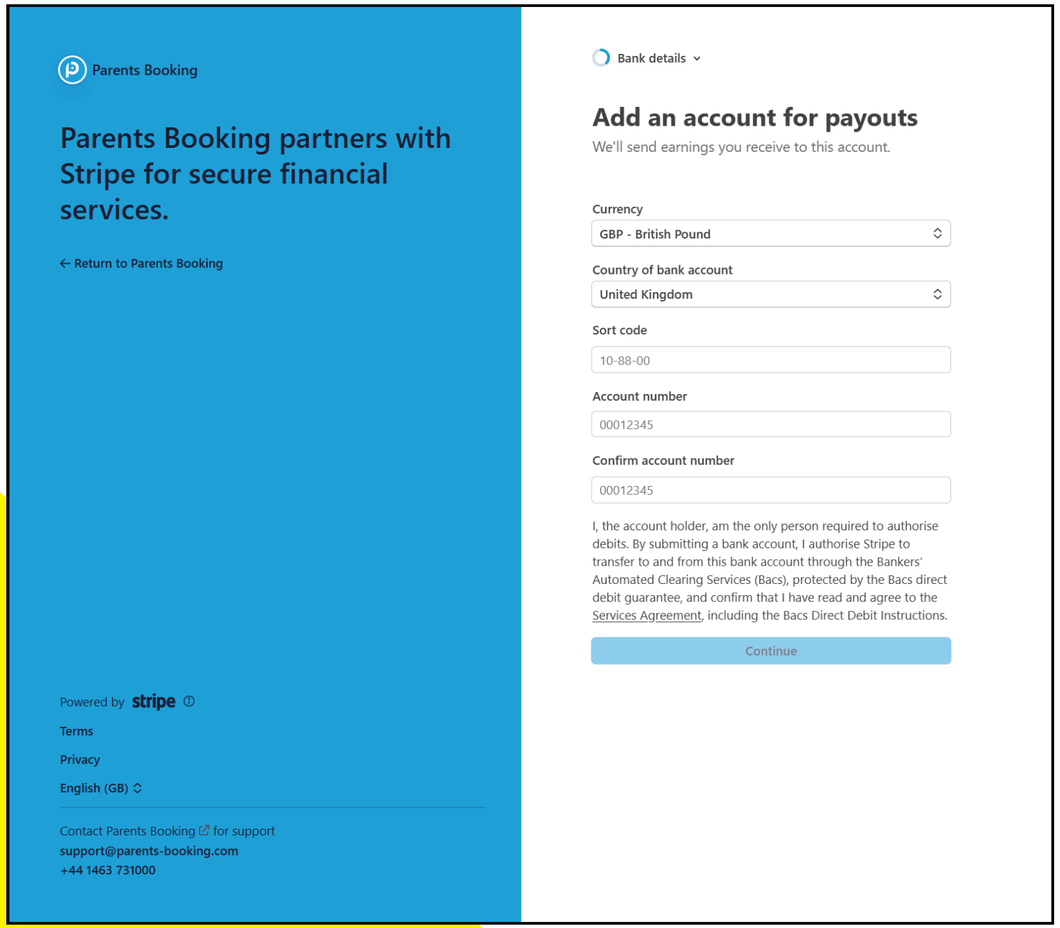
<u>MAT:</u>

Enter the CEO's name.

<u>Local Authority:</u>

In the Business owners section, select Continue with no owners.
In the Account representative section, you can also skip providing personal details by entering 'placeholder' data "01-01-1930" for date of birth and/or "1111" for the last 4 digits of the Social Security number.

Add bank details



Now you need to simply enter the school's bank account, which is where Stripe will send the money it collects for you.

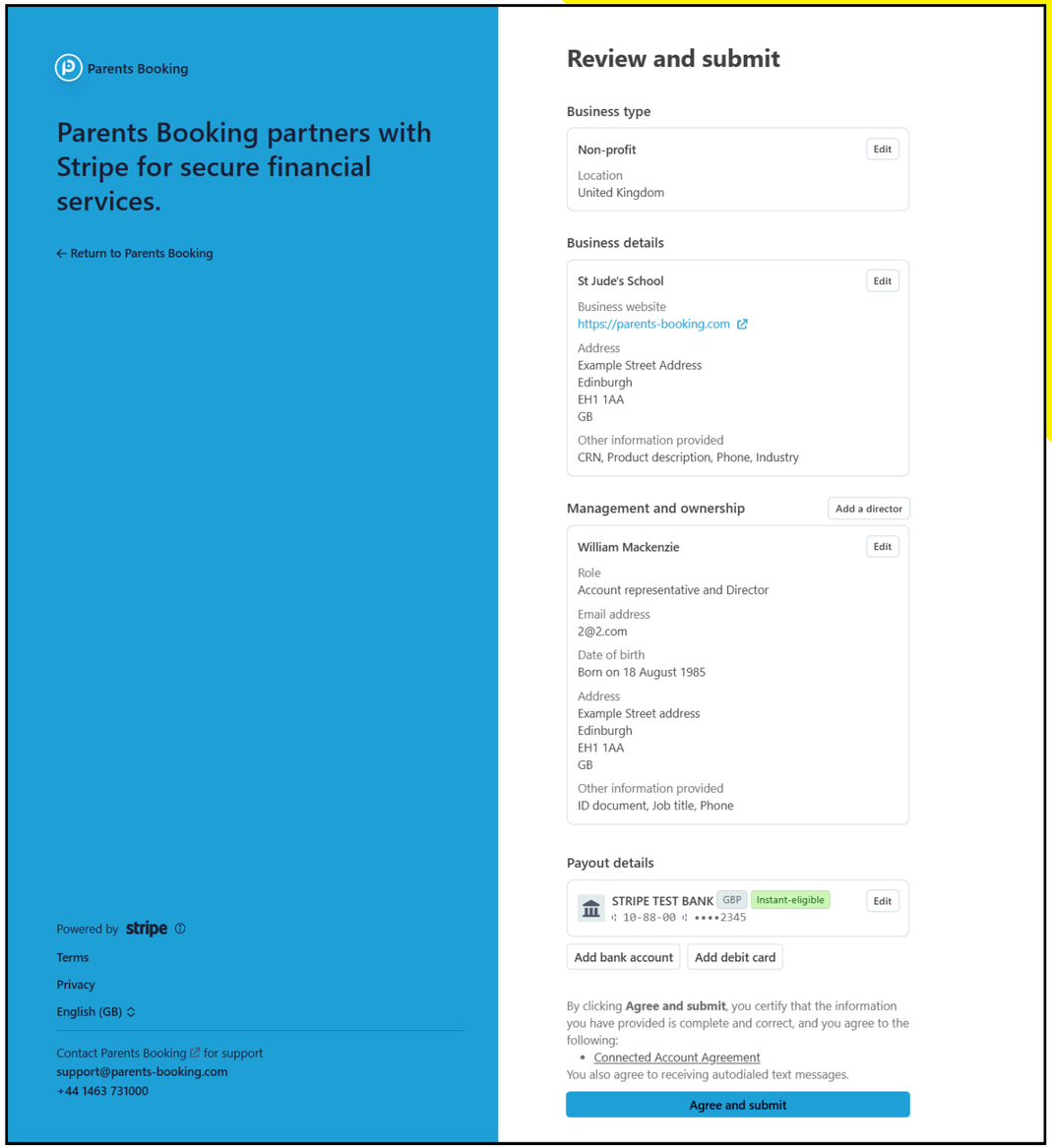
Review and submit

If there are no pink notifications advising that a step needs further information (which you'll fix by clicking the "Edit" button next to the alert), you should be able to Agree and Submit.

At this stage, sometimes the Business Details section needs you to upload a verification document - see the following two pages for information that will be accepted.

Separately the Management and Ownership section might need you to add a passport or driver's license number to one of the named people, to help verify them.

If you have any problems, please contact 01463 731000 / support@parents-booking.com.



Troubleshooting: If you're a school

During or after completing the Stripe setup web pages, you might be asked to submit a document to verify the school's legitimacy. Acceptable verification documents are:

- VAT Registration
- Certificate of Incorporation
- Articles of association
- Companies House Document
- HM Revenue and Customs: VAT Certificate
- HM Revenue and Customs: Account Statement
- Charity Commission Document
- OSCR Scottish Charity Regulator
- Ofsted School Inspection Report ← This might be the easiest to source for English schools?

If all else fails, uploading a utility bill or similar should be enough.

Troubleshooting: If you're a local authority

1. After submitting your onboarding forms, you'll see a notice on the Stripe Dashboard saying that the data you entered failed verification. This is expected if you entered placeholder data.
2. We (Parents Booking) or you can contact Stripe Support through their chat Assistant, and ask to be directed to a support agent, to submit a government entity letterhead.

Letterhead Format

As per this link with full instructions and template example, the official documentation must include:

- The name of the entity or agency matching the Stripe account's legal entity name.
- Date.
- Government entity's address.
- An affirmation confirming the representative's authority.
  - Example: "To whom it may concern: I, [user employee name, title], authorise account representative [name, title] to manage the Stripe account."
- Stripe account ID.
  - Parents Booking can provide you with this if you don't know yours.
- Website URL.
- Business tax/VAT IDs
- Signed by someone with authority to act on behalf of the entity and who isn't the account representative.
  - Ensure that the document is signed by an employee holding a position of responsibility and authority within the government entity.