

# Connect Organization to Stripe

In order to accept payments for tickets and add-ons, you must first connect your organization to Stripe. [Stripe](#) is our secure payment processor that is also trusted by companies including Amazon, Google, Zoom, Shopify, and Lyft.

## How to Connect to Stripe

To connect your organization just visit your Billing page by clicking on Organization Profile in the top right navigation dropdown and then clicking the Billing tab on the left.

On that page, click the Connect to Stripe button.

### **Note:**

The Admin must have Org Admin permission to this specific organization, not just the top-level parent organization. So if you are seeing an Unable to Connect to Stripe error, please reach out to support@jlive.app to resolve.

Then complete the steps in the Stripe Express window that appears. It will ask for **Business Details** as well as **Personal Details** for the Primary Stripe Account Representative for your organization.

### **Can I use my Existing Stripe Account?**

Jlive uses a **Stripe Express** account which is separate from your existing **Stripe Standard** account. Therefore you must still go through the Stripe Express Onboarding Flow to connect Jlive. You can use the same email address as you use with your Stripe Standard account. If you login to the Stripe Standard Account, in the upper left corner, you will be able to toggle between your Standard and their Express account that is used for Jlive.

### **Stripe Express Questions (for US Organizations)**

## Get paid by JLive

Fill out a few details so you can start getting paid.

### Country

Please select the country where you or your business will legally operate.

### Type of entity

- Individual, sole proprietor, or single-member LLC
- Company
- Nonprofit Organization

### Mobile number

We'll text this number to verify your account.

### Email

We'll email you with important updates.

## Business details

Tell us some basics about your business.

### Legal business name

The combination of your name and Employer Identification Number (EIN) must exactly match the one listed on your IRS documents (e.g., Letter 147C or SS-4 Confirmation letter), including capitalization and punctuation.

### Employer Identification Number (EIN)

If you use your Social Security number for business tax purposes, you can enter that instead.

### Doing business as Optional

The operating name of your company, if it's different than the legal name.

### Registered business address

You can use your home address if you don't have a business address.

### Business phone number

### Industry

### Business website

No website? You can share an app store link, a business social media profile, or [add a product description instead.](#)

Next →

## Personal details

Tell us a few details about yourself.

### Legal name of person

### Date of birth

### Home address

Next →

## Stripe Express Questions (for Canadian Organizations)

## Get paid by JLive

Fill out a few details so you can start getting paid.

### Country

Please select the country where you or your business will legally operate.

### Type of entity

- Individual or sole proprietorship
- Company

### Mobile number

We'll text this number to verify your account.

### Email

We'll email you with important updates.

Next →

## Personal details

Tell us a few details about yourself.

### Legal name of person

### Date of birth

### Home address

Next →

## Payout details

Tell us where you'd like to receive your payouts.

Currency



Transit number

Institution number

Account number

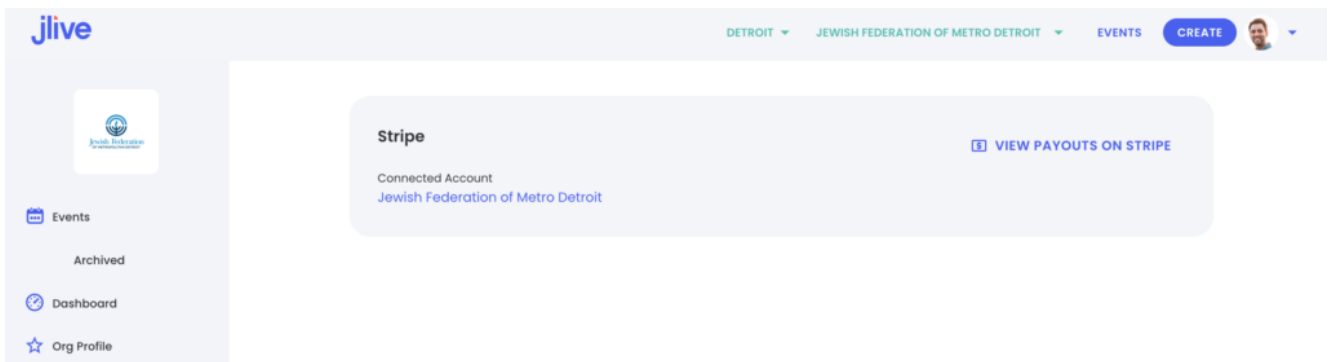
Confirm account number



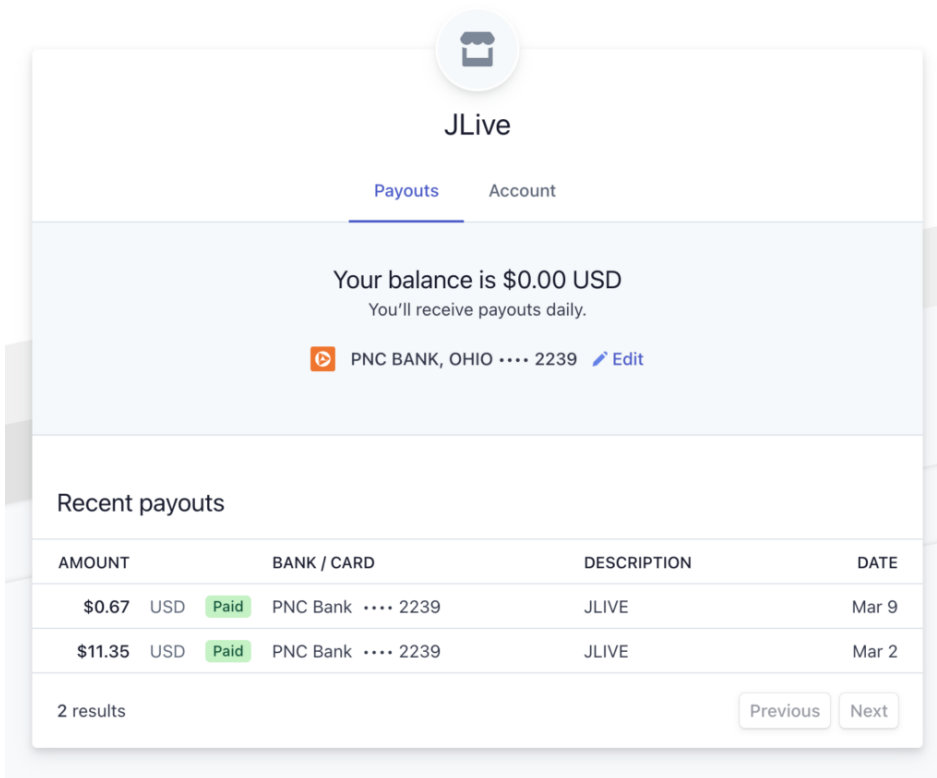
For Canadian organizations, after you complete these **Stripe Express** steps, Stripe will send an email asking you to complete a verification and this is when they will request your **Tax ID**.

## Once Stripe is Connected...

Once complete, you will see that your account is connected to Stripe.



And at any time you can [View Payouts on Stripe](#) by clicking the link in the corner which will show a Window like this:



Stripe does not allow you to download data from the **Stripe Payouts Page** to CSV.

However, you may download [Jlive Order Reports](#) that contain significantly more detail than what Stripe provides on this Payouts Page.

## Stripe Fees

Stripe charges 2.9% + 30¢ per credit card transaction.

Jlive currently charges no fees.

# Questions

## What happens if I leave my organization?

You will have to undergo a change of ownership process which is also handled by Stripe. You can also create additional Stripe Admins that have access and control of your Stripe Express Account if you like.

## I don't see a non-profit option for my Canadian organization.

According to Stripe, the **non-profit** type of account is only available for U.S. connected accounts. So, please just select "Company" and it should work properly.



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## **How does Stripe Connect Work with Jlive?**

Read More: [How does Stripe Connect Work with Jlive](#)