

Swim Central payment software benefits and system information

The following Frequently Asked Questions document has been developed to assist club volunteers and members to understand the new requirements for using Stripe payment software for all payments within Swim Central.

Why is Swim Central using the Stripe payment 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 club members with easy and secure payments.

The software has been developed with high security measures in place to protect your 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 entities 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](#).

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 I 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 do I upload my ID documents 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 entity contact and this step cannot be completed by someone impersonating the entity contact. The ID that is uploaded needs to match the name of the entity contact, clearly display details and is required to be uploaded in colour. To ensure the image is

readable and verified by Stripe, please ensure the ID is placed on a coloured background when taking a photo, ie 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, go to **entity home** and click the **edit** button under the **contact** section. Use the drop down menu to select the file/s uploaded to the entity contact's **My Documents** section. Once you have linked these documents to your entity page they are then stored within the Stripe system and they can be immediately deleted from your 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 entity contact if the document/s provided are not suitable.

How long does documentation verification by Stripe take to occur?

This generally occurs within 24 hours.

How do I know my 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 I know 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 my ID expires?

Your State / Territory Swimming Association will contact you when new ID documents are required.

What happens when our entity contact changes?

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

When will payments be made to clubs?

The Stripe payment software also enables clubs to receive more direct and timely payments, without the need to wait for Swimming Australia 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?

Club entity contacts who are having difficulty with payments should contact their State / Territory Swimming Association.