



**STRIPE PAYOUTS
EXPLAINED**

1. Introduction

This is a short guide to how Stripe payouts are made. We'll look at the different payment, refund & dispute scenarios & how Stripe deals with each type.

2. Glossary of terms

To make things as clear as possible, here's exactly what we mean when we use certain terms:

Term	Explanation
Payment	A completed transaction made by a customer in the operator's venue.
Reversed Payment	<p>A payment that is rejected immediately (or shortly after being placed), meaning it won't appear on the customer's bank statement.</p> <p>Examples of this would be: incorrect payment amount, venue didn't accept the order, order not valid.</p>
Refund	<p>A payment that is refunded at any time, usually triggered by the operator in response to an issue with the order. The payment & refund will appear on the customer's bank statement.</p> <p>Examples of this would be: food not satisfactory, missing items.</p>
Dispute	A dispute (also known as a chargeback, inquiry, or retrieval) occurs when a cardholder questions your payment with their card issuer.
Payout	The transfer of funds to a bank account in the form of a deposit.
OrderPay Transaction Fee	The fee withheld by OrderPay on each payment made.

3. Payout Schedule

Payouts are made on a T+1 schedule, meaning funds from a payment are deposited into the operator's account 1 business day after the payment was made.

The table below shows a normal working week's schedule:

Payment Day	Payout Day
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday	Tuesday
Sunday	Tuesday

4. Scenarios Explained

Here's a summary of the various payment, refund & dispute scenarios, & how Stripe processes related payouts.

4.1 Standard Payment

For a successful payment that is not reversed, refunded or disputed, these funds are paid out to the operator's account on the T+1 schedule described above.

Example:

- Payment of £20 made on Monday 2nd August using Visa
- OrderPay transaction fee = £0.39
- Funds net of transaction fee paid out to operator on Tuesday 3rd August
- Net payout = £19.61

4.2 Reversed Payment

For a payment that is reversed, the operator is liable for the OrderPay transaction fee, which is withheld from the T+1 payout date.

Example:

- Payment of £20 is made & reversed on Tuesday 3rd August using Visa
- OrderPay transaction fee = £0.39
- Transaction fee withheld from the payout made to the operator on Wednesday 4th August
- Net payout = -£0.39

4.3 Refund made before Payout

For a payment that is made & subsequently refunded prior to the initial payment's payout date, the payment is paid out net of the OrderPay transaction fee & the refund is withheld in full.

Example:

- Payment of £30 is made on Monday 2nd August using Visa
- OrderPay transaction fee = £0.59
- Payment is refunded in full on Monday 2nd August
- Funds net of transaction fee paid out for initial payment to operator on Monday 2nd August, totalling £29.41
- Refund of £30 is withheld from payout on Tuesday 3rd August
- Net payout = £29.41 - £30.00 = £-0.59

4.4 Refund made after Payout

For a payment that is made & subsequently refunded after the initial payment has been paid out to the operator, the refund amount is withheld from the next payout date following the date of the refund.

Example:

- Payment of £30 is made on Tuesday 3rd August using Visa
- OrderPay transaction fee = £0.59
- Funds net of transaction fee paid out to operator on Wednesday 4th August
- Net payout = £29.41
- Payment is refunded on Thursday 5th August
- Refund of £30 is withheld from payout on Friday 6th August
- Net payout = -£30.00

4.5 Dispute

For a payment that is successfully disputed, the initial payment is paid out to the operator according to the standard T+1 payout schedule. The Stripe dispute fee of £15 & the initial payment amount are both withheld from the next payout following the date of the lost dispute.

Example:

- Payment is £50 is made on Monday 2nd August using Visa
- OrderPay Transaction Fee = £0.98
- Funds net of transaction fee paid out to operator on Tuesday 3rd August

- Net payout = £49.02
- Payment is disputed & lost on Monday September 6th
- Refund of £50 & Stripe dispute fee of £15 are withheld from payout on Tuesday 7th September
- Net payout = -£65.00

As a preventive measure, we use the most reliable technology, 3D Secure 2, to authenticate the origin of any payment, dramatically reducing the chances of fraudulent activity. 3DS2 is a multi-factor authentication protocol used to confirm digital identity during checkout. This means that in addition to primary account number, customers are required to enter a second means of confirming their identity, such as a one-time password, bank login, or fingerprint verification. Please consult the user guide on the Stripe website for further information.

In the event of a transaction dispute, you will be given the opportunity to contest it by providing further information. A log of outstanding disputes from the previous week will be shared with you on a weekly basis.

To prevent any further fraudulent activity, OrderPay will block the card used for the transaction & no further payments will be accepted from this card on our services.