



COMPLETING STRIPE ONBOARDING

Faction Four Systems Inc.

Applies to Smart Squad 2.8 and 2.9 · agencies taking payment · Revised October 2026

Stripe is the payment processor behind Smart Squad. Before your agency can take payment, Stripe needs to verify your organisation and your bank details. Faction Four starts the process; these are the steps on your side.

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Stripe owns these screens and changes them from time to time. The information you will be asked for is as described; the order and the wording may differ from what you see.

Your onboarding link expires in about 24 hours. Faction Four will send your agency a unique Stripe URL. Start the process when you have time to work through it, and if the link has expired by the time you get to it, ask us for a fresh one rather than trying to sign up separately.

WHAT TO HAVE READY

- An **agency email address** you can receive verification mail at. Prefer a role address over an individual's — this account outlives whoever sets it up.
- A **mobile phone** that can receive text messages. Stripe requires multi-factor authentication and there is no way around it.
- Your agency's **registered details**: legal name, business number, registered and business addresses, and website.
- **Bank details** for payouts: transit number, institution number and account number.
- Personal details for the registered user: name, email, date of birth and address.

WORKING THROUGH IT

1 Open the link and enter an email address

The URL we send takes you to Stripe's sign-up screen. Enter the agency email address you will be able to verify.

2 Set a password

If the address is new to Stripe, you will be asked to create a password and a Stripe account with it.

3 Add a mobile number and verify it

Enter a mobile number that can receive texts, then enter the verification code Stripe sends to it.

4

Save the emergency code

Once the phone is verified, Stripe shows a one-time emergency code for the account.

Copy it and store it somewhere safe and shared — your agency's password manager or safe, not one person's notebook. It is what gets you back in if the phone is lost, and Stripe will not show it again.

5

Enter your organisation's details

Stripe asks for, broadly:

- Registered address
- Type of business — individual, corporation, not for profit or partnership
- Legal business name and business number
- Business address, industry and website
- Product description
- Personal details of the registered user: name, email (with a verification link to click), date of birth and address. A SIN is optional.

Enter these accurately — Stripe verifies them against public records and a mismatch is the usual cause of an account that will not activate.

6

Add payout and bank details

Currency, then the transit number, institution number and account number for the account you want payouts to reach.

7

Add customer support details

A statement descriptor — what appears on a cardholder's statement — a shortened version of it, and a support phone number.

Choose a descriptor the public will recognise as your agency. This is what someone sees when they are deciding whether a charge is legitimate, and an unrecognisable one generates chargebacks and calls.

8

Wait for activation

Stripe activates the account once all required information is present, and tells you clearly what is still outstanding. Sometimes it needs extra time to verify an organisation.

9

Check you can sign in

Go to the Stripe dashboard, sign in with the email address and password you set, and enter the texted verification code. The dashboard shows your account status.

10

Tell us you are done

Let Faction Four know once the account is set up, so we can complete the connection to Smart Squad at our end.

QUESTIONS

Anything about the Smart Squad side, or a link that has expired — Faction Four support. Questions about verification of your organisation are between your agency and Stripe, and their dashboard will say what they are waiting for.