How do I receive the funds raised on my memorial page?

GatheringUs partners with Stripe, a secure payment processor, to seamlessly transfer the money you raise to your bank account. You must set up a Stripe account before you can begin receiving donations on your memorial page. Before Stripe information is verified, you can access your Stripe account when logged in on the GatheringUs memorial page. Once the account is verified, go to Stripe.com to access your account dashboard.

Important note: Stripe requires a 7-day waiting period between receiving the first donations and transferring them to your account. After the initial waiting period, Stripe transfers additional donations in approximately two business days.

How do I set up a Stripe account?

When you click "Save Changes" on the Donation Options page, you'll be redirected to Stripe to set up your account. You will be asked to enter your passcode if you already have a Stripe account with the same email address used on the Memorial. If you do not have a Stripe account, Stripe will prompt you through the onboarding process.

Important note: When asked about "Your Business" enter your personal information, including your name, address, phone, SSN, bank account.

Does GatheringUs Charge a platform fee for collecting donations?

GatheringUs does not charge a platform fee. Stripe charges a credit card processing fee of 2.9% +$0.30 per donation.

Why is Stripe asking me for a "Business" address?

Stripe identifies you as the "Business Owner" of the crowdfunding account for payment processing purposes.

If I am setting up the memorial page for someone else, do I add my personal information or theirs?

The person who is receiving the funds should enter their personal and banking information.
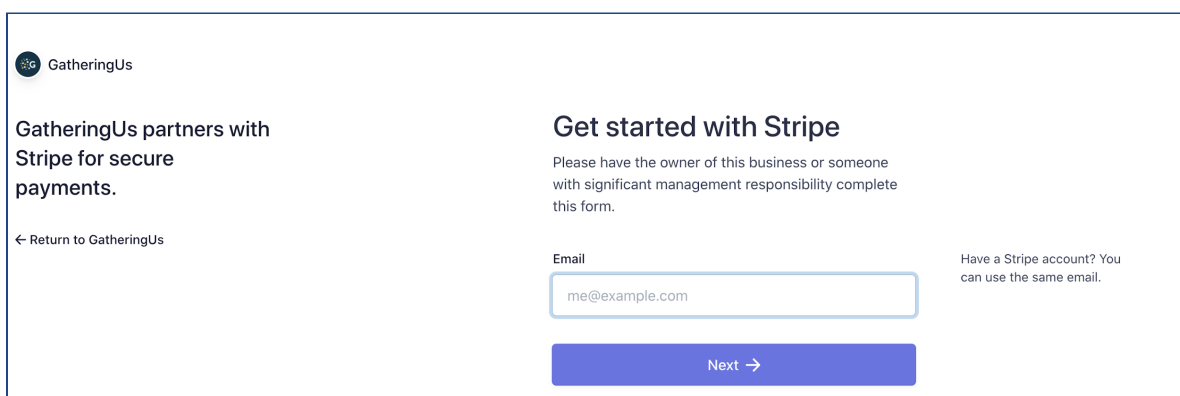
How do I update information on my Stripe account?

Before Stripe information is verified, you can access your Stripe from the GatheringUs memorial page. Once the account is verified, go to Stripe.com.

Can someone talk me through these details?

We are here to help. Send an email to Support@GatheringUs.com to set up a convenient time to speak or call us directly at 201-357-6758.

Step by step instructions to create a Stripe account connected to your GatheringUs memorial page
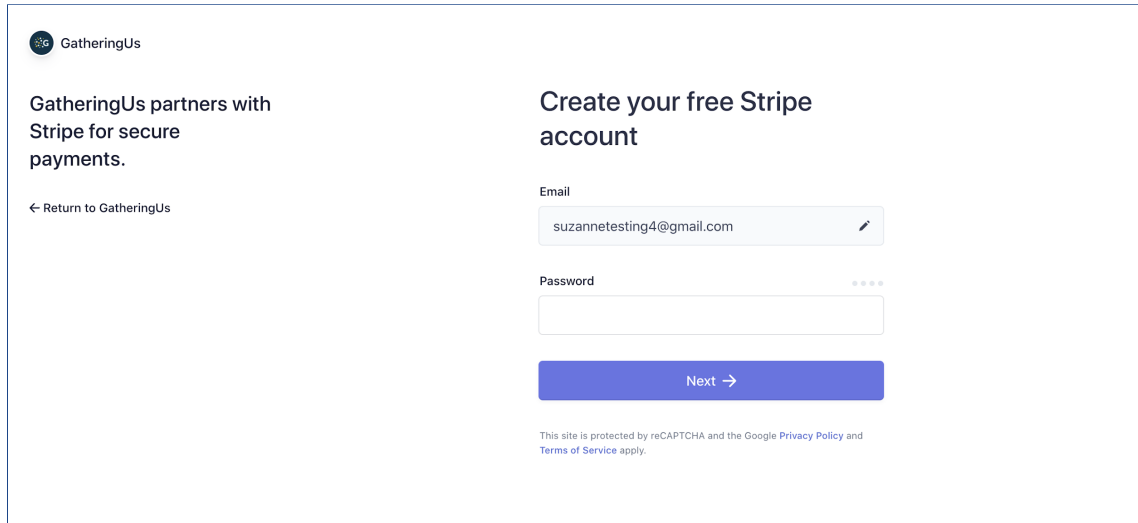
1. **Getting Started:** Enter your email address.
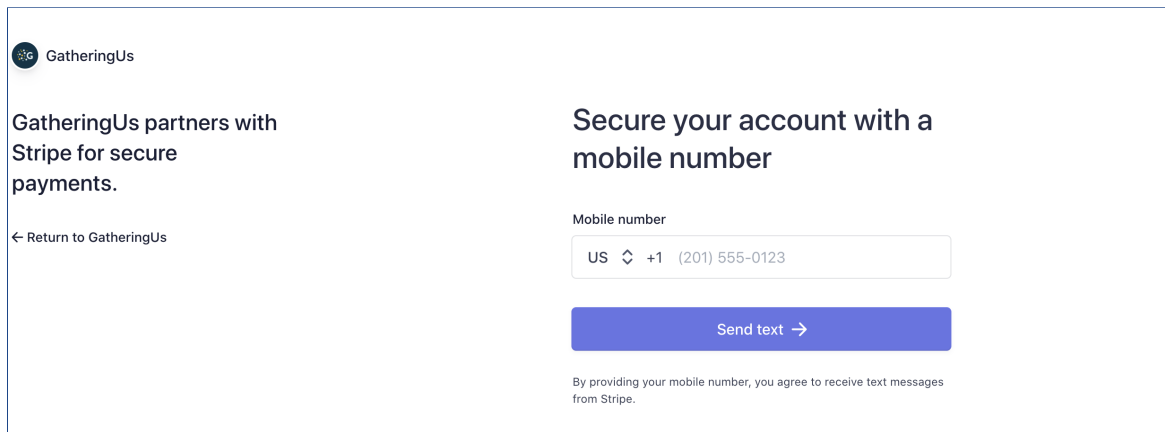
2. **Create your Stripe Account:** Enter a password.

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payments.

← Return to GatheringUs

Create your free Stripe account

Email

suzannetesting4@gmail.com ✏

Password

Next →

This site is protected by reCAPTCHA and the Google Privacy Policy and
Terms of Service apply.

3. **Secure your account with a mobile number:** Enter your mobile phone number. You will receive a text with a verification code.
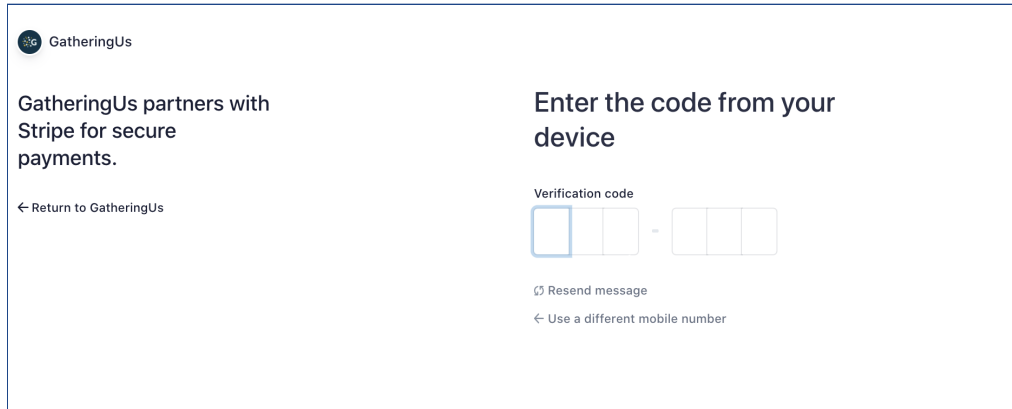
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Secure your account with a mobile number

Mobile number

US ⇅ +1 (201) 555-0123

Send text →

By providing your mobile number, you agree to receive text messages
from Stripe.

4.
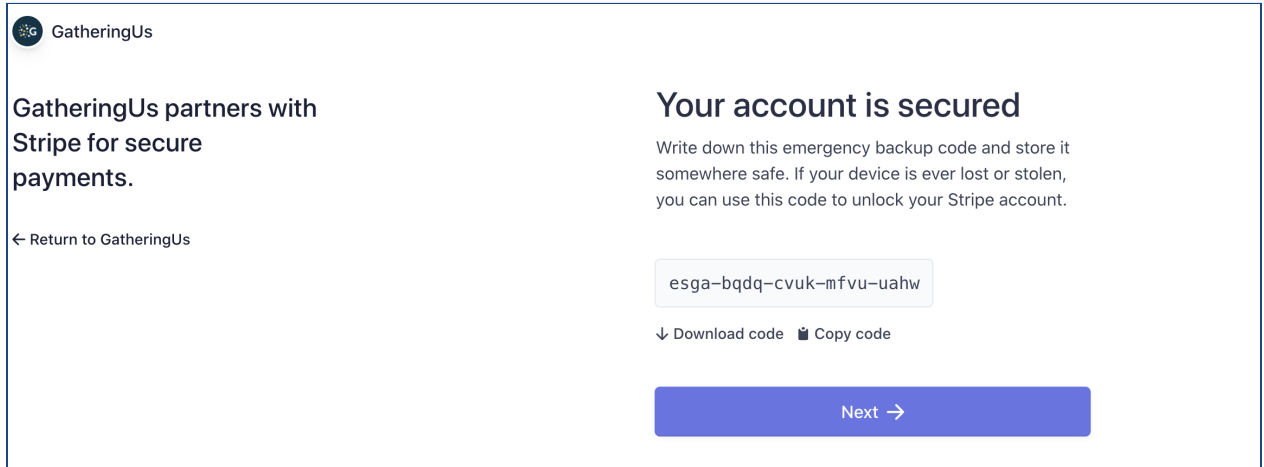
5. **Enter the code from your device:** Enter the verification code sent to your phone on the Stripe page.

6. **Record your backup code:** Write down, download or copy, and paste the code to a safe spot.

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7. **Tell us about your Business:** Enter your home address. For "Type of business" the default is Individual, Sole Proprietor, or single-member LLC. Leave this as the default type of business.
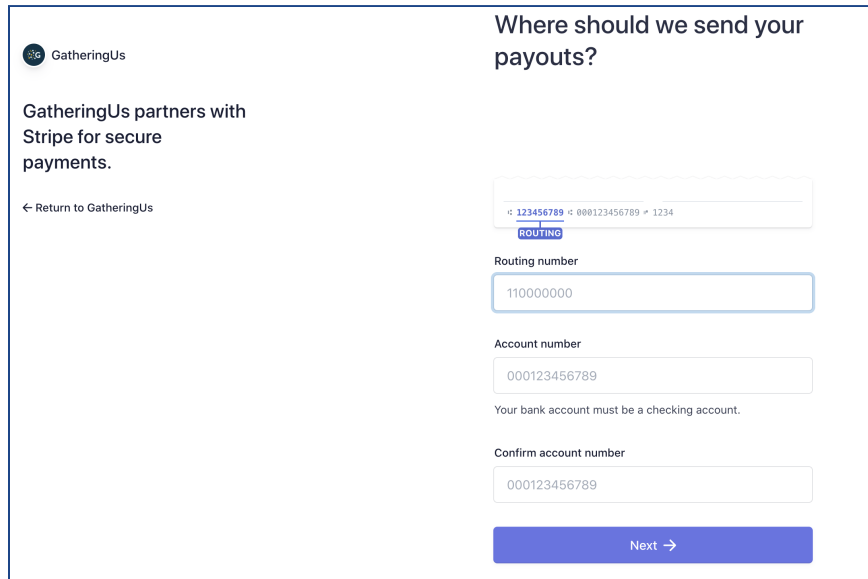

8. **Personal details:** Enter your date of birth, phone number, and last 4 digits of your SS number. All fields are required.

9. **Where should we send your payments?** Enter your checking account Routing number and Account number.

10. **Confirm Customer Statement Information:** The Statement description defaults to "Memorial Donation" You can change this text. The shortened description is how it will appear on the credit card statement. The "Customer support phone number" and "address" are pre-filled with your phone number and home address.

Stripe Account FAQ

11. Review: The email address has defaulted to the GatheringUs memorial page. Verify all other information. Click the edit icon to change any information.

12. Click "Done" and return to GatheringUs memorial page. Stripe will verify the account within an hour once all information is entered. The page must be refreshed to see the verified account.

> **STRIPE ACCOUNT**
> Stripe account verification is in progress

The "Donation" button is disabled until the Stripe account is verified. You can continue to update the GatheringUs memorial page while Stripe account verification is in progress.