



What is Stripe?

Stripe is a quick and secure way to accept credit card and debit card payments online. Stripe helps Handshake provide a seamless payment experience for you and your customers (Employers/Students).

Stripe processes billions of dollars a year and is used by tens of thousands of companies worldwide, including Fortune 500s and small businesses alike. You can learn more at www.stripe.com.

Is Stripe secure? PCI compliant?

Stripe meets and exceeds the most stringent industry standards for security. They are also audited by a PCI-certified auditor, and are certified to PCI Service Provider Level 1. (This is the highest level of certification available). You can learn more about the technical details of Stripe's secure infrastructure here: <https://stripe.com/help/security>.

Is Handshake secure? PCI compliant?

Handshake has been certified as a Card-not-present e-commerce only Merchant (SAQ A). We are happy to produce our Attestation of Compliance from a PCI-DSS Approved Scanning Vendor upon request.

Why is Handshake filling out an SAQ A?

Handshake meets all requirements to put us in scope of SAQ A. This involves:

- Ensuring we fully outsource and use the javascript hosted on stripe's domain
- Ensuring all transmission of sensitive cardholder data is within a website container (an "iframe") whose content is served by stripe.com's domain and controlled by Stripe
- Using TLS for secure transmission of data

For more information see here:

<https://support.stripe.com/questions/what-about-pci-dss-3-1>

Does my school have to be PCI compliant?

Generally, anyone involved in the processing, transmission, or storage of credit card data must comply with the relevant portion of the Payment Card Industry Data Security Standards. In Handshake's Setup with your University, it's Stripe that is holding the PCI-Compliance certification, which you can confirm here:

<https://support.stripe.com/questions/is-stripe-pci-compliant>

In order to be in scope of those security standards, Stripe asks every account to meet certain requirements, including:

- Serve your payment page over SSL, i.e., the page's web address should begin with HTTPS, not HTTP.
- Use Stripe.js or Checkout to accept payment information, which uses an iframe to transmit sensitive information directly to Stripe's servers.
- Never store cardholder data on your servers
- Do not process credit cards via the Stripe dashboard (if you do, you have to do your own PCI reporting to Stripe)

See more information here:

<https://support.stripe.com/questions/do-i-need-to-be-pci-compliant-what-do-i-have-to-do>

The Handshake Platform meets those requirements for your payment services. It might be helpful to have a written confirmation on this - If you want to provide an Attestation of

Compliance (AOC) or a PCI DSS Self-Assessment Questionnaire (SAQ), you can use pre-filled documents that we provide on your dashboard. See below for more details on generating your AOC.

Who is the merchant of record?

The University's Stripe account is the Merchant of Record and controls what will show up on the card holder statement.

Do I have to setup a merchant account?

Nope! This is one of the reasons we use Stripe; you will only have to set up a Stripe account and then you will be able to start processing payments. Stripe operates the financial infrastructure of merchant accounts in the background.

What agreement do I have with Stripe?

When you setup your account with Stripe to accept payments in Handshake you need to agree to the following terms *directly with Stripe* to open your account:

- <https://stripe.com/us/terms>
- <https://stripe.com/connect/account-terms>

Please reach out to Handshake if you have questions about your agreement with Handshake.

Do I need to talk to a point of contact at stripe to get started?

Nope! Stripe's setup is so simple, everything is self service and you only need to fill out the form online to begin accepting payments. If you questions in the setup process feel free to reach out to Handshake support and we can help you and if required escalate the case to Stripe for you.

How does Stripe process payments?

Create a Stripe account by providing a few details about your business. With one click, you'll connect your new Stripe account with Handshake and start accepting payments immediately. You can also connect an existing Stripe account to Handshake if you already have one.

Can we process credit card payments over the phone?

Yes, by only following a specific process. Learn more about this here:
<https://support.stripe.com/questions/phone-orders> Please note that by accepting phone orders in this way you need to ensure you are PCI compliant and will need to fill out your own SAQ instead of using the built in one inside Stripe.

How does Handshake integrate with Stripe?

In order to associate payments with the correct institution, we use Stripe Connect. Stripe Connect allows our customers to:

- Manage and View payments on their own Stripe account.
- Decide when and how they want to receive their money, including next day deposits.
- View customer and transaction logs.
- Provide refunds to their customers.

In order to provide the above, each school account is connected with their own Stripe account in a seamless process on Handshake with the below steps.

1. Users visit the Payment Management page on Handshake. This page is only accessible by the school's Handshake account owner.
2. User clicks the 'Connect with Stripe' button.
3. User is brought to Stripe to either sign in to an existing account should it exist, or create a new one.
4. User is brought back to Handshake with Stripe ready to be used. The access token and public key for the connected account are stored securely in order to associate future payments. The access token is kept private. By default only the user who created the Stripe account will have access to the account.

Does Handshake store any information on about the transaction?

Handshake will receive the following data points from Stripe in order to process each transaction:

- Amount
- External Customer ID
- Card Type
- Last four Digits

Handshake will never see or store full credit card numbers, CVC codes, or other PCI DSS Sensitive Authentication Data.

When and how does Stripe transfer money into my account?

Payments you accept with Stripe are transferred to your bank account on a rolling basis. Although Stripe initiates an electronic deposit into your bank account daily, they'll actually be transferring payments accepted earlier based on your transfer schedule (listed in your Stripe dashboard).

Visit Stripe's documentation for more information, here:

<https://support.stripe.com/questions/how-do-my-payments-get-to-me>

Who will appear on the card holder statement?

The University (merchant of record) appears on cardholder statements. This is a requirement from the industry, that is, payment card rules require a consumer should have direct information about who put that charge on their card, and who they should reach out to if they require assistance with it.

Will fraudulent orders or cards be rejected?

Stripe provides several tools to minimize fraud losses and to help businesses determine if a transaction is fraudulent. These include tools that allow Stripe to auto-reject suspicious transactions and notify you of questionable charges so that you can make the most informed decision possible as to whether accept a charge. There are also a few tools that you can implement in your own Stripe account, including CVC or AVS checks.

Additionally, Stripe works with its financial partners and credit card networks to monitor fraud globally. There's more information here:

<https://support.stripe.com/questions/what-controls-for-fraud-prevention-does-stripe-offer>

How much does Stripe cost?

5% of every successful transaction will be collected. Stripe is taking 2.9% + 30¢ for each transaction and Handshake will take up to but not more than 5% of the total transaction including Stripe's fees. Volume discounts are available. Stripe's fees are subject to change.

When you administer a refund, Stripe refunds their 2.9% + 30¢. Handshake will not reimburse the remaining % (approximately 2.1%).

My bank account doesn't allow for debits to be made, can I still do refunds?

Refunds are typically netted against available funds in your Stripe account, however if you don't have a balance Stripe will attempt to debit your account. To disable this, you'll need to notify Stripe support (support@stripe.com) to disable this so that your funds transfers won't be put on hold. We typically recommend if you can't accept debits on your bank account to set your transfer frequency to monthly or manual so you will have funds to draw from for refunds.

Can Stripe work with Saving accounts or just checking?

Yes, however it's generally up to the bank to accept and post the payment. Please contact your bank and then Stripe support (support@stripe.com) if you're having trouble posting to your savings account.

Are there any other fees?

With Stripe's simple and transparent pricing there are no hidden fees and you only get charged when you earn money.

Unlike with other payment services, you'll never be charged for failed transactions, stored cards, recurring payments or refunds. Note that if you accept payments in other currencies, Stripe charges an additional 2% to automatically convert those funds before depositing them in your account.

How do I handle disputes?

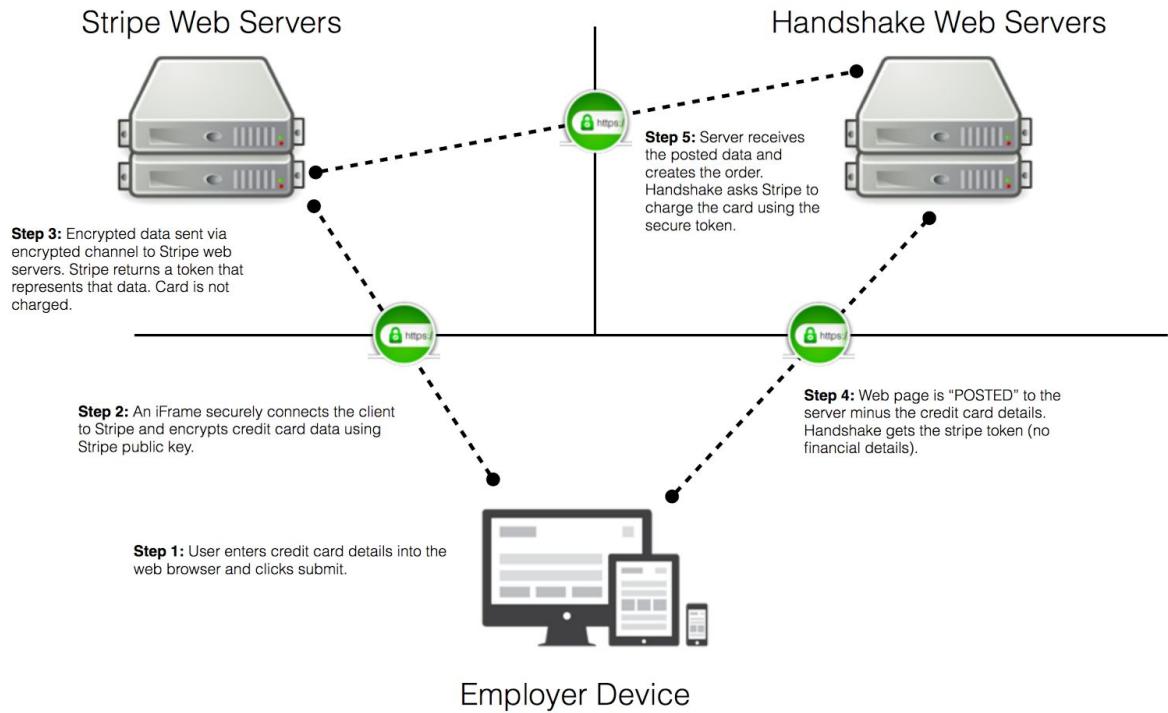
Stripe actively works to prevent and minimize disputes, and you'll work with them directly to manage any disputes. You can learn more here: <https://stripe.com/help/disputes>

How do I keep track of all these transactions?

Your Stripe Dashboard lets you view payments and customers, manage refunds, transfers to your account, and more. Login here: <https://dashboard.stripe.com>

There are hundreds of applications you can add to your Stripe account to do even more, such as receive specialized analytics on your Stripe data. You'll find a full list of these applications here: <https://stripe.com/docs/integrations>

What does the payment flow look like?



Payment Processed:

Stripe processes the payments.
Stripe's merchant ID is used
during the transaction.



Payments Deposited:
Stripe facilitates a ACH transfer
to a bank account of your
choosing. Funds are deposited
on a rolling basis usually within
48 hours.



stripe



Payment Rendered:
Handshake facilitates a payment
terminal through Stripe.

What does the full payment flow look like?

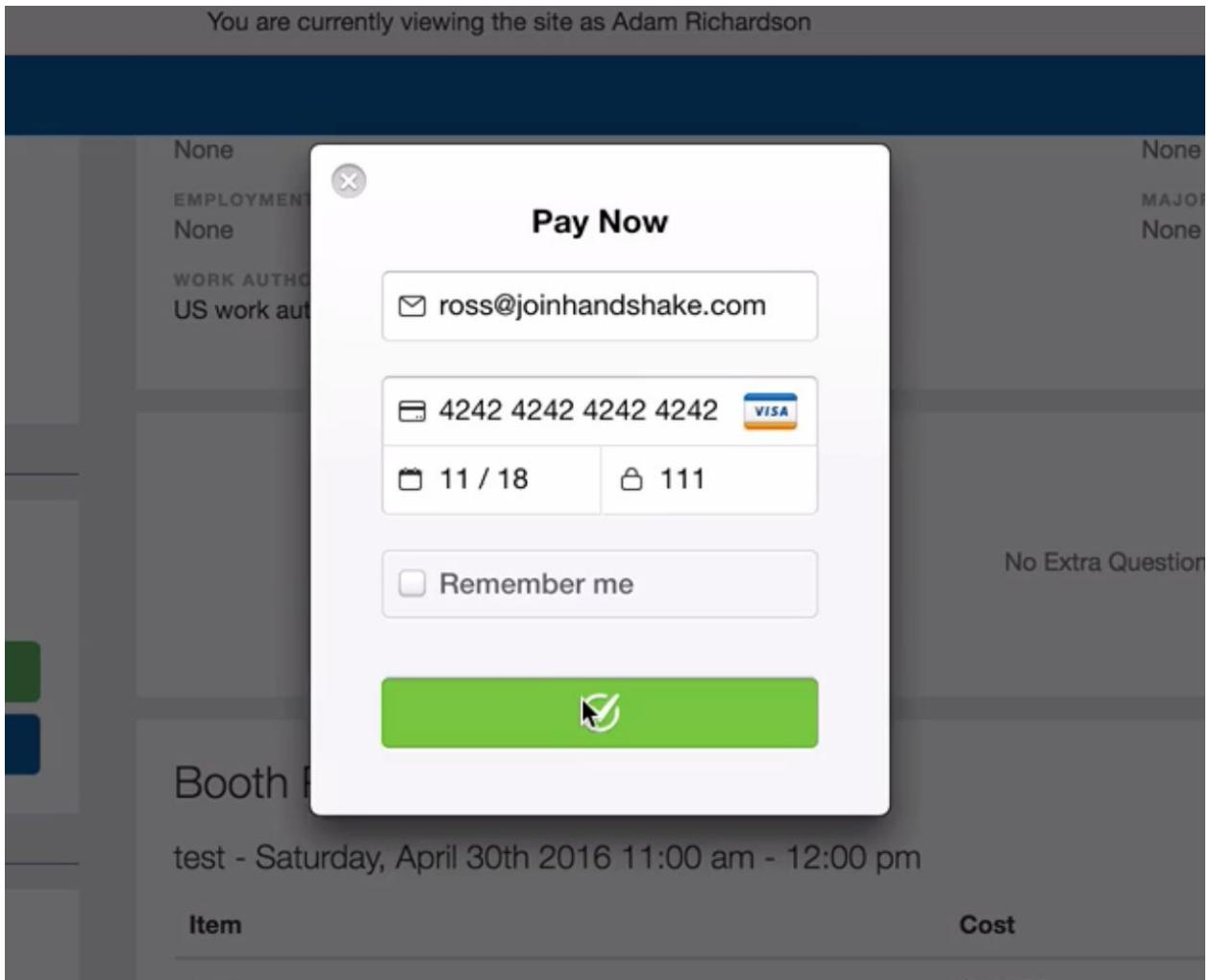
Step 1: User visits the payments enabled page.

The screenshot shows the Handshake platform interface. On the left, there's a sidebar with icons and labels: Home, Profile, Handshake Univer..., STUDENTS (Manage, Experiences, Outcomes, Applications, First Destination), COMMUNICATE (Mass Emails, Articles, Planning). The main area has a blue header with the Handshake logo and a search bar. Below the header, it says 'REPRESENTATIVES COUNT' with '0' and 'REPRESENTATIVES REGISTERED AT April 21, 2016 at 09:45 AM'. Under 'STATUS', it says 'pending'. A 'Payments' tab is selected, showing 'Payment Status' as 'unpaid'. There are two buttons: a green 'Pay Now' button with a hand cursor icon, and a blue 'Manually Record Charge' button. Below the payment section, there's a 'Labels' section.

Step 2: User enters in Credit Card details including the Credit Card Number, CVC and Expiration Date and User denotes that they are ready to pay by “submitting” the information.

Step 3: Still on the browser, the client enters their data, which is then transmitted through a secured iframe controlled and hosted by Stripe. Stripe returns with either validation errors (missing fields, invalid formats, etc.) or with a token. In the event of a validation error the user is prompted to fix any invalid fields.

1. This token does not allow access to any cardholder data.
2. This token is not usable without the private key. It is a simple unique string that does not include any Credit Card information.
3. In the event that Javascript is turned off by the user, the server will still not receive the entered Credit Card information.



Step 4: The browser sends the Stripe token, along with the last four digits of the Credit Card Number and Brand, to the Handshake servers. The Full Credit Card number, CVC, and other sensitive information are not sent to or stored on the Handshake servers.

Step 5: With the Stripe token received we can now create and send charge information to the university's Stripe account along with our private key. Stripe processes the payment at this point and returns immediately with the result.

1. If the result is successful, we send the user a receipt.
2. If the result is failure (for example, the card is declined), we send the user an email denoting the failure.

Shows the form and request headers sent to Stripe:

The screenshot shows the handshake browser extension's developer tools interface. The top bar includes the handshake logo, a search bar, and a date/time indicator (April 21, 2016 at 09:45 AM). The status bar indicates "pending". The main area displays a network request to stripe.com. The "XHR" tab is selected, showing the following details:

- Name**: stripe
- Path**: /api/tokens
- Request Headers**:
 - Accept: application/json
 - Accept-Encoding: gzip, deflate
 - Accept-Language: en
 - Connection: keep-alive
 - Content-Length: 619
 - Content-Type: application/x-www-form-urlencoded
 - Host: api.stripe.com
 - Origin: https://checkout.stripe.com
 - Referer: https://checkout.stripe.com/v3/Hci0Q9KeXgLe2kL0jWvVCg.html?distinct_id=d5c36faa-c54f-ebc9-aa5d-0af8705b8146
 - User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36
- Form Data**:
 - email: ross@joinhandshake.com
 - validation_type: card
 - payment_user_agent: Stripe Checkout v3 (stripe.js/127787)
 - user_agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36
 - device_id: f7f14081-5043-4844-9192-969lebad95bc
 - referrer: https://staging2.joinhandshake.com/registrations/286
 - pasted_fields: number
 - time_checkout_opened: 1461257140
 - time_checkout_loaded: 1461257140
 - card[number]: 4242 4242 4242 4242
 - card[cvc]: 111
 - card[exp_month]: 11
 - card[exp_year]: 2018
 - card[name]: ross@joinhandshake.com
 - key: pk_test_gpAdPlee2G1SQAGmLE0gAaOY

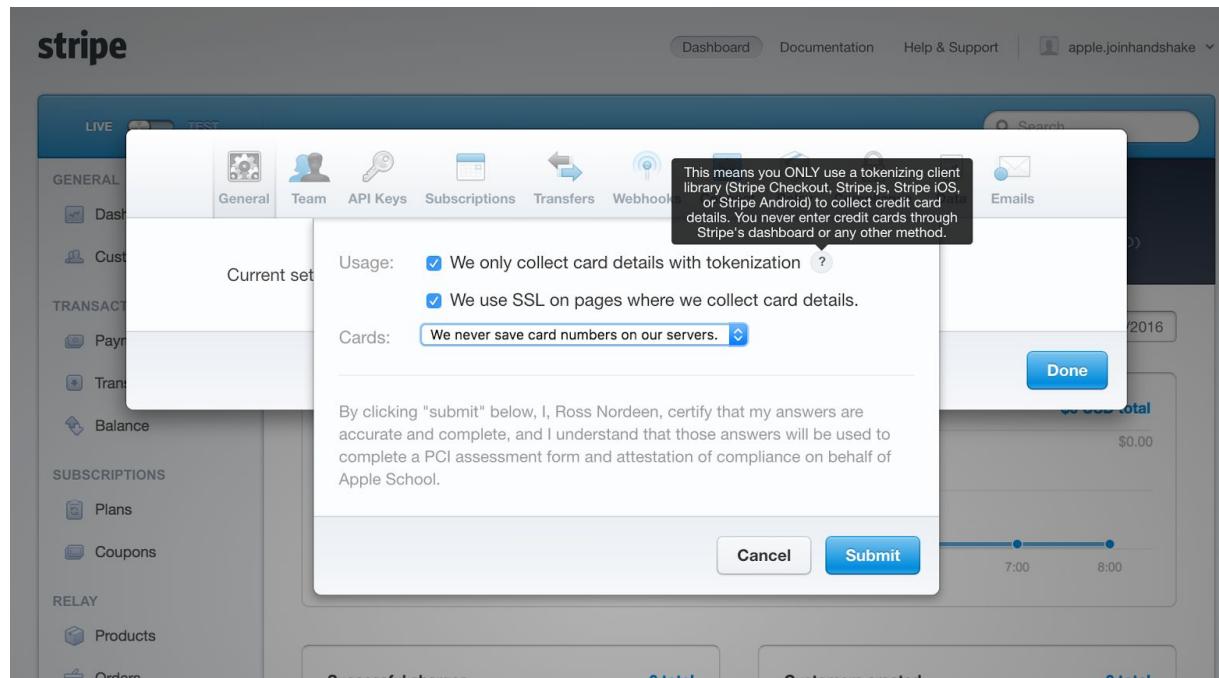
Want to get in touch with Stripe?

If you have any questions or feedback, email support@stripe.com or reach out to Handshake for someone to contact.

How do we generate our own Attestation of Compliance, SAQ-A?

If you don't have a Stripe Account setup and would like to see an example, reach out to Handshake and we can send you one.

1. Visit: <https://dashboard.stripe.com/account/compliance> as an administrator
2. Answer the three questions below



3. After you can View the completed document which is your generated AOC

