



Hatch & Hive

VENDOR GUIDE

Getting paid: set up your **Stripe** payment account

A step by step walkthrough for connecting your Stripe account so your sales on Hatch & Hive are paid straight to your bank.

Takes about 10 minutes

The illustrations in this guide are simplified representations of the screens you will see. Stripe may ask its questions in a slightly different order or wording depending on your country and account type.

FIRST THINGS FIRST

Before you start

To receive payment for the eggs, poultry and goods you sell on Hatch & Hive, you connect a **Stripe** account to your vendor profile. Stripe is the secure payment service that handles the money side of the marketplace. When a customer buys from you, your share is sent to your connected Stripe account and paid out to your bank automatically.

Have these to hand before you begin, it makes the process much quicker:

Your email and mobile

Used to create your Stripe account and verify it is really you.

Bank account details

Sort code and account number. This is where your money will be paid out.

Personal details

Legal name, date of birth and home address for identity checks.

Business or tax info

If you sell as a business. Selling as an individual is fine too.

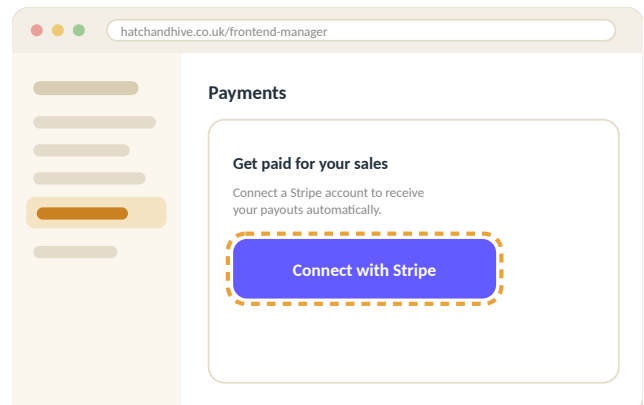
Good to know: Stripe usually verifies you within minutes, but it can occasionally take 1 to 3 working days. You can finish setting up your listings while you wait.

THE WALKTHROUGH

Step by step

1 Open your Vendor Dashboard and find "Connect with Stripe"

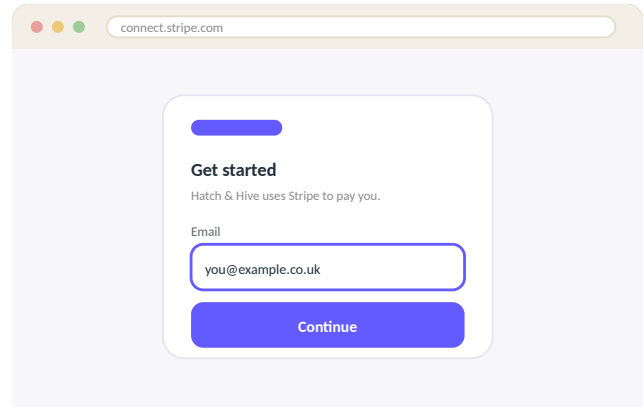
- Log in to Hatch & Hive and go to your **Vendor Dashboard**.
- Open your payment or settings area. Look for the **Connect with Stripe** button.
- Click it to begin. You will be taken safely across to Stripe.



Your Vendor Dashboard payment settings

2 Enter your email to start your Stripe account stripe.com

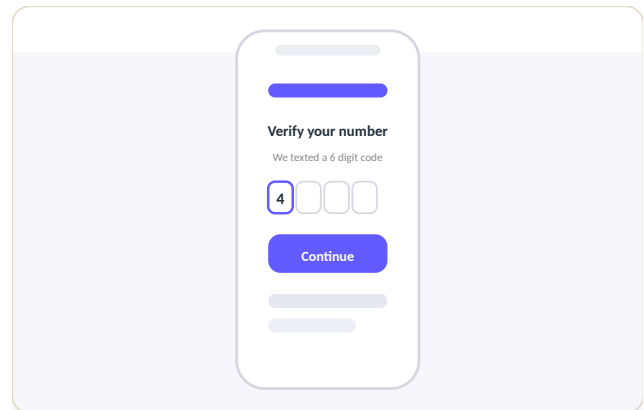
- You are now on Stripe's secure site. Type in your **email address**.
- If you already have a Stripe account, sign in instead and it will link automatically.
- Click **Continue**.



Stripe's start screen

3 Verify your mobile number

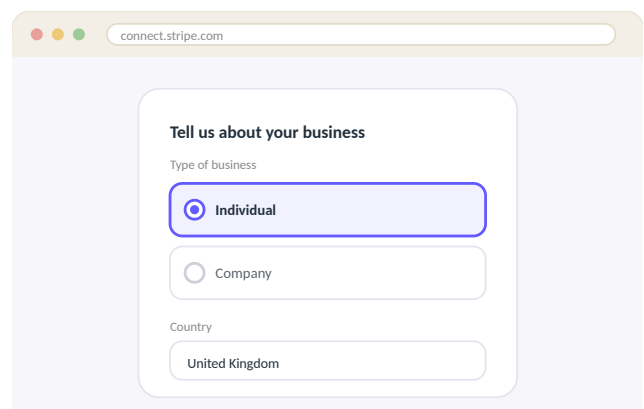
- Enter your **mobile number**. Stripe sends a text with a code.
- Type the **code** into the boxes to confirm it is you.
- This keeps your account and your money secure.



Confirming your mobile by text

4 Tell Stripe about you or your business

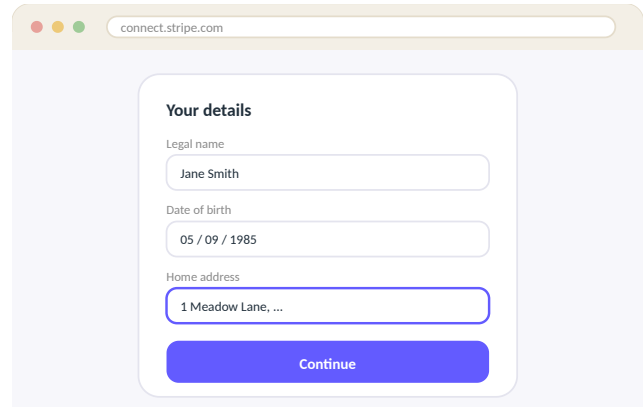
- Choose whether you sell as an **Individual** or a **Company**. Most hobby breeders choose Individual.
- Confirm your **country** (United Kingdom).
- Continue to the next screen.



Choosing individual or company

5 Add your personal details

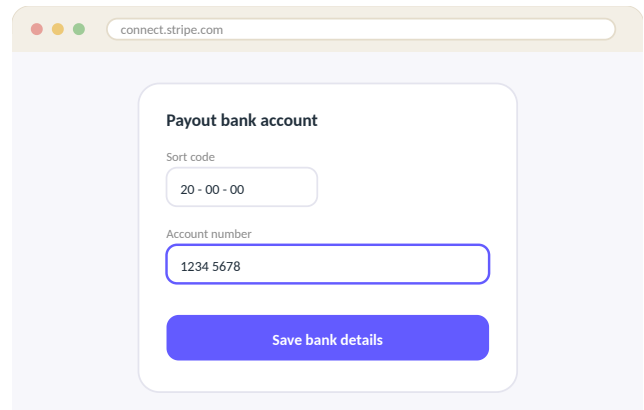
- Enter your **legal name**, **date of birth** and **home address**.
- Stripe uses these for a quick identity check. Occasionally it asks for a photo of your ID.
- Your details are handled by Stripe and are not shared publicly.

A screenshot of a web browser window showing the Stripe 'Your details' form. The browser's address bar displays 'connect.stripe.com'. The form is titled 'Your details' and contains three input fields: 'Legal name' with the value 'Jane Smith', 'Date of birth' with the value '05 / 09 / 1985', and 'Home address' with the value '1 Meadow Lane, ...'. Below these fields is a blue 'Continue' button.

Your name, date of birth and address

6 Add the bank account for your payouts

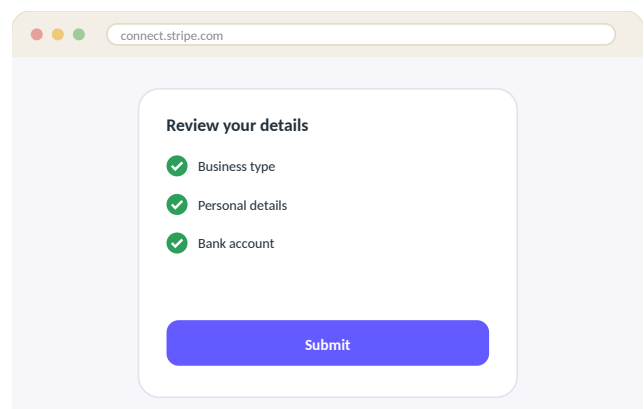
- Enter your **sort code** and **account number**.
- This is the account your marketplace earnings will be paid into.
- Double check the numbers before you save them.

A screenshot of a web browser window showing the Stripe 'Payout bank account' form. The browser's address bar displays 'connect.stripe.com'. The form is titled 'Payout bank account' and contains two input fields: 'Sort code' with the value '20 - 00 - 00' and 'Account number' with the value '1234 5678'. Below these fields is a blue 'Save bank details' button.

Where your money is paid out

7 Review and submit

- Stripe shows a **summary** of everything you entered.
- Check each line, then press **Submit** or **Done**.
- If anything shows as incomplete, click it to fix it before submitting.

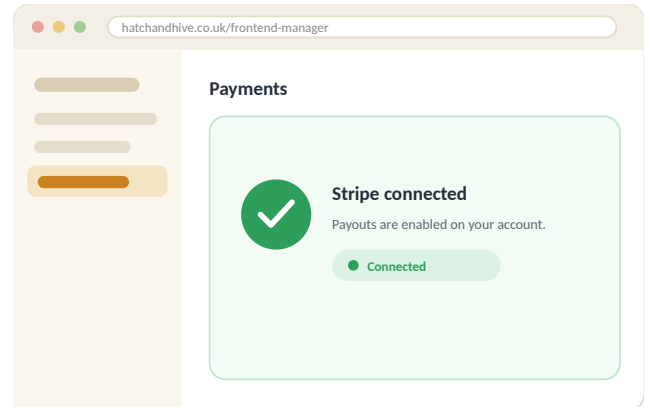
A screenshot of a web browser window showing the Stripe 'Review your details' form. The browser's address bar displays 'connect.stripe.com'. The form is titled 'Review your details' and shows a summary of the entered information with three green checkmarks: 'Business type', 'Personal details', and 'Bank account'. Below the summary is a blue 'Submit' button.

A final check before submitting

8

You are connected

- Stripe sends you back to your Hatch & Hive **Vendor Dashboard**.
- Your payment status now shows as **Connected**.
- That is it. You are ready to sell and get paid.



Back on Hatch & Hive, showing Connected

AFTER SETUP

What happens next

Once you are connected, everything runs automatically. When a customer buys from you, Stripe takes the payment and sends your share to your Stripe balance. From there it is paid out to your bank on Stripe's payout schedule, usually within a few working days of each sale.

Verification pending? If Stripe is still checking your details, your account may show as pending for 1 to 3 working days. You can keep listing products in the meantime. Your first payout is simply released once verification finishes.

IF SOMETHING IS NOT RIGHT

Common questions

I cannot see the "Connect with Stripe" button

Make sure you are logged in and viewing your Vendor Dashboard, not your customer account. If it still does not appear, your vendor account may need approving first. Contact the Hatch & Hive team and they will check it for you.

Do I need a business to sell?

No. You can set up as an individual. Stripe will still ask for your name, date of birth and address so it can verify you, which is a normal legal requirement.

My account is stuck on "pending" or "restricted"

Stripe sometimes needs one more piece of information, such as a photo of your ID. Open the Stripe onboarding link again from your dashboard and complete any highlighted items.

I need to change my bank details

You can update your payout bank account at any time from your Stripe account. Reopen the Stripe link from your Vendor Dashboard to make changes.

Is my information safe?

Yes. Your personal and banking details are entered directly into Stripe, a regulated payment provider used by millions of businesses. Hatch & Hive never sees or stores your card or bank details.

Still stuck? Email the Hatch & Hive team at enquiries@hatchandhive.co.uk and we will be happy to help you get set up.