

Frequently Asked Questions

General

What is Stripe?

[Stripe](#) is an online payment processor for internet businesses. Among the 100,000+ businesses using Stripe are Facebook, Salesforce, Kickstarter, Shopify, SquareSpace, Lyft, Target, and Slack.

It's free and very easy to create an account.

What is PartnerPave (more details)?

It's a partner marketing system based on PHP and MySQL that runs on your web server. It allows your partners (other websites) to bundle their products and services with yours, and sell both directly on their website using Stripe Checkout.

When they make a sale, a portion of the total amount charged, which you set, goes directly to your Stripe account.

How is PartnerPave different than affiliate marketing?

Your partners are bundling their products and services with yours, and selling it directly to customers on their website.

With affiliate marketing, partners send traffic to your website and you *pay* them for visitors who become customers.

Is cardholder holder information shared between Stripe accounts?

No. This is strictly prohibited by Stripe.

Do you offer a money-back guarantee?

Absolutely. We offer a 30-day money-back guarantee from the date PartnerPave is purchased, or the date it's released if you purchase the pre-order.

We will refund the full amount you paid.

Payments

How will my Stripe account be credited with payment?

The revenue you earn from partners will be available in your Stripe account after payment clears, which is usually **two days**.

How are refunds handled?

Your partners need to request a refund of the application fee you receive from them. Within the administrative center, you'll be able to grant refund requests at your discretion.

Who's responsible for charge-backs?

Your partners are responsible for charge-backs since charges take place on their Stripe account.

What if a partner disconnects before the payment clears?

You will still receive the payment because your Stripe account created the transaction.

As long as your Stripe account created the transaction, and applied an application fee, you will receive your portion of the amount charged once payment clears.

How do charity payments work?

You can have a portion of sales go directly to charity. This means a charity will receive money once payment from a sale clears.

Offers

What about contracts & terms?

Regarding terms, you can define them for each offer you create in the administrative center.

How do current SaaS customers redeem credits?

Customers will be sent a link to redeem their credit. Once clicked, PartnerPave will search for an existing customer in your Stripe account with the same email address as the purchaser.

If a customer is found, it will add a credit to their account balance which decreases the amount due on their next invoice and redirects them to a URL of your choice.

How will customers receive my offer?

By email. We have integrations with popular transactional email services like PostMarkApp, Mandrill, and SendGrid.

When you create your offer, you can select an existing template in your account. This template will be sent when a sale is made.

Additionally, you can put our placeholders in your template and it will be populated with the appropriate value, be it a Stripe coupon code, eCommerce coupon, or download link depending on your offer.

What types of offers can I create?

You can pretty much create an offer to do anything as long as it doesn't fall under Stripe's [prohibited businesses](#).

Partners

What's the partnership process?

After PartnerPave is installed and your Stripe account is set up, simply give your partners your **partner with us** link.

This **partner with us** link will allow your partners to connect their Stripe account to your Stripe account. Once connected, they'll be sent an email with their login information.

How do I manage partners?

In the administrative center, you can adjust settings to automatically approve all partners, or manually approve them.

If you want to end a partnership, you can disconnect a Stripe account.

Do I need partners to use PartnerPave?

You can use PartnerPave if you have two separate products or services that you can package together.

This could be an eBook and online course, a workshop and software, or a WordPress theme and graphics kit.

How do I communicate with partners?

In the administrative center, you can list various ways partners can communicate with you be it email, IM (Instant Messenger), phone, etc.