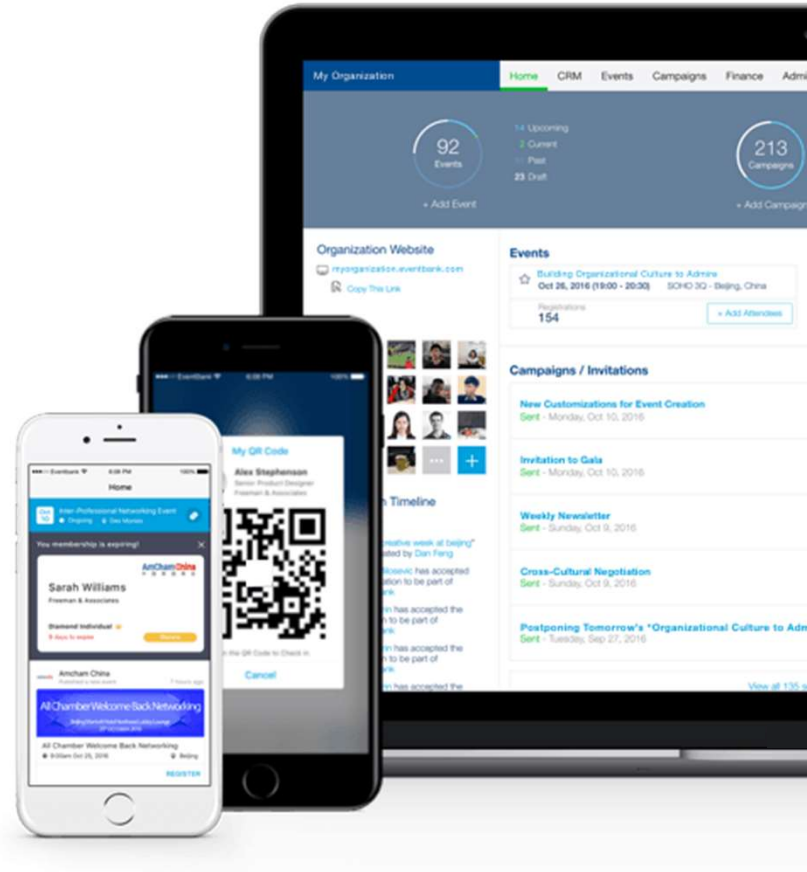
# Finance overview




EventBank

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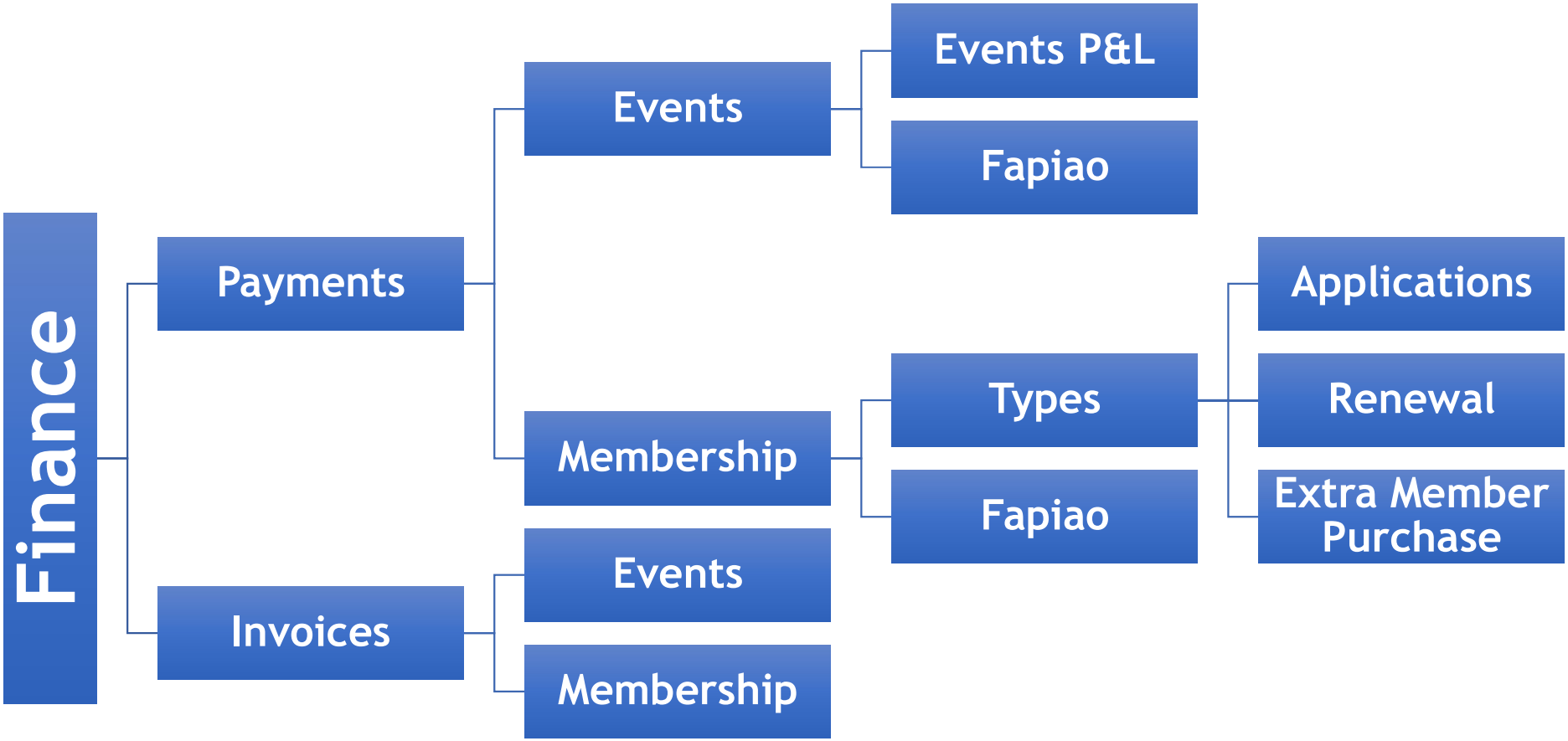
Finance
Payments
Events
Events P&L
Fapiao
Membership
Types
Applications
Renewal
Extra Member Purchase
Fapiao
Invoices
Events
Membership

EventBank

# Summary

## General Information About Event & Membership

- ✓ Setup for receiving payment
- ✓ Event Profit & Loss

## Invoices

- ✓ Invoice information setting

## Refund Procedure

- ✓ Make the transaction void
- ✓ Email to EventBank with details

## Fapiao

- ✓ EventBank service fee fapiao requests
- ✓ Event attendee fapiao feature

## Payment Procedure

- ✓ Setup bank details for funds transfer
- ✓ Payment plan
- ✓ Payment procedure

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- Setup for Events and Membership
- Events Profit and Loss

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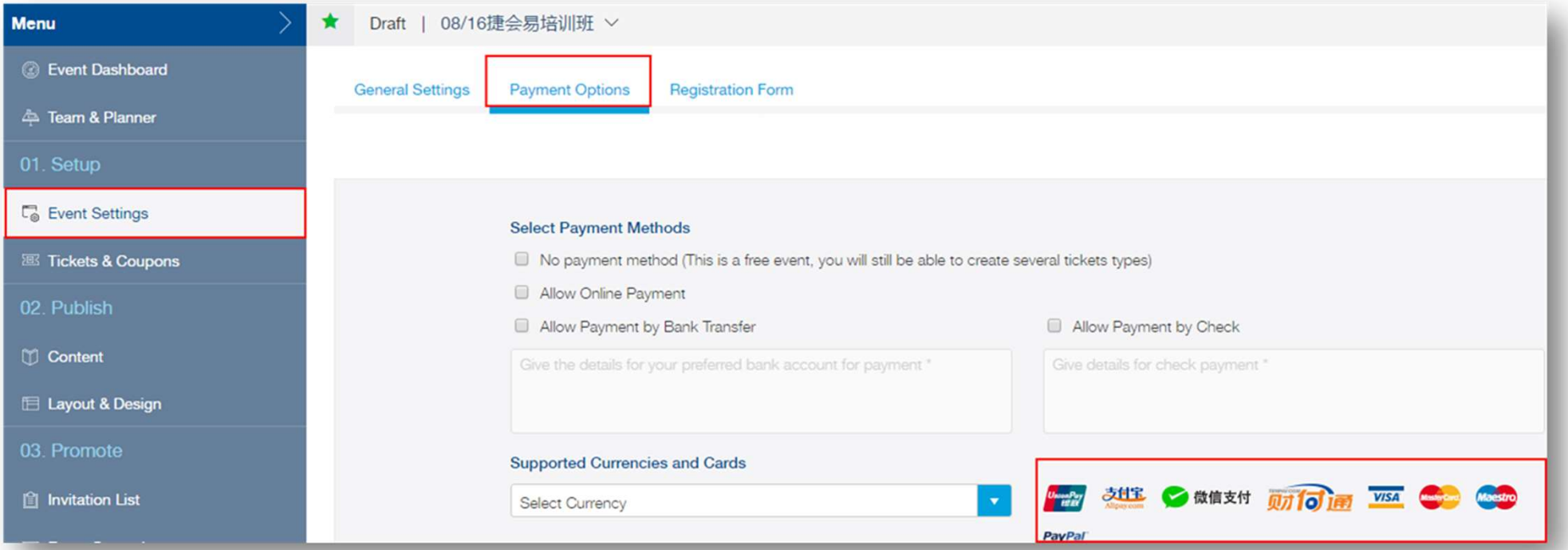
# SetUp Your Payment Options For Events

## Setup Your Payment Options For Events

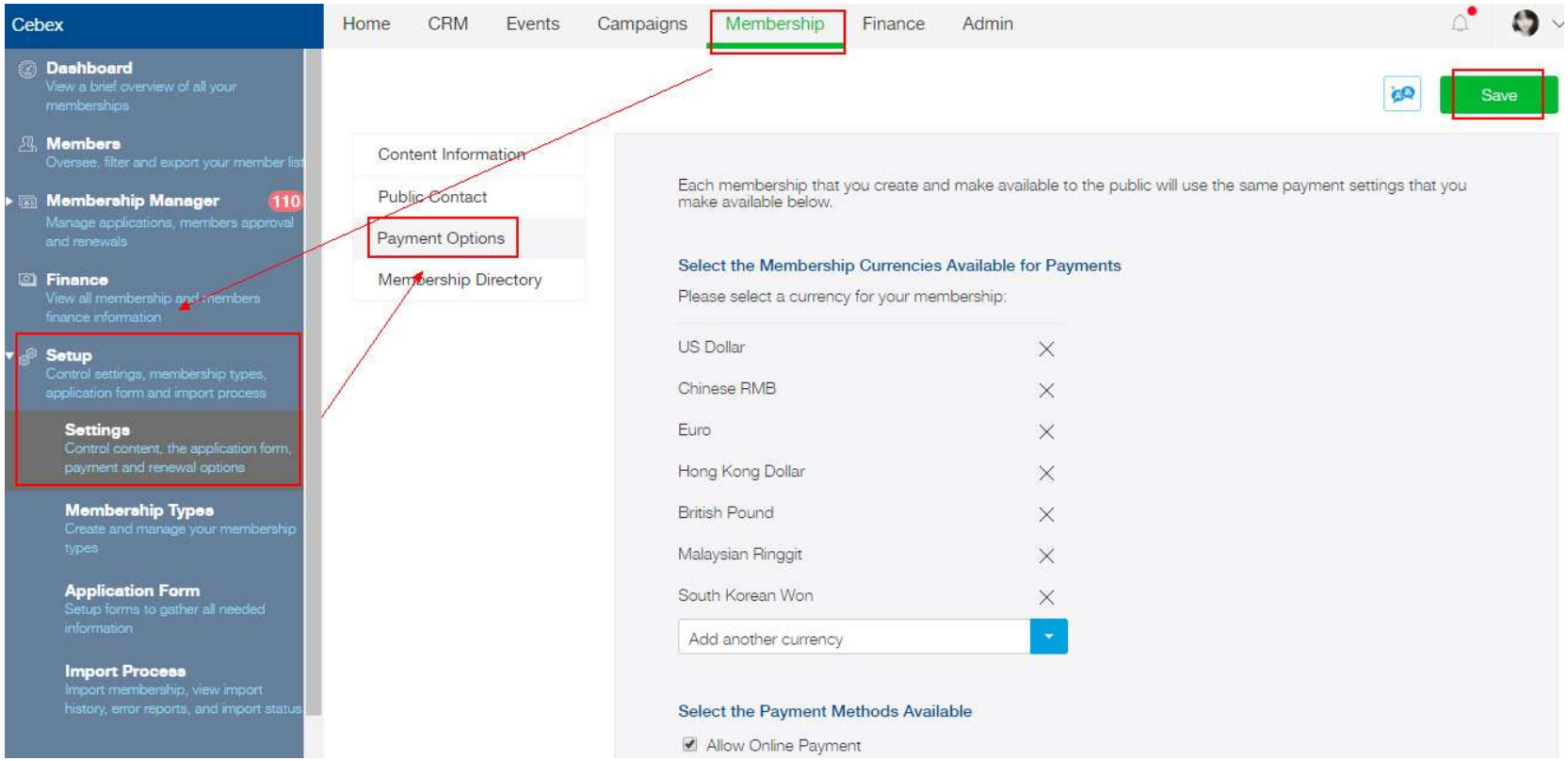
When building an Event, go to “Event Settings” >” Payment Options”



# SetUp Your Payment Options For Memberships

## Setup Your Payment Options For Memberships

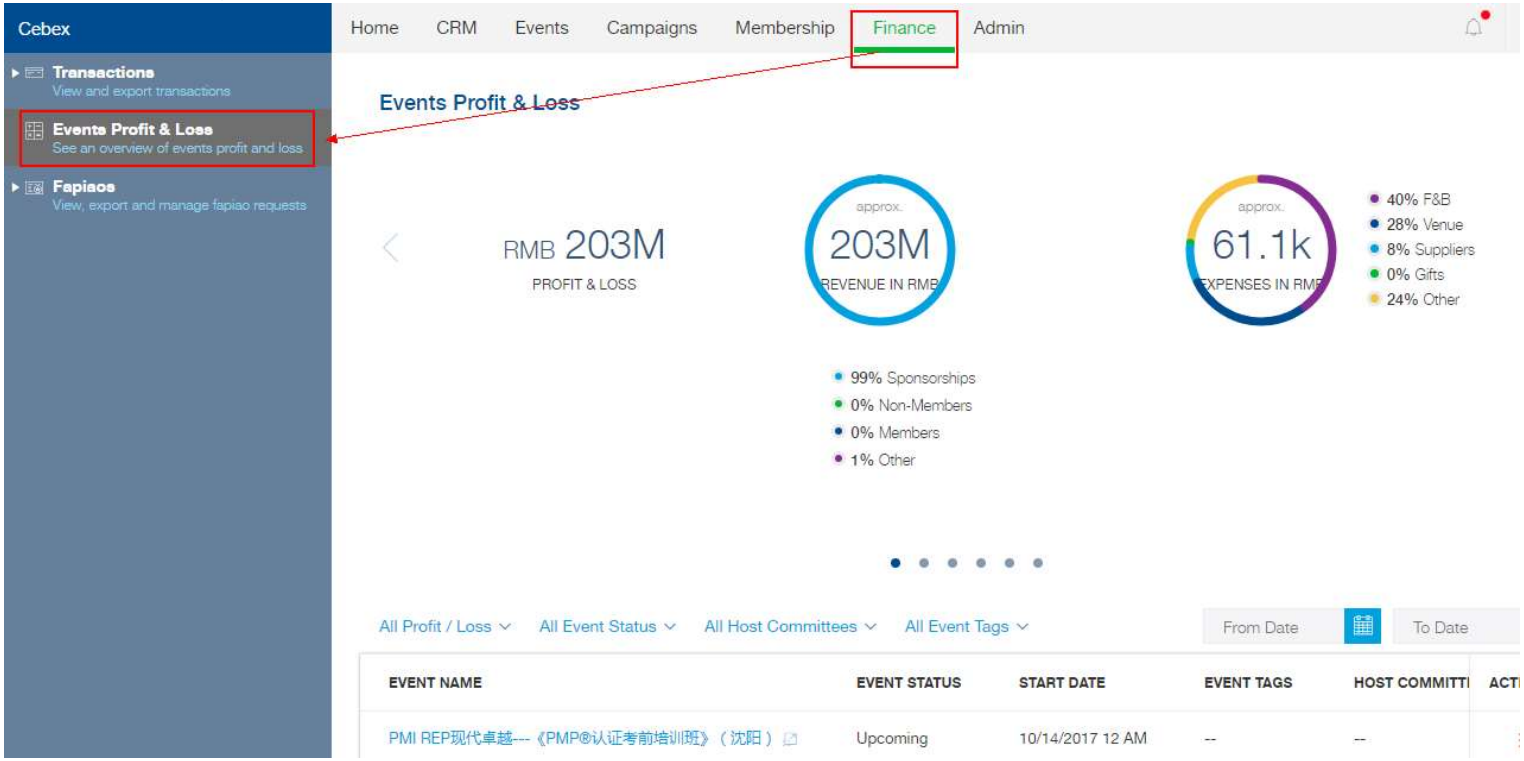
Please go to “Membership” > “Setup” > “Settings” > “Payment Options”



# Events Profit & Loss

## Overview whole Events Profit & Loss

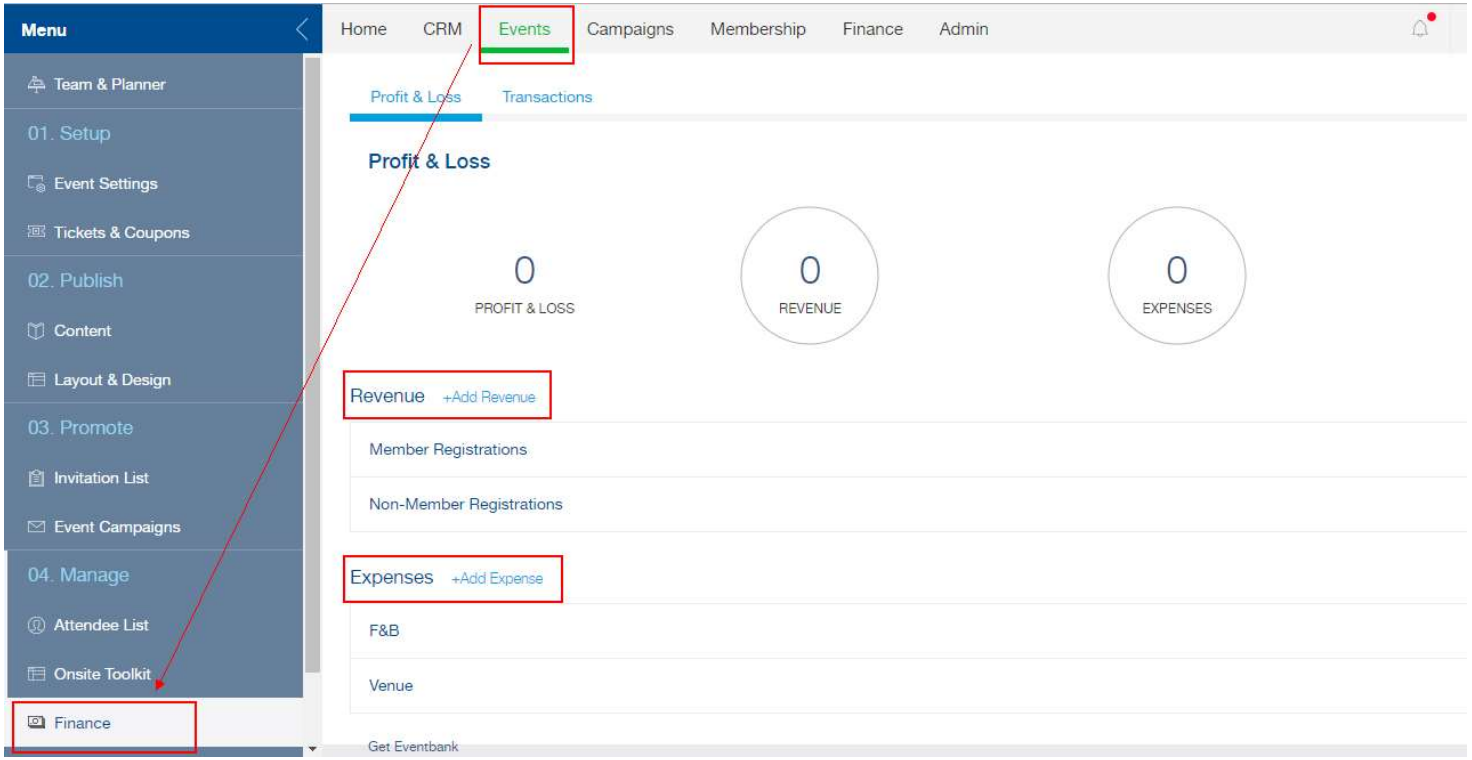
Please go to “Finance” > “Events Profit & Loss”



# Add The Extra Revenues and Expenses

## Add Revenues and Expenses

Please go to “Events” > Choose the Event > “Finance” > “Add Revenue” or “Add Expenses”



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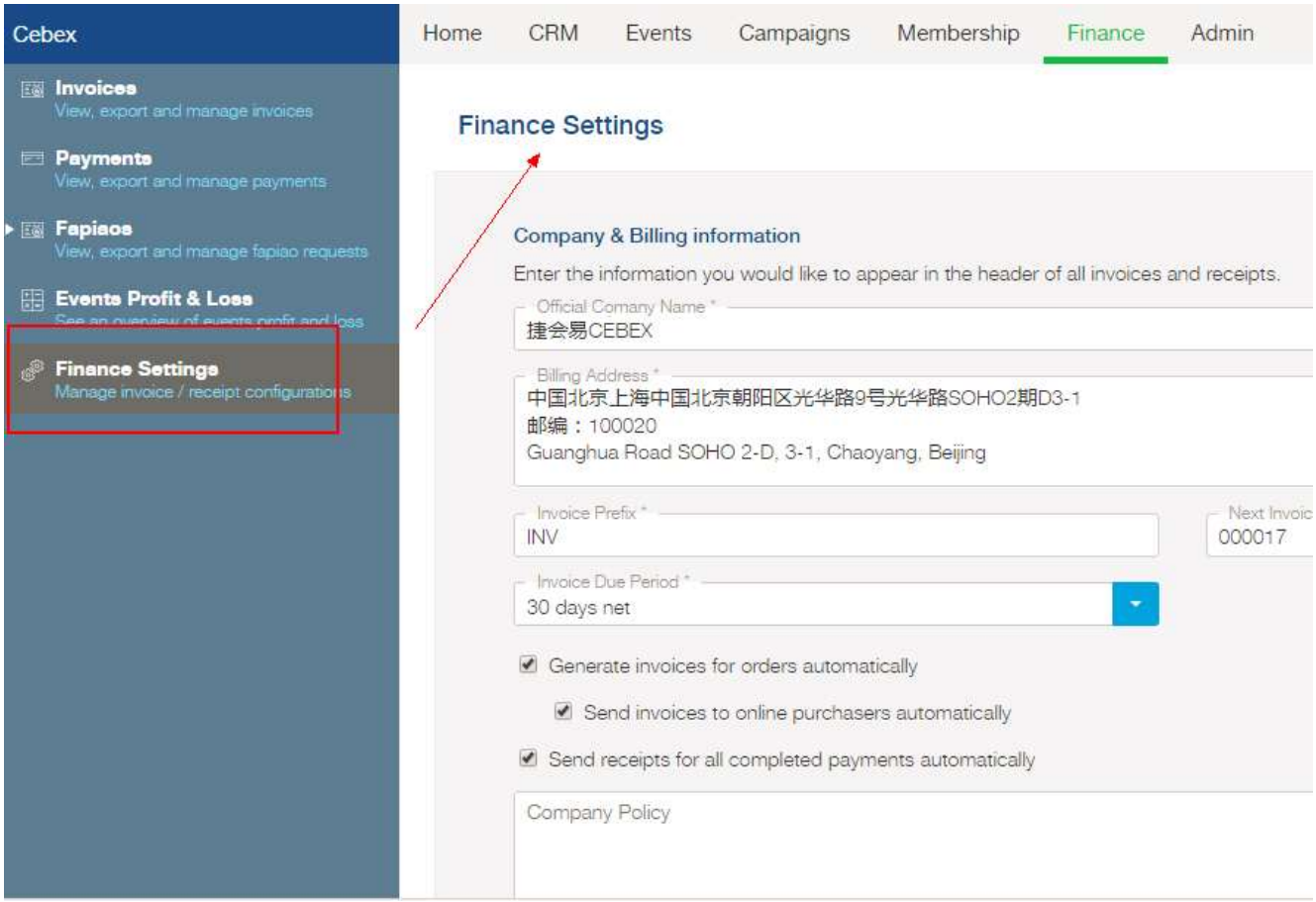
# Invoices

## Setting Invoice information

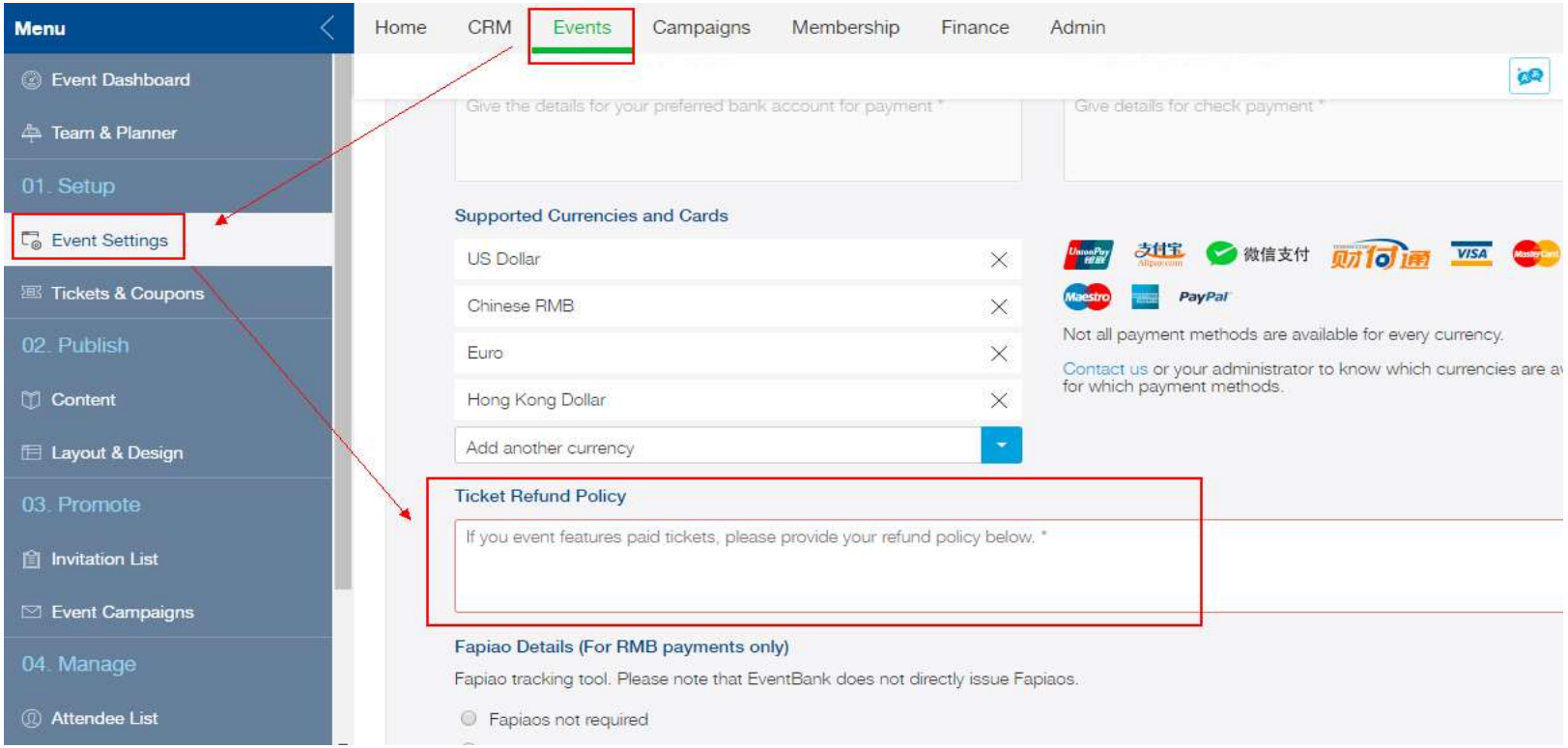
- Finance > Finance Setting



# Refund

## Refund Policy

If when creating your event, under Event Settings > Payment Options you have indicated under "Refund Policy" that refund requests are accepted... [note: refund policy appears in confirmation email after completing an event registration]



# The Type of Refund

## A Full Refund

Void transaction > Email to Finance@eventbank.com with details list below,

Event ID:

Order ID/Registration ID:

Date:

Amount:

Gateway:

## A Partial Refund

Email to Finance@eventbank.com with details list below,

Event ID:

Order ID/Registration ID:

Date:

Amount:

Gateway:

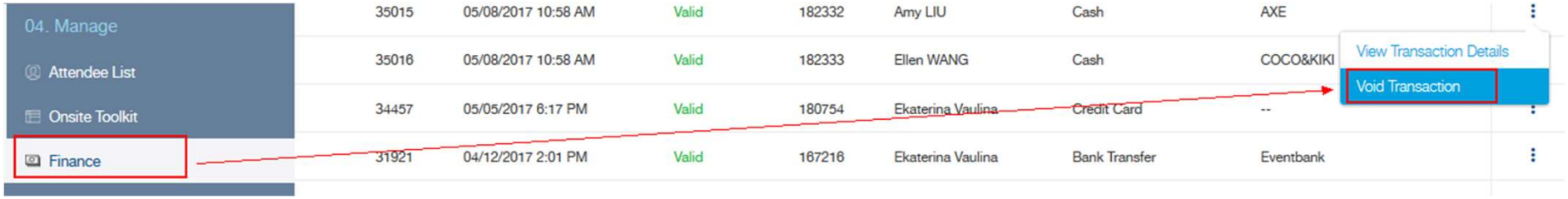
# Full Refunds

## Void the transaction on the platform

### I. A Full Refund

If your client or attendee ask for a full refund. Please void the transaction on platform first.

On the section "Finance" > "Events", and move your cursor to Transaction. Click on "Void Transaction" in order to ensure that your data is accurate and matches your accounting records.




Email finance@eventbank.com with the following information:

- Attendee's name
- Payment Date & Gateway
- Event ID & Order ID
- Refund Amount

# Partial Refunds

**Void the transaction on the platform**

**II. A Partial Refund**

If your client or attendee ask for a partial refund. Please **DO NOT** void the transaction on platform. Just email finance@eventbank.com with the same details what mentioned below,

**Send a Refund Request**

Email finance@eventbank.com with the following information:

- Attendee's name
- Payment Date & Gateway
- Event ID & Order ID
- Refund Amount

EventBank

# Fapiao

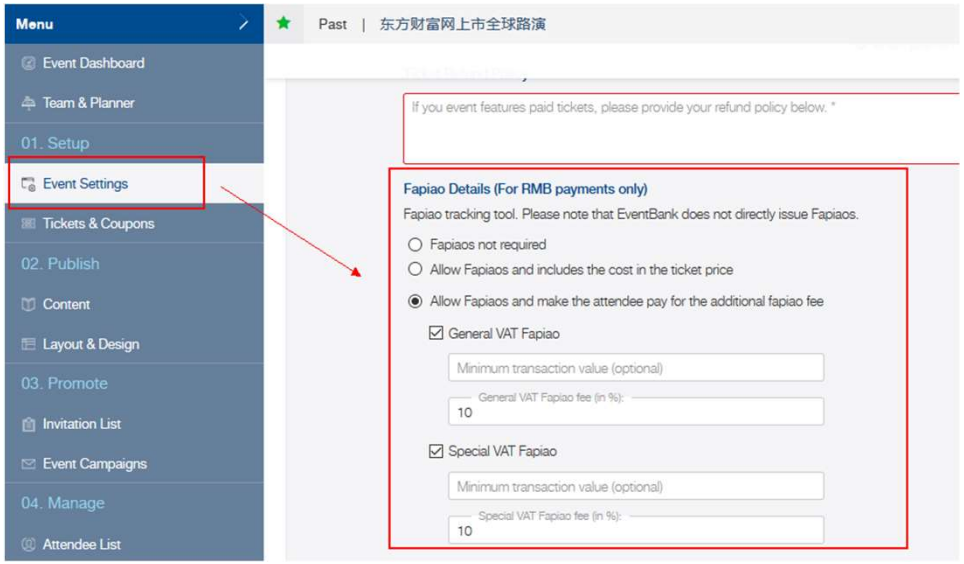
# Fapiao Tracking Tool

EventBank provides an optional Fapiao Tracking Tool for transactions related to events and memberships:

- Allows event attendees and members to submit their Fapiao details information.
- Allows you to track and update the status for each Fapiao request.

## How to enable the Fapiao tracking tool:

- Go to Event Settings > Payment Options (after selecting RMB currency)
- Customize your Fapiao preferences
- **Note**: EventBank does not issue Fapiaos.



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# Payment Procedure

# The Gateway charge rate and EB service fee

## Payment Methods and Charge

| OFFLINE | ONLINE |
|---|---|
| **1. Cash or check [at door]**<br>This option needs to be selected when setting up the Ticket price<br>**2. Bank transfer [instructions in the next slide]**<br>•For the above two methods, payment is sent directly to the bank account set by the client. | **1.Online Payment**<br>• WeChat Pay, Alipay, Paypal, Union Pay, International Credit cards<br>• Automatic update for the payment status<br>• Fees deducted from online payment transactions*<br>• * Breakdown of fees<br>• EventBank service fee: 2% for Total Amount<br>• Gateway transaction fee |

*Note: Payment status processed through Offline payment methods will have to be manually updated on the EventBank platform.*

**Gateway transaction fee**

| | Alipay | WeChat Pay | Union Pay Cards (Yeepay) | Paypal | Braintree |
|---|---|---|---|---|---|
| Mainland China | 1.5%per transaction | 0.6% | 0.4% per transaction | 4.4%+0.3USD | 4.4%+2.35HKD Per transaction |
| APAC | Not available | Not available | Not available | 4.4%+2.35HKD | (HKD) 3.4%+2.35HKD (non-HKD) 4.4%2.35HKD |
| Untied States | Not available | Not available | Not available | 4.4%+0.3USD | (USD) 2.9%+0.3usd (non-USD) 3.9%+0.3USD |

**All fees submitted to variations depending on the gate way platform.*

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# Payment Procedure

## Choose a Payment Plan

After your first event, you may contact EventBank Finance department(finance@eventbank.com) and choose between the 2 below options

### Monthly Basis

- At 1st or **23rd per month** , EventBank will email you with a payout summary in 2 working days. After received your confirmation. The payment will be in process.

### Event Basis

- After **each event**, EventBank will email you with a payout summary in 2 working days. After received your confirmation, the payment will be in process.

# Event fees transfer procedure

## Event Basis Payment Procedure

### Step 1

- Email our finance department with the following:
  - Event ID
  - Desired transfer date
  - Bank details

| | |
|---|---|
| Bank Name | |
| Branch Address | |
| Bank Number | |
| Account Name | |
| Swift Code | |

### Step 2

- EventBank will provide a Payout summary to the client
- Upon your confirmation, we will transfer the event fees

### Step 3

- Once the payment has been processed, the Bank transfer needs 3-7 working days generally.

**In case, If the bank transfer has exceed the closing date. Please contact us to find out the problem*

EventBank

Finance@eventbank.com
Support@eventbank.com
Eventbank.cn