



Collecting Payments Online

Treasurer guide — connect Stripe in about 10 minutes, then run your whole dues season from one page.

Connecting Stripe lets your band collect dues, uniform fees, and other payments **directly to your organization's bank account**. Backstage Baton never holds your money — we track who's paid; the funds settle from your members straight to your org.

Cash and check keep working exactly as before — you record them in Backstage Baton and everything lands in one who's-paid report.

THE WHOLE SETUP, AT A GLANCE

1

GATHER

EIN, bank account & routing number, your ID details, your phone.

2

CONNECT

Payments page → **Connect with Stripe** → fill in Stripe's secure form (~10 min).

3

DONE

Four green pills on the Payments page. Members can pay online.

What your org pays per payment (Backstage Baton adds nothing)

PAYMENT METHOD	STRIPE'S FEE
Bank transfer (ACH) — the budget-friendly rail we encourage	0.8%, capped at \$5
Credit / debit card	2.9% + 30¢
Apple Pay / Google Pay — appear automatically on members' phones; no setup	same as card
Cash or check recorded by the treasurer	Free

Before you start

Have these five things at hand and the whole setup takes about ten minutes, one sitting.

GATHER BEFORE YOU CLICK

1. **Your organization's EIN** (federal tax ID)
2. **Bank account + routing number** — where payments should settle
3. **Your own details** as the account representative: name, date of birth, home address, and SSN last-4. This is Stripe's federally required identity check for the person opening the account — the same check as opening a bank account. Backstage Baton never sees any of it.
4. **Org website URL** and a support phone number
5. **Your phone** — Stripe requires two-step verification on the new account

Step 1 Start in Backstage Baton

Log in and open **Payments** in the sidebar. You'll see the setup card below. Click **Connect with Stripe** — you'll be redirected to Stripe's secure hosted setup. Everything you type there goes to Stripe directly; Backstage Baton never sees it.

GET SET UP TO COLLECT PAYMENTS

Connect your organization's own Stripe account to collect dues, uniform fees, and other payments. Money goes **directly to your organization's bank account** — Backstage Baton never holds your funds.

- One-time setup on Stripe's secure site (~10 minutes) — you'll need your organization's EIN and bank account details.
- Members can pay by bank transfer (0.8% fee, capped at \$5) or card (2.9% + 30¢). Bank transfer is the budget-friendly option we encourage.
- Cash and check still work — record them here and everything lands in one who's-paid report.

[Connect with Stripe](#)

The Payments page before setup. One button starts everything.

Interrupted mid-setup? No problem — your progress is saved. Come back to the Payments page and click **Continue Stripe Setup** to resume where you left off.

Step 2 Create the Stripe login

Stripe's first screen asks for an email address. Use **the treasurer's email** (or a durable org-role address) — this becomes your organization's Stripe dashboard login for payouts, refunds, and statements later.

Stripe then asks for **two-step verification**: enter your mobile number for a text code, *or* scan the QR code with an authenticator app (Google / Microsoft Authenticator, Authy). Either works — the authenticator path avoids SMS entirely.

Get started with Stripe

If you're completing this form on behalf of a business, it must be completed by the business owner or someone with significant management responsibility of that business.

Email address

Have a Stripe account? You can use the same email.

Continue

Stripe's opening screen. If you already have a personal Stripe login, you can use the same email — the org account stays separate.

Steps 3–8 Work through Stripe's form

Stripe walks you screen by screen. Here's what each one wants and the answers that fit a community band:

3 — Business type

- **Nonprofit organization** for 501(c)(3) bands; **Registered business** if your org is an LLC
- Location: United States

4 — Business details

- Legal name, EIN, address, website, phone
- **Industry**: Membership Organizations (or the closest match)
- **Product description**: e.g. "Community band membership dues and related fees"

5 — Public details (what members see on their statements)

- **Statement descriptor**: keep it recognizable — e.g. "HIGHLANDS RANCH CB". A member who doesn't recognize a charge disputes it.
- Support address + phone

6 — Account representative

- The person with authority to represent the org — usually you, the treasurer, or the president
- Name, date of birth, home address, SSN last-4, job title

7 — Payout details

- The org's bank routing + account number — **this is where the money goes**
- Double-check it; payouts to a wrong account are painful to claw back

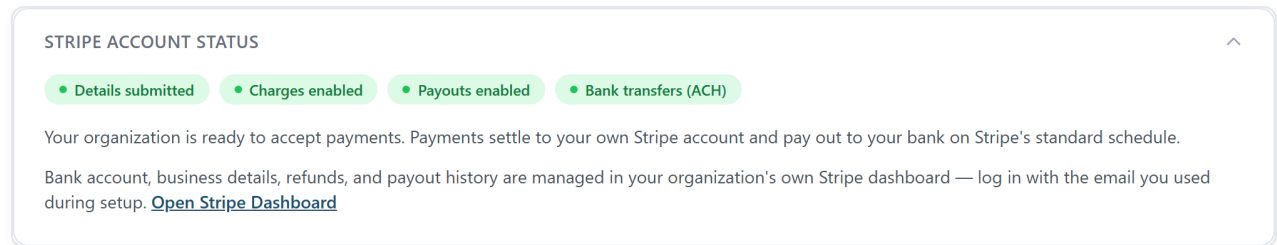
8 — Review + Confirm

- A summary screen shows everything — check the **bank account** and **statement descriptor** especially
- Click **Confirm**

Step 9

Back in Backstage Baton — look for four green pills

Stripe returns you to the Payments page automatically. Verification usually completes within minutes. If the banner still says “pending verification,” wait a minute and click **Refresh Status** — don't re-enter the Stripe flow; your submission already went through.



Done looks like this: **Details submitted · Charges enabled · Payouts enabled · Bank transfers (ACH)** — all green.

What happens next

- Payments from members settle to your Stripe balance, then pay out to your bank on Stripe's standard rolling schedule (~2 business days)
- Log into your org's own Stripe dashboard anytime (the login from Step 2) to see payouts, issue refunds, and download statements
- Refunds and disputes are handled in **your** Stripe dashboard — your org is the merchant of record
- Sales tax on goods (uniforms etc.) is your org's responsibility as the merchant; dues generally aren't taxable, but consult your tax advisor

Cash and check never went away. Record them on the Payments page and they land in the same who's-paid report as online payments — members who prefer paper are never second-class.

Running the dues season

Five moves, in order. Cash and check work for every one of them, with or without Stripe. Everything is on two pages: **Payments**, and **Reports** → **Payments**.

1 — Set up the product and the season

- **Products** → **New product**: a Name members will recognize, Type *Dues*, the Price, and **Season starts** (the month and day your year begins). That date names every season from here on — an August start reads 2026–27
- Fill in **Check instructions** first (payable to, where to hand or mail it). Those words ride on every email, statement and digest
- On the product, **Assess dues** (**Charge members** on a fee or an item), pick the period, click **Add the charges**. Every active member now has a charge; anyone already charged is skipped. Nothing is sent and members do not see it yet: you choose when, with **Notify members...** (step 2)
- Someone pays nothing this year? **Waive** on their row, with a reason. A waived charge is not owed, so nobody nudges them

2 — What members see, and telling them

- **Nothing yet**. Adding charges does not show them to members or send anything. Under **Products**, at the top of the Payments page, the product says “Members can’t see this yet”
- When you are ready, click **Notify members...** on that product and tick how they hear: **Show it on their home page, with a Pay now button**, **Email them what they owe, with a link to pay**, or both. The email covers that product only, and each product is its own choice. Anyone you email can always see it on their home page too
- Once members can see it, members who owe also get a short reminder in the Weekly digest unless you turn it off under **Weekly email reminder**
- **Hide from members**, on the product, takes its open charges back off members’ home page, Dues & Payments page, pay link and Weekly digest. Nothing is sent and nothing is removed; Notify members... shows them again
- Before it sends, a box says who it reaches: how many hear about this for the first time, how many already said a check or cash is coming (they get a softer note), how many are being reminded again and when the last one went, and how many have no email on file. Anyone who has paid is never contacted
- Each member gets one email: what they owe, a **Pay online** button that is their own page (no login), and your check instructions. Emailing again later with Notify members... reminds everyone who still owes — your call, not the system's

3 — Collect and record

- Card and bank payments record themselves. You do nothing
- A check or cash: **Record payment** on the row. Method, **Received on** (the date on the check; today by default), Amount received, Check number, Note. Paid more than they owe? Enter the real amount — the extra is recorded as a donation, kept apart from dues
- Gave cash or a check back? **Refund...** in the row's ... menu: amount and a reason. A full refund puts the charge back to owed; a partial one leaves it paid. The refund is its own line with its own date
- Card and bank refunds are made in your Stripe dashboard, never here. They appear on the Payments report by themselves
- Filter the Charges list to *Promised — check* or *Promised — cash* to know what is arriving Wednesday. Collecting at rehearsal? **Print envelope labels** under Check instructions

When a member buys something. When a member pays for an item (a band shirt, reeds), the treasurer gets one email saying who bought what, and it appears under **Items to hand out** on the Payments page, right under Products. Hand it over, then click **Mark handed over**. The line at the bottom of the card says who gets the email; **Change** beside it sets who hears. A sale recorded at the counter from Equipment is handed over there and never listed.

4 — Nudge one person

- The row's ... menu → **Email reminder...**, offered only while they still owe. The dialog says who it reaches (the member, or their proxy on their behalf); if they promised a check it says so and the note starts as a thank-you, not a chase
- **Your message** starts with their first name and the season — make it yours. **What rides along** lists each open charge, the total, their own Pay online button and your check instructions. **Send reminder**; replies come to you; the row shows the date
- No email on file? The same dialog offers **Print statement** instead
- What do I owe, in writing? The same menu has **Print statement** and **Email statement**: one member, one season, the balance in bold, never a fee. **Statements for everyone** (above the list) prints one page per member; *Only members who still owe* is ticked by default

5 — Reconcile and close

- **Reports** → **Payments** opens on **Payouts and deposits** — the first stop with a bank statement in hand. Each Stripe payout is one line with its arrival date, gross, fees and **Net**; net is the number on the statement. Open a line to see the payments inside it
- Cash and checks: under **Not yet deposited**, tick what went to the bank together, **Record deposit...**, date and slip reference. The batch total is the other bank line. Unticked = still in the drawer
- A payout missing? **More** → **Refresh from Stripe**. Otherwise payouts arrive overnight
- **Transactions** is the drill-down: one row per payment, refund or dispute, with gross, Stripe fee, net, last 4 or check number, the paid-on date and where it landed. **Export Excel** (three sheets) for the accountant, **Export CSV** for accounting software
- **Summary** totals by fund and method — gross, fees, net, refunds, still owed, waived, not yet deposited — for the board and the 990. **More** → **Print summary**
- **More** → **Change fiscal year...** if yours does not start January 1. A year starting any other day is named by the year it ends in: July 2026 to June 2027 is FY2027. The dues season stays what the product says. Donor letters: Payments page → **Donation Statements**, once your 501(c)(3) status is on file

What members receive

When you email members from **Notify members...**, each member gets one email like this — their own charges, a personal pay button that needs no login, and your check instructions. Members who never open the app still have a complete path to paying.

From: Cedar Valley Concert Band <noreply@backstagebaton.com>
Subject: Cedar Valley Concert Band: your dues are ready when you are

Hi Pat,

Cedar Valley Concert Band has posted this season's dues. Here's what's on your account:

2026–27 Member Dues	\$100.00
Total	\$100.00

[Pay online — takes a minute](#)

No login needed — that button is your personal payment page.
Bank transfer (ACH) costs the band the least in fees; card works too.

Prefer to pay by check or cash? That works exactly as it always has. Make checks payable to **Cedar Valley Concert Band**, and hand it to your treasurer at rehearsal.

Already paid or have a question? Just check in with your treasurer — no action needed if a payment is on its way.

The dues email, exactly as members see it — the check box carries YOUR payable-to name and instructions from Settings.

Set your check instructions first. The check/cash box pulls from Settings → Organization (payable-to name + instructions like “hand to Kellie in the oboes, or mail to our PO Box”). Fill those in before you notify members so the fallback path is as clear as the button.

What members see while they still owe

Their weekly digest opens with an amber **Dues** box: “Dues for 2026–27: \$100.00 outstanding.”, a **Pay online** button that is their own link, and the check line (“Or bring a check to rehearsal — payable to ...” with your instructions). It is in every digest for four weeks after they could first see it or you last emailed them, then only in the first digest of each month, and it is gone once they pay. A member who is paid up never sees it. Nothing extra is sent.

On the pay page and on their own Account → Dues & Payments page they can press **I'll bring a check** or **I'll bring cash** instead of paying online. That marks their row *Promised — check* or *Promised — cash* on your Charges list, and their statement is one click away under **Print my statement**.

Announcing dues at rehearsal — a script that works

A 60-second announcement the week the email goes out heads off nearly every question. Lead with what ISN'T changing.

THE TALKING POINTS

1. **The basics first:** "Dues are [amount] this year, same as always — that covers our music, space, and everything that keeps us playing. Nothing is required of you tonight."
2. **What's new:** "You'll get one email from the band with your dues and a *Pay online* button. It's your personal payment page — no login, no account, no password. Takes about a minute."
3. **The fee nudge:** "If you can, pick *bank transfer* on that page — it costs the band almost nothing. Card and Apple Pay work too."
4. **What's NOT changing (say it slowly):** "Checks and cash work exactly like every other year — payable to the band, hand it to me at rehearsal. If you never touch the email, that's completely fine."
5. **Housekeeping:** "It's one email, not a campaign. If you've already paid, ignore it — I can see who's paid, so nobody gets nagged. Don't see it by Friday? Check spam, or ask me at break."
6. **The close:** "Same dues, same band, one new button — and I still take checks."

Back-pocket answers

- **"Is it safe?"** — Payments run through Stripe, the same processor behind millions of businesses. The band never sees your card or bank numbers — and neither does the software.
- **"Why bank transfer?"** — A card payment costs the band roughly 3% in fees; a bank transfer costs under a dollar. Either is welcome — one just leaves more for music.
- **"Can my spouse pay for me?"** — Yes. Anyone you forward the email to can pay your dues from your link — it's tied to you, not to who clicks.
- **"What about hardship / partial payments?"** — "Grab me privately — always flexible, always has been."
(Record whatever arrangement you make with Record payment.)

If something looks stuck

SYMPTOM

FIX

"Setup isn't finished yet — pending verification"	Wait 1–2 minutes, click Refresh Status . Don't resubmit.
Clicked Connect but got interrupted mid-flow	Click Continue Stripe Setup — it resumes where you left off; your progress is saved.
Bank transfers (ACH) pill not green, but the others are	Click Refresh Status ; if it persists a day, contact Backstage Baton support.
Entered the wrong bank account	Log into your org's Stripe dashboard → Settings → Payout details, or re-enter via Continue Stripe Setup .
A payout on the report does not match the bank line	Net is what Stripe sent; match that, not gross. A Difference amount on the payout line means Stripe moved money we have no row for (a charge made in the Stripe dashboard, an adjustment) or a row has not been tied to its payout yet: More → Refresh from Stripe , then look inside the line.
Email reminder... will not send	The member has no email on file (the dialog says so). Press Print statement in the same dialog and hand it to them at rehearsal. Add an email on their profile, or a communication proxy who has one, and the reminder works next time.

THE WHOLE THING, ONE MORE TIME

1. Gather EIN, bank details, your ID info, and your phone
2. Payments page → **Connect with Stripe** → fill in Stripe's form (~10 minutes)
3. Back on the Payments page: four green pills = your band collects payments online
4. Then each season: create the product → **Assess Dues** → **Notify members...** → record checks & cash as they arrive → **Reports** → **Payments** to match the bank

Questions? Email support@backstagebaton.com — we're happy to walk through it with you.