PAY PORTAL

stella & dot

What is the Stella & Dot Pay Portal?

The Stella & Dot Pay Portal is a third party system sponsored by Hyperwallet and is essential a virtual wallet into which we are paying your commission. From there you can then make transfers into your bank account.

How do I access the Pay Portal?

There are two ways that you can access the Pay Portal. You can either click on "My Business" in the menu of your Stylist Lounge and then click on "Pay Portal" or you can use the direct link: https://www.stelladotpay.com/

How do I activate my Pay Portal account?

The first time you want to use the Stella & Dot Pay Portal you will need to activate your account. Your account will be set up latest 7 days after you have registered, but it is usually much quicker than that. At the latest when you receive an email from Pay Portal, asking you to activate your account, you will know that you are good to go. If it is not working straight away, please wait until 7 days after sign up, before contacting Customer Services.

Access the Pay Portal and click on "Activate Account". You will need to do this just one time only. Next time you can go straight to "Login" instead.

It will ask you for an Email Address and a Card Number. Please ignore the Card Number field as this does not pertain to the UK. All you need to do is select "Email Address" and put in the same Email that you have registered with Stella & Dot with. If you have changed your address on your account in the meantime, please use the original Email that you signed up with and you can then change the Email address for your Pay Portal after you have signed in successfully.
Click on "Continue" and on the next page it will ask you for your Stylist ID. You can find your Stylist ID in the Stella & Dot lounge when you click on "Account".

Click on Continue. The next page will have a few details that you need to fill out, including some security questions that you need to define. Once that is done you have successfully activated your account and are logged into your Pay Portal.

When do I receive my commission? / What's the pay date schedule for 2014?

The commission you receive is dependent on when the order has been placed. There are four periods:

1st – 7th of the month
8th – 14th of the month
15th – 21st of the month
22nd – month end

Orders placed in these periods will then be paid out on the corresponding pay dates, which is always a few days after.

The best way to see when you will receive how much commission is your Activity Report (Reports → Activity Report). The "Earning Statements" will show you how much for which period ending.
And if you check this document – then you can see when the corresponding pay day is. For example: Any orders placed between the 1st of May and the 7th of May will be paid out on the 13th of May into your Pay Portal account.

My commission hasn't been paid into my Pay Portal

If your due commission is below £/€10 it won't be loaded into your Pay Portal until the next pay date. If your due commission is above £/€10 , then please check your Activity Report and use the answer to the question above to see if the Pay Date for your commission already took place.
Only if this is the case would you then please contact our Delight Team so we can look into this for you.

What are the fees involved with Pay Portal?

There is a monthly account maintenance fee of £1/€1.20 which Hyperwallet will deduct from the commission that is loaded into your Pay Portal
There is also a transaction fee of £0.19/€1.60 which occurs with every transaction.
Please note that these fees are at the discretion of Hyperwallet.

How do I make a payment into my bank account?

There are two ways you can make transfers to your bank account. You can do a one-time-cash-out or you can set up an automated transfer, so that Pay Portal automatically transfers the balance to your account either on a specific day or every time as soon as commission has been loaded into your account.

One-time-cash-out

1. Click CashOut.
2. Select one-time cashout then click Continue.

3. If you are transferring to a new account, enter the required account information. Please carefully verify that your banking information is correct, as incorrect information may cause significant delays to your transfer.
4. If you are performing a one-time cashout, enter the Amount to transfer. Enter any personal notes you would like to store on your receipt (for your records only) and click Continue.
5. Verify the information and click Confirm.
6. Please allow 1-2 business days for the funds to be credited to a bank account in North America or Europe, or up to 3 business days for other destinations.

Automated CashOut

1. In order to set up Automated CashOut, you will need to have saved at least one set of banking information in your Wallet. If you have not yet done this, you can register your bank information by click on "Add Bank Account" in your Wallet Tools menu, then proceed with the steps below:

2. Click on Auto CashOut in your Wallet tools menu.
3. Select the bank account that you would like to use.
4. Select whether you would like to have CashOuts made automatically on a recurring schedule (weekly/monthly) or when your balance reaches a set amount. If you would like a transfer to be made every time you receive a commission payment, we recommend selecting the option "when my balance reaches a set amount" and setting the trigger amount as 1.
5. Enter the amount you would like to be transferred each time, or select "Full Balance".
6. If you receive commissions payment in a different currency than that used by your bank account, select the currency that you get paid in in Step 4. This will ensure that those funds are included in the Auto CashOut.
7. Finally, click Confirm.

How can I see my account statement?

When logged into Pay Portal you will see a quick overview of your most recent debits and credits. If you want a statement, simply click on “Transactions” in the menu on the left hand side. Here you can choose a date range for which you would like to see your statement and select if there are any specific entry types you would like to see. Once you have made your selection, click on “View”. You will get a quick view on your screen, but you can – on the bottom of the page – also export this data into an excel file (xls).

What do I do if the transfer hasn’t been received into my bank account?

If there has been an issue with your transfer, for example: You entered the incorrect bank details, then the payment should return back into your Pay Portal within a few days. If you need to investigate this, please contact the Hyperwallet Team directly, either by calling:

0845 528 0583: Monday – Friday from 2pm - 1am GMT
or sending an Email to: support@stelladotpay.com