

# To-Be Design

## My Account/Payment Settings

Add payout method in an incontinuous flow caused seller’s confusion, as it is lack of the contextual guidance.

If sellers skipped adding payout account in listing in order to speed up the listing efficiency, they will get reminded to add account under a specific currency of event country.

## Success/Impacted Metrics

Unclaimed & rejected payout failure rate (PayPal + direct deposit)



Payout method change contact rate



CA orders counts & CAD(CA\$) GMS and revenue



### New sellers

### Payment options for selling tickets

USD(\$)

CAD (CA\$)

GBP (£)

EUR (€)

PLN (PLN)

SEK (SEK)

DKK (DKK)

The payment method change will be applied to new listings.  
Note: This change doesn't apply to "In Progress" payments for already sold tickets.

Please set up a direct deposit account so that you can recieve your payout on time.

PayPal

Connect with PayPal

Head over to PayPal to set up your payment. Please connect a PayPal account that accepts USD payouts. [See how](#)

Add a new direct deposit account

Please provide a bank account that accepts USD and is located in United States.

**Setup reminder**  
to eliminate seller’s confusion of which currency to add payout method.

### Existing sellers

### Payment options for selling tickets

USD(\$)

CAD (CA\$)

GBP (£)

EUR (€)

PLN (PLN)

SEK (SEK)

DKK (DKK)

The payment method change will be applied to new listings.  
Note: This change doesn't apply to "In Progress" payments for already sold tickets.

PayPal

janedoe@gmail.com

Default

Wells Fargo Bank NA

\*\*\*\* 1817

US Bank NA

\*\*\*\* 4321

Add a new direct deposit account

Please provide a bank account that accepts USD and is located in United States.

**Enable CAD currency**  
so that Canadian sellers could get in paid in their preferred curency.

**Default account**  
could ensure B2C sellers to get in paid without listing tickets in StubHub sell flow.

**Account management**  
to enable sellers to add/replace/delete their accounts without customer service contact.