VENMO
AN EASY GUIDE
FOR BEGINNERS
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Introduction

With cash becoming a thing of the past, many companies are trying to appease such a new age phenomenon. These apps allow you to enjoy a night out with dinner and a show, with friends, without having a dime in your pocket.

Venmo is one such app. It is a digital wallet that gives users the opportunity to send money from your bank account for free, to either pay bills or repay a friend by sending money back to their Venmo account. It came about in March 2009 as a system through which funds could be paid through text messages and is said to be safe for users, but has since been refined and is now very popular among the social class.

You can add a credit card or bank account, so no need to add any money for further use. This book seeks to explore some of the many feature of the Venmo application.

1. How do you check your balance?

The money in an individual’s Venmo account can be transferred into their bank account or used to pay other users. The balance will only increase when an individual sends you payment through Venmo.

2. Payments

Payments, of whatever nature, will only be deducted when the funds in the Venmo account are enough to cover it. Otherwise, it will be taken from your fund source, such as the linked bank account or credit card.

3. Bank accounts

Add your bank account along with a username and password, and verify the account to allow for successful transfer of money. Failure to verify information may result in incorrect information being submitted and money becoming lost.

4. Bank Transfers

In the Venmo account, a transfer to the bank will arrive in a day, when the transfers are given in before 7pm. Some transfers may take up to two days, and transfers are usually withheld on holidays.
5. Making requests

When making a request, a message will be sent to the individual and will remain in their ‘inbox’, until they have declined or agreed to the request made. The person and amount needed should be added to the note sent.

6. Is it really safe?

Venmo poses bank safe security in its program to protect users from hackers. Individuals are required to enter a PIN for an extra level of security. If their account has been hacked, they are advised to contact the company within two days to claim $50 worth of what has been lost.

7. Those who are eligible

The program is provided only for residents of the United States of America who are over the age of 18, and can only be used in the country with an authorised cellular phone number.

8. How to register

Users can choose to register by using a Facebook account. Personal information such as name, zip code, birth date and even Social Security Number are also required by the company. Users are required to provide data that is true and update it, if it becomes outdated.

9. Account type

Venmo allows individuals to create separate accounts for different uses. They may have a personal account in which funds are transferred back and forth only between members of their family and close friends. While a business account can be arranged that is solely for businesses purposes; this account has to be authorized by the company.

10. Limits

In an attempt to help users, Venmo gives individuals options to set an upper limit as to how much funds can be sent or received at a time. Limits can also be set on how much funds an individual is allowed to withdraw and transferred to their bank account. The weekly limit begins at $299.99 and increases to $2999.99 upon verification.

11. Payments Refused

If the individual to whom you are sending a payment refuses to accept the funds, the company has the right to withhold the money for up to 30 days after which, it is returned to the sender. If payments are made to a person not possessing a Venmo account, the funds are again held until such an account is created.

12. Not completely free

The company charges a 3% fee for the use of some debit and all credit cards. When transferring from the Venmo account or a bank account, however, the charge is free.
If the account from which you are sending the money does not have sufficient funds, a fee may be charged to your account.

13. Investigations
Excessively large payments are usually reported to the users of the account, while being investigated by the company. This is a security feature, as the payments are either detained or cleared after individuals of the account have been notified.

14. When you are at negative balance
If a user of a Venmo account happens to fall below zero, the company has the right to subtract what is owed from the funds they have received. If the balance is insufficient to subtract that which is owing, the balance should be paid through another channel or users will be contacted by the company.

15. Making withdrawals
The funds within the Venmo account can be completely removed by transferring them to the individual’s bank account.

16. Closing an account
Users are allowed to close their Venmo account at anytime by signing in and deleting the account. Accounts cannot be closed, however, if there are outstanding payments to be made. If individuals try to do this, their money will be detained for up to 6 months. Persons are advised to withdraw all funds before closing the account.

17. Error
If funds are subtracted or added to the account, whether business or personal, Venmo has the right to make necessary changes without the consent of the account holder.

18. Children
Children under the age of 13 are not allowed to use the Venmo services, to send personal information such as their name or address. Accounts created by such an individual will be immediately closed, and the information deleted.

19. Information Theft
If personal information such as the Venmo account PIN, or the device with which you use to access Venmo has been stolen, the company should be informed by telephone or email, immediately.

20. Mobile fees
The fee charged by Venmo for some debit card transactions does not include that charged by the mobile service provider. This is because the payments, of whatever kind, are made using a mobile plan or text message.

21. What you can’t use Venmo to do
The company states that funds from your Venmo accounts should not be used to promote illegal activity, purchase narcotics or other banned substances, firearms and items that are obscene and promote racism. Users consent at the beginning of the account to such an agreement.

22. Actions taken

If such practices are believed to be taking place from a user’s account, Venmo has the right to suspend their account or contact the company that has issued the credit card as well as law personnel. The breach of agreement can result in legal action being taken against the individual.

23. What happens if you paid the wrong person?

Using Venmo account allows funds to be transferred immediately. If an incorrect person received the payment, a note can be sent to the individual requesting the funds back. If they choose to accept the request the money will be returned, on the other hand if they choose not to, the company can be contacted for support.

24. Payment cancellation

Due to the fact that money sent through Venmo can instantly be received, the option to cancel a payment does not exist.

25. Multiple transactions

The Venmo account allows multiple transaction to occur whether making a payment or requesting funds. The names of the individuals should be added in the appropriate box and the amount submitted. Users should note that the amount added will be the same for all the individuals in the box, and cannot be changed.

26. Invalid bank account?

Whenever a user’s bank account is stated as invalid on their Venmo account, this may mean the bank has not accepted the routing number they provided, or transaction limitations. Individuals should ensure that information submitted is accurate and their daily transactions do not exceed that which is allowed by the bank.

27. Joint accounts

Individuals are not allowed to share the same bank account on their Venmo account for security reasons. In order to use an individual’s bank account, the other party should remove that account from Venmo so it can be added and used by the other person.

28. Adding new credit or debit cards

The Venmo account gives all users the opportunity to add three cards to their account. This limit ends after 6 months, after which three new cards, debit and/ credit, can be added. Requests can be sent to the company, for an additional card, with a detailed reason as to why it should be allowed.
29. Signing up

The app can be downloaded on a mobile phone where they sign up and create a password. The option is also given to users to sign up for the Venmo account by using a computer.

30. Why do you need your Social Security Number?

As a requirement for the Venmo account, individuals Social Security Numbers are needed as the transfer of money is controlled by the United States Treasury Department. The government has the right to such information to verify the identities of the individuals using this account. If a certain amount of funds is being transferred in a week, Venmo will request the final 4 digits from your Social Security Number, for security reasons.

31. Inviting people

On the Venmo account, users can invite others through email or a link sent to the Facebook page. Multiple individuals can be invited at once. Individuals within a person’s contact list can also be invited to sign up by sending a payment. In order to receive the payment, they would have to create a Venmo account.

32. Venmo vs. the competitor: Google Wallet

Another app for making payments is the Google wallet. Unlike Venmo, individuals are able to send money to persons even if they do not possess a Google Wallet account. It does not incur any fees, like the 3% charged by Venmo for credit card use, and has an enormous limitation of up to $10,000 compared to Venmo’s $300.

Google Wallet, however, does not provide any support for credit cards and requires 3 days for funds to be transferred, compared to one day for Venmo account.

33. Venmo vs. the competitor: Square Cash

Unlike the Venmo account, Cash allows users not holding an account to receive and make payments from each other. The difference continues, as businesses have the ability to receive payments from their customers which is not permitted on the Venmo account. Cash limitations are just $250 a week compared to $300 on Venmo, and Square Cash does not allow transfers from a bank account.

34. Venmo vs. the competitor: PayPal

When using credit and debit cards on PayPal, a 3% fee plus $0.30 is required, the only transfers that are free are those from an individual’s bank account. This is different from the fees that apply to Venmo as a 3% fee is only charged when a credit card is used, while debit cards are used for free. PayPal also allows money to be sent or received when not on American soil, which makes it more convenient, when compared to the Venmo account. However, it takes 3-4 days to receive the funds, compared to Venmo’s one-day wait.

35. Venmo vs. the competitor: Tilt

Tilt is specifically designed to help special groups or friends pool funds or hold fundraising events online. Venmo, when compared to Tilt, is more aimed at one on one
money transfers between friends and not for groups. Unlike Venmo account, Tilt is completely free unless individuals are selling something or making a contribution using a credit card, where the same 3% fee is charged. It is also international and can be in countries outside of the United States of America, when compared to Venmo. The money will be transferred within 1-3 days.

36. Venmo vs. the competitor: Stripe

Stripe allows the transfer of money to individuals without persons requiring participation, that is individuals do not have to click on the accept button, as in Venmo, to receive funds from another party. It is more popular among employers, as a means of paying employees. The funds transferred are cleared after a full seven days, compared to just a day using the Venmo account. It has no minimum charges and do not require a lengthy registration as in the case of a Venmo account. Unlike Venmo, it is not restricted to the United States of America and carries a 3% plus $0.30 fee for all transactions.

37. Venmo vs. the competitor: Lemon Wallet

This mobile app is also available on Androids and Windows Phones, allowing users to store not only debt and credit card information, as on Venmo, but also ID cards. The information is in the form of a barcode that can be scanned. This is different from the Venmo account, as funds are not really stored within an account, but used directly from the card information. Similar to Venmo, a PIN s required before a credit card information can be accessed, providing an extra level of security. The Lemon Wallet also provides an option to store receipts in an attempt to track ones spending.

38. Venmo vs. the competitor: Softcard

Originally known as Isis, the company was forced to change their name in 2014. This digital wallet can only be used with Near Field Communication (NFC) Android phones that are placed before a device to make payments. It is also protected by a PIN, like Venmo, and offers the option to put a hold on the account if the phone happens to get stolen. However, unlike Venmo, it does not provide the option to transfer or receive money.

39. Venmo vs. the competitor: Chirpify

As Venmo account is to Facebook, Chirpify is to Twitter and Instagram. The mobile wallet uses social media to send and receive money, even sell items and start a fundraising activity. With every transaction, a 5% transaction fee is charged as opposed to the 3% charged by Venmo. When compared to Venmo, Chirpify works best with businesses while Venmo is ideal for personal transfers.

40. Venmo vs. the competitor: Dwolla

Dwolla gives users the ability to repay individuals through email, LinkedIn and the cellular phone. A $0.25 is charged with each transaction that is made, but if the amount transferred is less than $10, no fee is charged. It connects to a bank account just as the Venmo account is, and comes fully equipped with a map for identify businesses through
which Dwolla can be used to make payments.

41. Facebook Integration

The Venmo account, with its connection to Facebook posts information immediately on money transferred between friends. A number of users are against this feature, as the company determines the information that is posted each time. However, persons can change this information to be viewed by friends only or they can post their transfers themselves. This aside, Facebook gives users a great platform through which to find friends.

42. Sign-up Error

Whenever an error message appears during the sign-up process, move onto the ‘never signed up’ section. Common errors include phone number or email address already existing in the system. These may occur due to partly signing up in the past, resulting in accounts being made by mistake. Try entering your phone number on a password page that has been reset, if you cannot recall creating an account and a link will be sent to your phone.

43. Splitting purchases

This feature is only available after a transaction has been made. The Venmo app calculates the amount to divide it into and sends the requests to the individuals involved. This is ideal after paying for your friends at the concert; if you happen to send a request to the wrong individual, it can be cancelled immediately.

44. Deleting friends

This is simple, as persons just have to log into their Venmo account and click the ‘remove as a friend’ tab to shorten their friend list.

45. Editing

An individual’s Venmo account can be modified at anytime. Photos can be added, credit cards and numbers changed and privacy option adjusted, all without accessing the web. In order to delete your account altogether, the internet is necessary.

46. Frozen account

The company has the right to put a hold on any account that appears to be going against the Agreement signed by the users, for security reasons. In order to regain use of their accounts, persons should contact Venmo.

47. No SMS code

When signing in, it is advised to use a computer which allows you to choose a different way of verifying your identity, if no phone is available to receive a code through.

48. Purchases

When making online purchases or making transactions, a default option can be saved from which money will be taken at all times. This, however, can be changed at any time by
modifying the settings.

49. Group Accounts

Though not as popular on Venmo as other mobile wallets, group accounts do exist for clubs or a school team. Each group will have an assigned owner who is responsible for the account and needs to verify their identity and that they are a Venmo user. The groups also have managers that are able send money and makes transfers to accounts authorized by the owner. To add members to the group, requests can be sent to interested persons.

50. Reviewed

Payments of whatever kind can be reviewed by the company if they breach US trade authorizations and is usually accepted within no more than 3 days. If a transferred made to you by a person is being reviewed, the payment will be held for 3 days or the funds blocked altogether. An account payment can be reviewed if the individual has not properly verified their identity.