JustGo.com

Payment Setup

User Guide For JustGo

What's inside?

Why do I need to complete the payment setup?

In order to collect payments from members, a bank account is required to be linked to JustGo.

How do I set-up an Stripe account?

If you already have a stripe account, you do not need to create a new one. You will just need to use the login details to link it to your Club Account in JustGo.

A Stripe account needs to be linked to your Club in JustGo to enable your members to pay for their membership.

Payments are split at the checkout so you will receive your portion of the Membership Fee direct to your nominated bank account.

Your Club President, Treasurer or Secretary should complete this process.

IT IS RECOMMENDED THAT YOU ADD MULTIPLE USERS TO THE STRIPE ACCOUNT. THIS WAY IF THE COMMITTEE OR NOMINATED AUTHORISED PERSON AT YOUR CLUB LEAVES OR CHANGES, THERE IS STILL SOMEONE WHO CAN ACCESS/UPDATE THE ACCOUNT.

How do I set-up an Stripe account?

Once you are logged in, head to Payment Setup to create a new account.

Enter an email, your full name and a password to create your account.

Locate the email sent by Stripe to your nominated bank account and click the VERIFY EMAIL link. This will take you back to the Stripe website where you can begin the completion of the set-up.

Next, click on the START button to add your Club details. When you get to the section to add your business details, if you do not have an ABN, enter ten (10) zeros (0). If your club does not have a postal address, enter your own address.

Under Industry, select MEMBERSHIP ORGANISATIONS then select OTHER MEMBERSHIP ORGANISATIONS.

How do I set-up an Stripe account?

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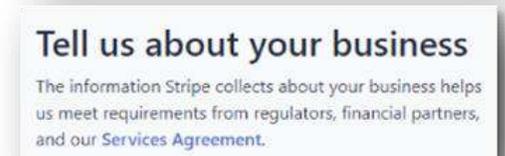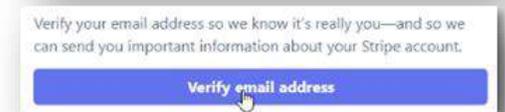
If you do not have a website, enter the URL to your facebook page or group.

Under Product Description, enter Membership & Events via JustGo (or similar).

The business representative needs to be ACTUAL information of an authorised person. This person becomes the account "owner" which is the person responsible for the account. Most popular person for this in Clubs will be the Treasurer, President or Secretary.

Enter details for the Statement Descriptor in the fields provided and enter in a contact phone number. The Statement descriptor will auto-populate with the website. Change if required.

Enter the Club Bank Account Details for the payments to be deposited into.

Set-up two step authentication on your account by following the prompts, confirm all of your details and finish your set-up

Business website
https://www.facebook.com/pcansw

Product description
Memberships & Events via JustGo

Business representative
This account must be activated by an executive, senior manager or someone who otherwise has significant responsibility for the control and management of your business. If that's not you, please ask the right person to fill out this form.

Legal name of person

Customer support details
This information helps customers recognise your business. Your support information may be visible in payment statements, invoices and receipts.

Select an account for payouts
A payout is the transfer of funds from Stripe to your bank account.

Two-step authentication
Strengthen your account's security by protecting it with either your phone or an authenticator app in addition to your password. This is required by Stripe and will help ensure that no one else can log in to your account.

Additional Stripe Information

After you have completed your Stripe Account set-up, if details were not able to be automatically verified, you will receive an email requesting additional information. This might be on the Club or the person listed as the account owner. Instructions will be provided in the email from Stripe.

Payments are made to your nominated bank account once daily in bulk amounts for transactions of the day before.

There is no need to log back into your Stripe Account unless you need to update your bank or user details or to provide any verification documents as required by Stripe.

REFUNDS

Refunds are completed via the Club Finances area in JustGo

USERS

Add users to your stripe account via Settings> Business Settings> Team

REPORTS

All finance and reconciliation reports are available through JustGo
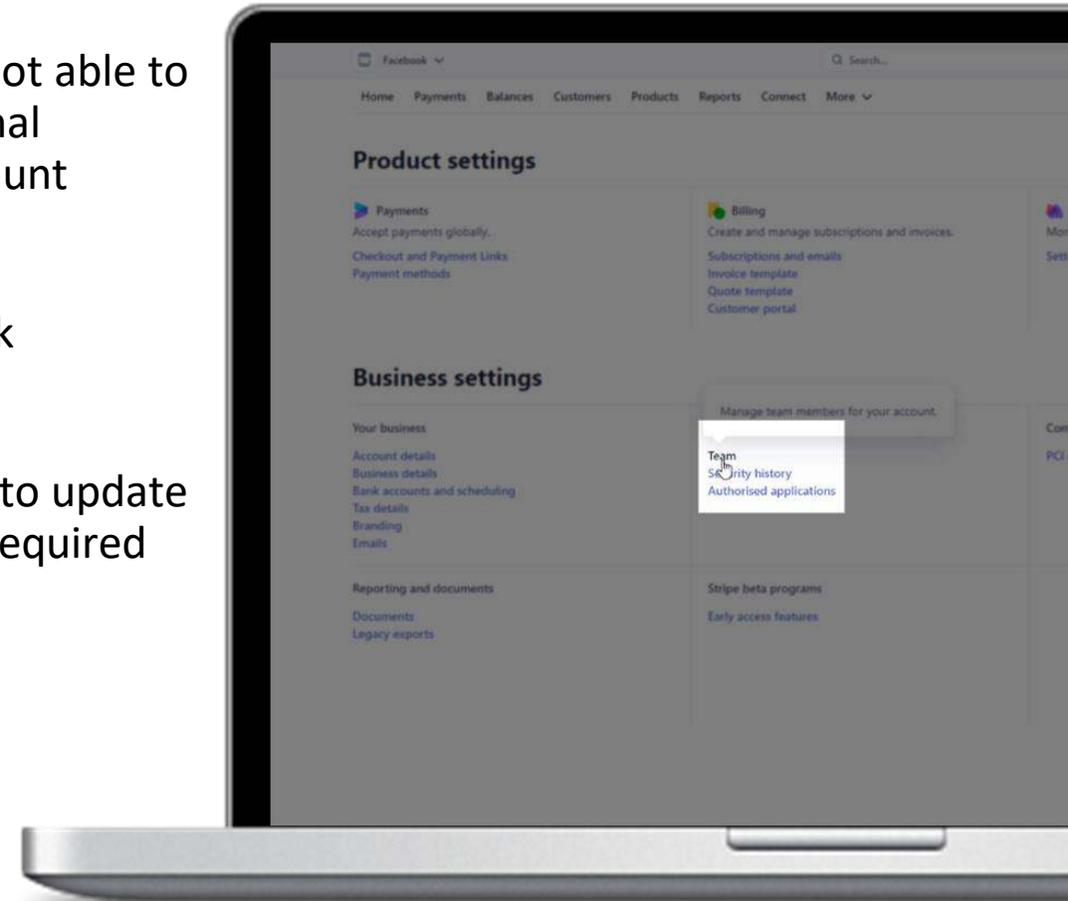
Link Stripe Account to JustGo

From the menu, click on PAYMENT SETUP

Then click LET'S GET STARTED
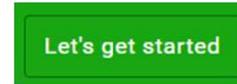
You will be asked to sign into your account. If you have not yet created one, you can do so from here. Click on the "DO NOT HAVE AN ACCOUNT? SIGN UP" link at the bottom of the page.

The set-up process will be the same as creating the account direct through the website.

When you have finished adding all Club information, return to the JustGo dashboard.

IF YOU HAVE ALREADY CREATED A STRIPE ACCOUNT, BE SURE TO CHECK THE EMAIL ADDRESS WHEN YOU GO TO LINK YOUR ACCOUNT AS THE LOGIN/SIGNUP FIELD MIGHT PRE-POPULATE WITH THE EMAIL ADDRESS ATTACHED TO THE CLUB PROFILE IN JUSTGO. SIMPLY REMOVE THIS EMAIL AND TYPE IN THE ONE YOU USED TO SET-UP YOUR ACCOUNT.

How do I know setup is complete?

A setup complete message will be displayed on the Payment Setup screen.
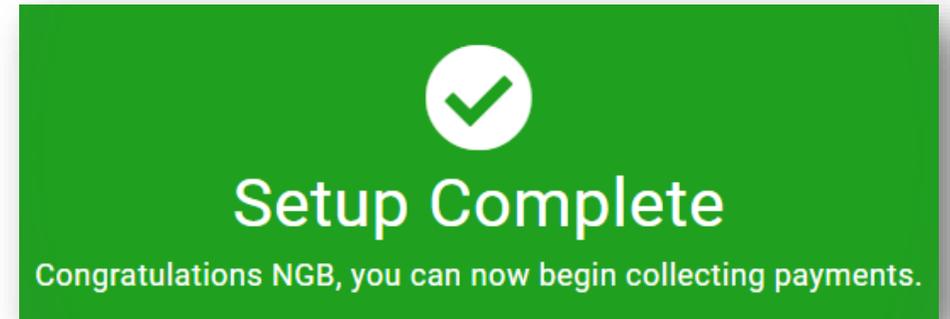
How do I update my account information?

Navigate to the Payment Setup tile and click on Update setup to update your account setup.