



Membership Renewal Checklist

2025 Membership Renewal Checklist



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Managing Committee Changes: Key Steps

When there is a change in the committee, it is essential to follow these steps to ensure smooth operations and continuity.

1. Manage Stripe Account Access:
2. Update Admin Access and roles in the system:

Committees can use **Credential (Club)** or **Credential (Zone)** to store important documents. These platforms can serve as a central repository for files, ensuring easy access for future committees and supporting smooth transitions.

Here is the step-by-step user guide on how to store documents in JustGo -

<https://ponyclubaustralia.com.au/wp-content/uploads/2020/06/Club-Credentials-How-to-guide.pdf>



Manage Stripe Account Access



It is recommended that at least **two active committee members** should have access to the club's Stripe account to maintain secure financial management. It is important to regularly review access permissions, adding new members as needed and removing outgoing members to prevent unauthorized access.

The Stripe Express account can be accessed through **JustGo** by navigating to **Menu > Payment Dashboard**.

In the Payment Profile section, you can manage key information, including **Business Details, Management and Ownership Details, and Payout Details**.

This section also allows you to update bank details, add new members, and remove outgoing members, ensuring that the club's financial operations remain accurate and secure.

View Stripe Dashboard button will re-direct the users to Stripe Express Account.

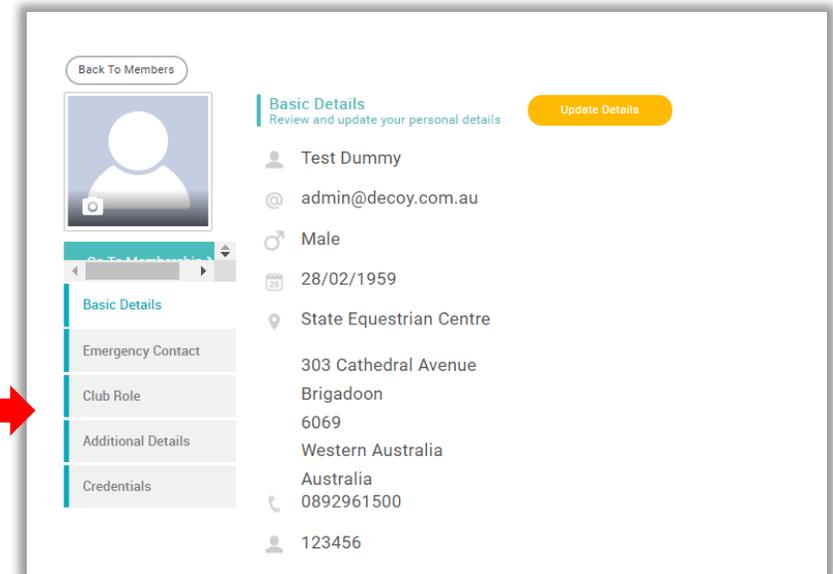
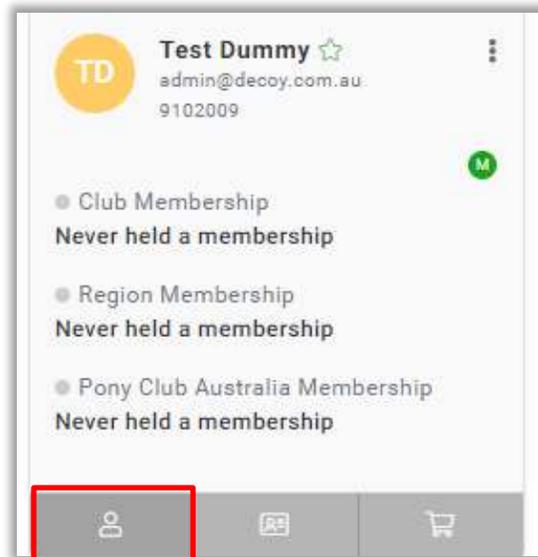
Link to Stripe Express Setup video - <https://youtube.com/watch?v=G-AJrNOsD08>

Please contact Support@ponyclubaustralia.com.au if you have questions or concerns with your Stripe Express Account.

How to update roles/admin access in the system?

The first step is to update the club roles in the system. Only relevant roles should be listed in the members' profiles. Any change in club admin access should be updated in the system. This also includes revoking club admin access to previous club administrators or committee members.

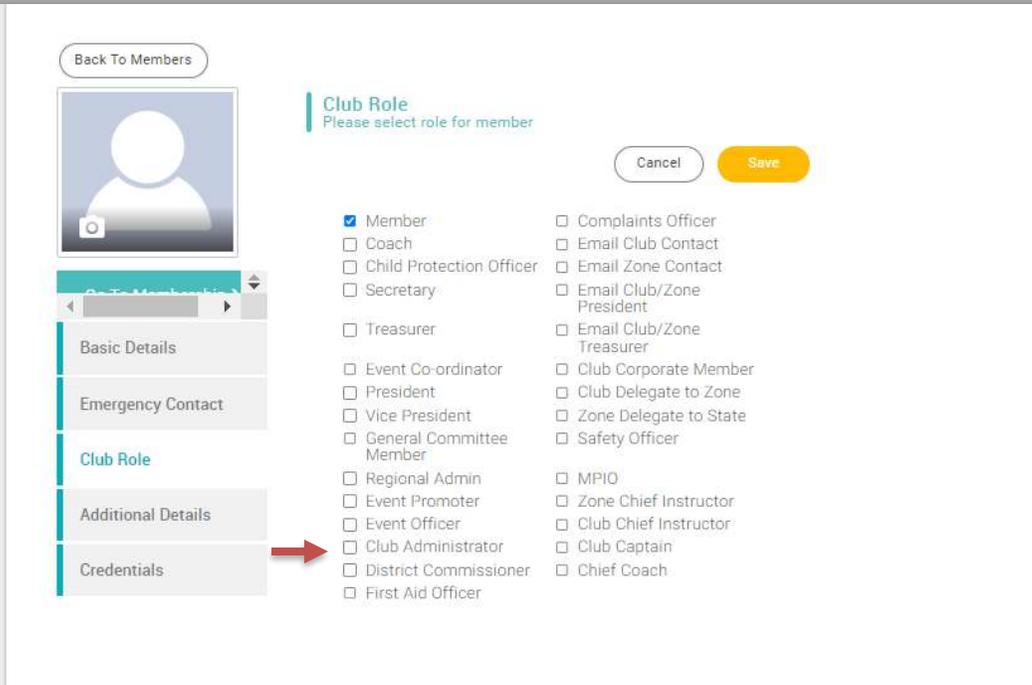
- Click on the **Club Members tile** and search for the member.
- Click on Profile and click on **“Club Roles”**
- Click on **“Update Roles”**



How to update roles/admin access in the system?

By clicking on the “**Club Administrator checkbox**”, the member will have club admin access. To revoke a member’s club admin access simply untick the Club Administrator’s checkbox.

Other roles can also be updated using the same process.



Back To Members

Club Role
Please select role for member

Cancel Save

- Member
- Coach
- Child Protection Officer
- Secretary
- Treasurer
- Event Co-ordinator
- President
- Vice President
- General Committee Member
- Regional Admin
- Event Promoter
- Event Officer
- Club Administrator
- District Commissioner
- First Aid Officer
- Complaints Officer
- Email Club Contact
- Email Zone Contact
- Email Club/Zone President
- Email Club/Zone Treasurer
- Club Corporate Member
- Club Delegate to Zone
- Zone Delegate to State
- Safety Officer
- MPIO
- Zone Chief Instructor
- Club Chief Instructor
- Club Captain
- Chief Coach

Updating 2025 Membership Prices



Membership prices for all clubs and zones can only be updated during the “**Blackout Period**”. During this period all the memberships at the club and zone levels will be deactivated and will not be available for purchase.

The blackout Period dates are decided by the state bodies to provide clubs and zones with sufficient time to update their membership prices. The blackout period is from **1st November 2024 – please check with your state for the end date**

- PCA Membership Fee for all Riding Memberships is **\$84.26** (GST Inclusive). This fee includes insurance premiums.
- PCA Membership Fee for all Non-riding Membership is **\$0**
- PCA Membership Fee for Come & Try Membership is **\$11** (GST Inclusive)
- Please check with your state to understand the state membership fees for 2025.

Updating 2025 Membership Prices

Click on Membership Setup. A list of all membership categories available for your club will be displayed.

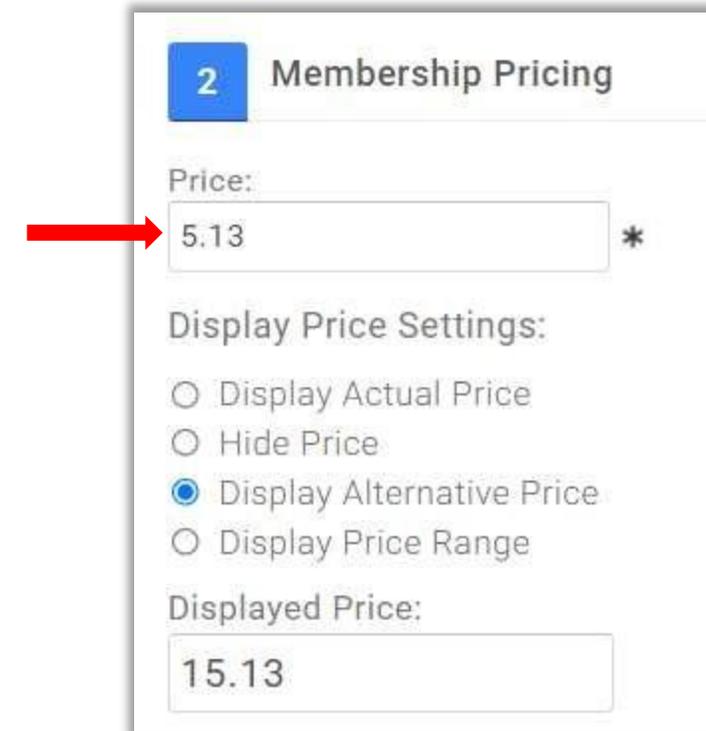
Click on the edit pencil (edit membership). Scroll down to section 2.

The first text box (indicated with **RED** arrow) is where clubs and zones need to put in **THEIR membership fees**. This is not the total fees but only your portion.

Display Price Setting should be set to **DISPLAY ALTERNATIVE PRICE**.

The displayed Price is the **Total Membership Fee**. This fee should include **PCA Fess + State Fees + Zones Fees + Club Fees**.

This fee needs to be manually calculated. Please contact relevant organisations for their membership fees. **PCA fees can be found in the previous slide.**



2 Membership Pricing

Price:

5.13 *

Display Price Settings:

Display Actual Price

Hide Price

Display Alternative Price

Display Price Range

Displayed Price:

15.13

Updating 2025 Membership Prices



Once the membership prices are updated. Please check the **“Automatically Pro-Rata checkbox”**. This check box can be found under “Price”.

Based on the club/zone preference, please tick or untick the box.

Please note: Pro-rata option will only come up if the membership validity is set in Years.

The Pro-rata price is calculated **DAILY** and **NOT MONTHLY**

2 Membership Pricing

Price:

58.00 *

Automatically pro rata price:

Updating 2025 Membership Prices



Next we scroll down to **Section 5** – Restrictions, Discounts and Surcharges.

Restrictions – All the restrictions are configured at the state level. Clubs and zones **do not** have to set up any new restrictions. Please review the current restrictions for any questions or concerns, contact Pony Club Australia.

Discounts – Please check and update the discount rules. Membership upgrade rules also need to be upgraded. For example, membership upgrade rules for riders upgrading from non-riding membership to riding membership. If your club membership fees have changed this year, then you will have to update the subsequent discount rules too. Please refer to the Managing Upgrades user guide for any questions relating to upgrades.

Link: <https://ponyclubaustralia.com.au/wp-content/uploads/2020/06/Defining-Membership-Upgrade-Discounts-PCA.pdf>

If you're unsure about this, please contact PCA or your state body.

Surcharges – Please review if there are any active surcharges for the club or zone.

Please click on **save** once all the prices and settings have been updated.

A screenshot of a web application interface for managing membership surcharges. The page title is "5 Membership Restrictions, Discounts & Surcharges". There are three tabs: "Restrictions", "Discounts", and "Surcharges", with "Surcharges" being the active tab. Below the tabs, there is a paragraph of text: "Use surcharge rules to increase the base price of this membership for specific groups of members, you can increase both as fixed amount off or as a percentage. There are a list of standard rule types which can be grouped together to form different combinations, eg. Age Rule & Gender Rule." Below this text is a blue button with a plus icon and the text "Add new surcharge rule". At the bottom, there is a table with two columns: "Description" and "Active". The table is currently empty, with the text "No record found." centered below it.

Description	Active
No record found.	

Updating 2025 Membership Prices



Once you have clicked on “**Save**”. The system will redirect you to the Membership Overview page.

The last thing to do is to make the membership “**Active**”. To do this click on the “Dropdown Arrow” and click “Active”. Memberships need to be made active to allow members to purchase memberships.

- Please note** – 1. Active option and others are in grey font and are **NOT** greyed out.
2. Only after the Blackout Period, members will be able to buy any club membership even if they have activated and set up the membership prices for 2025 at the club level.
3. Please also check the “**Instalment setup**”. This feature is only available **for JustGo Pro clubs**.

Please follow the same process for all the other relevant memberships.

We strongly recommend Zones to complete their membership setup for 2025 before the end of the blackout period. This year a lot of zones activated their memberships after the club membership which resulted in the loss of membership fees and club financial members not appearing financial at the zone level. **We strongly encourage clubs to check in with their zones before activating their memberships.**

Ready 2 Ride Membership	Ready2Ride Program for riders aged up to 10yrs	\$0.00	1 Year	Inactive	↑ ↓ ✎	☑
Coach Non-Riding	Non-Coaching membership	\$0.00	1 Year	Inactive	↑ ↓ ✎	☑ Delete Active
Historical Membership	Please do not edit as this represents all memberships from the legacy system	\$0.00	1 Year	Inactive	↑ ↓ ✎	☑

Updating 2025 Membership Prices



Please **do not skip** the review of Pro-rata, Restriction rules, Discount rules, Surcharges rules and Instalment setup (JustGo Pro)

During last year's renewal cycle, many clubs and zones forgot to update their existing rules which resulted in **loss of pay for them. If loss of pay occurs, then clubs/zones will have to deal with the situation outside the system (PCA and State will not be liable for any losses)**

Also, please review the list of membership categories available at the state level. Please contact your state body if you're unsure which membership categories are in use this year.

Additional Member Approval Restrictions



Many clubs have implemented **additional restrictions rules** on their club memberships. These rules help club admins to administer membership purchase of **new and existing members**. In some cases, these restriction rules are also used to administer purchase of Working Bee Levy. They are commonly saved as “**Admin Approval**” or “**Working Bee Levy**” at the club level.

5 Membership Restrictions, Discounts & Surcharges

Restrictions Discounts Surcharges

Use purchasing rules to restrict which group of members are able to buy this membership. There are a list of standard rule types which can be grouped together to form different combinations, eg. Age Rule & Gender Rule.

Additional classification rules may be applied by Pony Club Australia or State which may further restrict a member seeing this membership (e.g. age rules).

+ Add new purchase rule

Description

Working Bee Levy Met/Paid

Restrictions Discounts Surcharges

Use purchasing rules to restrict which group of members are able to buy this membership. There are a list of standard rule types which can be grouped together to form different combinations, eg. Age Rule & Gender Rule.

Additional classification rules may be applied by Pony Club Australia or State which may further restrict a member seeing this membership (e.g. age rules).

+ Add new purchase rule

Description

Active

Admin Approval

Yes



Additional Member Approval Restrictions



To allow the purchase of memberships on a profile, club admins are required to give permission/approval to a member's profile via **"Tick Box" or Yes/No question**. These permissions are saved on the members' profiles therefore, **review of these permissions/approvals are important as we roll into the new membership year**.

A screenshot of a web application interface for managing member profiles. On the left is a vertical navigation menu with a camera icon at the top, followed by "Go To Membership >", "Basic Details", "Emergency Contact", "Club Role", "Additional Details", and "Credentials". The main content area has a teal header with two information icons and labels "PHOTO PERMISSION FORM" and "ADMIN APPROVED". Below this, the "AdminApproval" field is shown as a dropdown menu with "Yes" selected. A yellow "Save" button is located at the bottom right of the form area.

How to reset the permissions/approvals



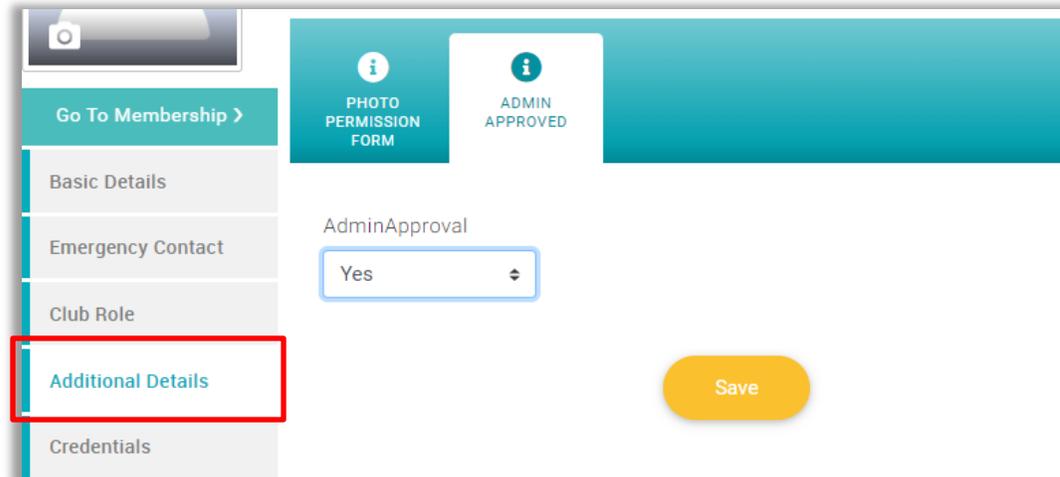
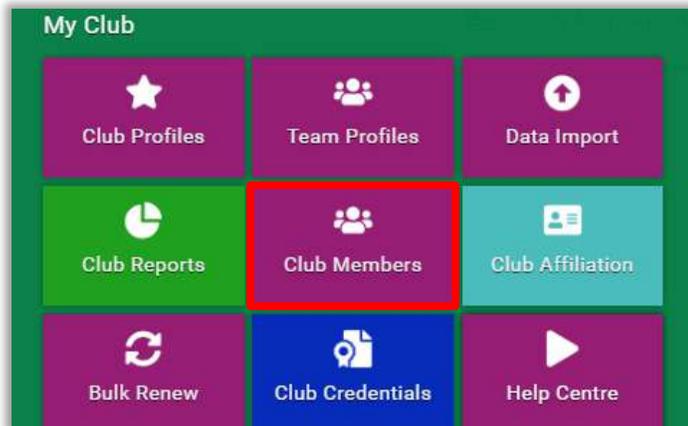
Permissions/approvals can be **reset manually** by removing the permissions/approvals from club members' profiles. Admins will have to go into each **member's profile** and review the permissions/approvals.

This can be done through the **Club Members tile**.

Club Members tile > Member profile > Additional details > Club Name > Update the permission/approval > Save.

Note – If the permissions/approvals on members' profiles are not reviewed then current permissions/approvals will determine if a member can purchase/renew their memberships or not.

If you have any questions about resetting or adding these additional restrictions, please contact PCA @ Support@ponyclubaustralia.com.au



Instalment Setup (JustGo Pro)

Payment instalment setup is only available for the **JustGo Pro Clubs**.

Please note - Instalment payment option will only be available on **club membership fees** and not on the total membership fees.

- **Initial Payment Value** = The amount required to be paid during the membership purchase.
- **Number of Instalment Payments** = Number of payments after the initial payment.
- **Instalment Amount** = Fixed amount required to be paid for each instalments.
- **Frequency/Type** = This can be weekly, monthly, or quarterly.



The screenshot shows the 'Instalments' tab in a web application. The form includes the following fields:

- Instalment Enabled?:** A checkbox that is checked.
- Description:** A large empty text area.
- Initial payment value:** A text input field containing '0.00'.
- Number of instalment payments:** A text input field containing '0'.
- Instalment Amount:** A text input field containing '0.00'.
- Frequency/Type:** A dropdown menu set to 'Monthly'.
- Payment Date:** A dropdown menu set to 'Date of purchase'.

Instalment Setup (JustGo Pro)



- **Payment Date** = Various options are available based on the type of frequency.

One of the options is **Fixed Date**. If fixed date is selected, then a dropdown will appear.

A screenshot of a web form for setting up instalments. The form has two main sections. The first section is labeled "Frequency/Type:" and has a dropdown menu set to "Weekly". The second section is labeled "Payment Date:" and has a dropdown menu set to "Fixed date". Below the "Fixed date" dropdown, there is a smaller dropdown menu set to "1" followed by the text "day of each week".

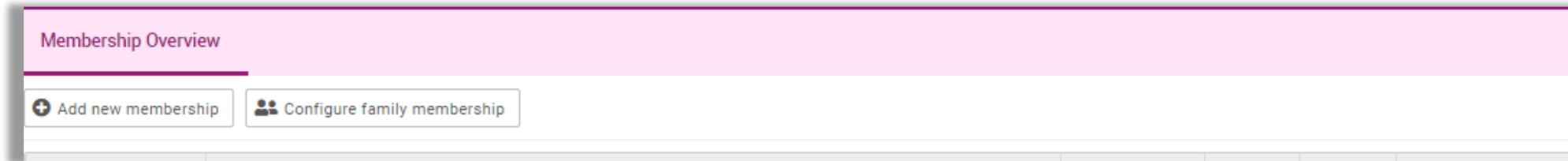
The number of days are not based on the day of the week but are calculated as the days after the initial instalment. For example, if the initial instalment is paid on the 10th of January, then 11th January would be the 1st day and 12th January would be the 2nd day, and so on.

If you have any questions about the instalment payment or not sure about your setup, please contact support@ponyclubaustralia.com.au

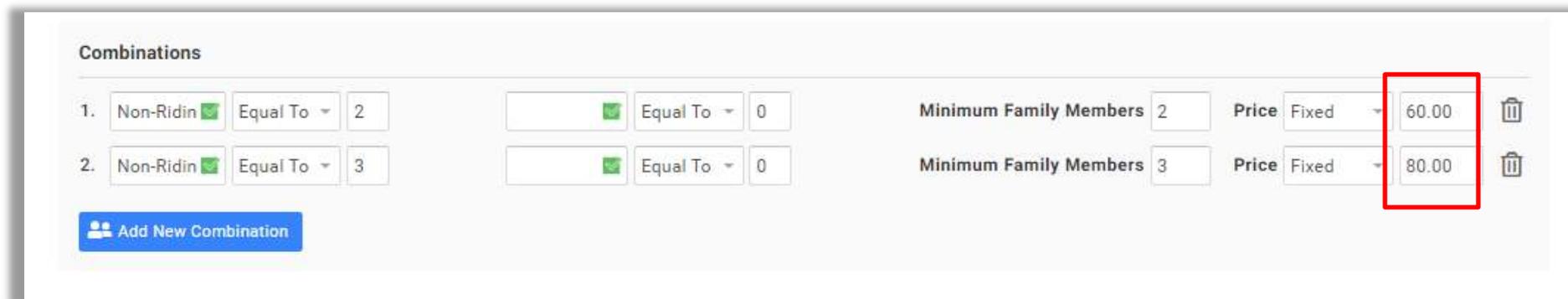
Updating Family Membership Prices



Click on “**Configure Family Membership**” from the Membership Overview page.



- Scroll down to Section 2. Please review the family membership combinations and prices. The price mentioned must be the total membership price of all the memberships included in the combination. This is **NOT** the discounted price but the total membership price.
- Once the prices and combinations are updated, please scroll down and click on Save.
- If your club/zone having trouble setting up the Family Memberships, please contact PCA at Support@ponyclubaustralia.com.au



14 Months Membership



Pony Club Australia is delighted to announce that the **14 Months Membership period** will continue next year too.

The membership will be introduced after the conclusion of the blackout period and **any member (new or lapsed)** who purchases any memberships except the Come & Try membership will have their membership valid till **31st December 2025**. New or Lapsed members now don't have to wait till 1st January 2025 to purchase/renew their memberships; they can purchase the membership on **END OF THE BLACKOUT PERIOD DATE** (given – the club is ready with their membership setup)

The main purpose of the '14 Month Membership' initiative is to:

- a) attract new and/or lapsed members late in the membership year when there are still events remaining on the calendar, but full annual membership fees have diminished value.
- b) this provides a marketing tool for clubs to entice new members to join.

No additional fees will be charged by Pony Club Australia and by state organisations.

For any questions or concerns about the "14 Months Membership", please contact your state body or PCA at Support@ponyclubaustralia.com.au

JustGo Pro



JustGo Essential subscription is provided free as part of club's registration courtesy of Pony Club Australia, and is proving very successful for many clubs, according to your feedback.

For those wanting the program to do more and make your life easier, PCA has negotiated a very special rate of **\$125 per year** for the 'JustGo Pro' package, which will have extended benefits for clubs and members, including:

- **The ability to offer instalment payments for memberships**
- **Build your own website**
- **Sell uniforms/products and accept donations and sponsorships**
- **Make automatic payments**
- **Record extra, important data like emergency contacts in a 'membership journey'**

You can read more here

<http://tinyurl.com/JustGoProforPCA>

If you have any queries, or would like to take up the offer, contact PCA (support@ponyclubaustralia.com.au)

How to add life members



- Click on the **Club Members tile** and search for the member.
- Click on Profile and click on “**Additional details > Pony Club Australia > Admin only**”
- Click on **Life Members > Yes > Save**

Life members need to be marked as a **Life member** in the system for them to see and purchase life memberships.

A screenshot of the Pony Club Australia profile management interface. The page has a header with "Back To Members" and "Pony Club Australia" branding. A sidebar on the left lists menu items: "Basic Details", "Emergency Contact", "Club Role", "Additional Details" (highlighted), and "Credentials". The main content area shows the "Pony Club Australia Profile" with tabs for "MAILING ADDRESS", "EQUALITY", and "ADMIN ONLY". Under the "ADMIN ONLY" tab, there is a "Life member?" dropdown menu currently set to "Yes". A yellow "Save" button is located at the bottom right of the form.

You're All Set for 2025!!

Please contact support@ponyclubaustralia.com.au for any questions or concerns.