

About Adyen -

- Adyen is a globally recognised payment platform used by leading organisations such as Uber, Spotify, eBay, and Microsoft, among many others.
- To better support your club/zone with faster, safer and more flexible payments, JustGo, our membership management platform provider, is transitioning to Adyen.
- This transition will enhance JustGo's payment functionalities, introducing new options such as **Google Pay, Apple Pay, and Open Banking** for our members. Further additional features are expected to roll out over time.
- JustGo's switch to Adyen will take place on **15th November 2025**. From that date onwards, all payments processed through JustGo will be handled via Adyen.

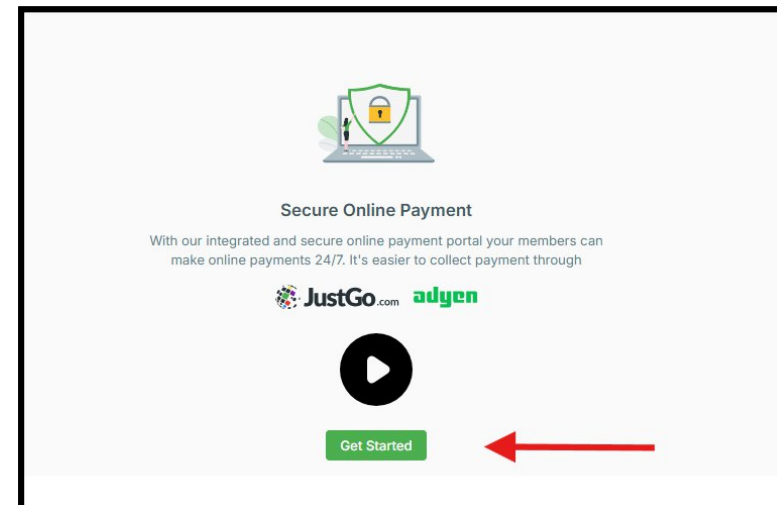
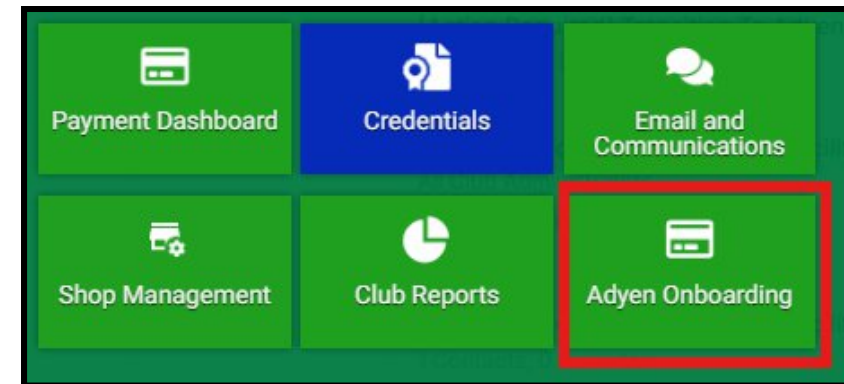
Adyen - Onboarding

This guide is designed to walk you through the step-by-step process of setting up your organization for payments through Adyen. Let's get started!

Step 1: Adyen Dashboard

Launch Your Adyen Onboarding Dashboard.

- From the Menu tab, select the **Adyen Onboarding** tile.
- Click **Get Started** to begin the setup process.



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Step 1: Adyen Dashboard

- If you have not yet initiated the setup process, the Adyen 'Get Started' button initiates the setup process, and takes you to the screen where you describe your club's "business" setup. *[See next page]*
- However, if your organisation has already initiated the setup process, but not finished it, the startup screen will appear differently, as your Profile will be incomplete.
- Click **Update Profile** to resume and complete your setup.
- A **Restricted** status indicates that your setup is incomplete — this may be due to pending

A screenshot of the Adyen dashboard interface. At the top, there's a navigation bar with "Finance Summary" selected, followed by a red box containing a "Restricted" status icon and text, and then "Payments Enabled" and "Payouts Disabled". On the right of this bar is a green "Update Profile" button. Below the navigation bar is a sidebar with "OVERVIEW" and "Balances" selected. The main content area shows a "Balance Summary" table with columns for "Total Balance", "Available to payout", "Available soon", and "In transit to bank", all showing "\$0.00". Below this is a "Payouts" section with an "Export" button. A large red arrow points upwards towards the "Update Profile" button.

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Step 2: Business selection –

- What best describes your business setup? – For most Pony clubs and zones this would be **Trust, partnership or association**.
- Legal arrangement for most clubs and zones would be **Incorporated association**.

Note: While these selections apply to most Pony Clubs and Zones, please choose the option that best reflects your organisation's actual setup.

If you are unsure about which option to select, contact support@justgo.com for assistance.

What best describes your business setup?

☐ **Sole proprietorship**
You're a registered sole proprietor, and you use a bank account in your name or sole proprietorship's name.

☐ **Company**
Your business is registered as a separate legal entity from its owners.
For example: proprietary limited company (Pty Ltd), unlimited proprietary (Pty), public benevolent institution (PBI).

☒ **Trust, partnership, or association**
You're an individual or company, and you use a bank account in the name of a trust, partnership, or association.
For example: incorporated limited partnership (ILP), limited liability partnership (LLP), incorporated association (Inc).

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Which legal arrangement does your business have?

☐ **Trust**
You're a trustee managing the trust for beneficiaries.

☐ **Incorporated partnership**
You and your partners have limited liability for business debts.
For example: incorporated limited partnership (ILP).

☐ **Unincorporated partnership**
You or your partners are personally liable for business debts.
For example: limited partnership (LP), general partnership (GP).

☒ **Incorporated association**
Your association is registered. It was set up for recreational, cultural, or non-profit purposes.
For example: incorporated association (Inc).

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Step 3: Business Details

- Click “Add” to provide organization’s details.

Note - If the submitted club name doesn’t exactly match what’s on the registration document (e.g. missing “Inc”), verification will fail. Be sure to copy the legal name exactly as registered on your Certificate of Incorporation.

This should also match your name in the Australian Business Register for your club’s ABN.

Business legal name: Enter the name exactly as it is on your State registration body's Certificate of Incorporation NOT ASIC.

A screenshot of the "Tell us about your business" section. It contains two items: "Business details" with a building icon and "Decision-makers" with a person icon. Each item has an "Add >" button to its right. A red rectangular box highlights the "Business details" row, and a red arrow points from the right edge of the box to the "Add >" button.A screenshot of the "Basic details about your business" form. It includes a heading, a paragraph about data collection and verification, and a link to the "Privacy Statement". Below this is a "Country/region of establishment" dropdown menu with "Australia" selected. Further down is the "Business legal name" field, which is marked as required with a red exclamation mark icon in the bottom right corner of the input box. A red arrow points from the right to the "Business legal name" label. Below the input field, the text "Field is required" is displayed in red.

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Step 3: Additional Business Details

- **Does your business use a DBA name?**
This means Trading Name – Most club/zones will not have one. However, select Yes, if your club/zone does have a different trading name. If unsure, check the online ABN Lookup, where you find your ABN – it also lists trading names.

Required:

- **Incorporated Association Registration Number from your State incorporation body** (e.g., Consumer Affairs Victoria or NSW Fair Trading)
- **Australian Business Number (ABN).**
If your organization doesn't have an ABN enter **zeros** as a workaround.

Does your business use a DBA name?

A Doing Business As (DBA) name is a version of your business' name that may be more recognizable to shoppers but is different from the legal name.

☐ Yes ☒ No

Which type of registration number do you have?

☒ Incorporated association registration number
☐ Australian company number (ACN)

Incorporated association registration number

Find your incorporated association number in the public registry for your state.

Australian business number (ABN)

✓ Format is correct

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Step 3: Additional Business Details

- Fill in your organisation's address details.
If your club or zone uses a P.O. Box address, you can enter it — the system accepts P.O. Box addresses.

Your business's official address used for government and other legal purposes in Australia.

Address

Start typing an address for suggestions... 

Field is required

Other address information (optional)

City



Field is required

State

Victoria 

Postal code



Invalid format. Expected format: 9999

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Step 3 – Documents

During the onboarding process, Adyen may request additional documents to verify your organisation's legal registration.

Please note that it may take a few minutes for the document upload sections to appear in the system.

Based on the information you provided in the previous section, you will see a list of applicable documents that can be uploaded for verification.

Document requirements for verification:

If you are an incorporated association (without ABN):

- Provide an official document issued by your state or territory authority (e.g., NSW Fair Trading, VIC Consumer Affairs), such as your Certificate of Incorporation.
- The document must show:
 - The legal association name, and
 - The association registration number.
- This serves as the primary substitute for an ABN.

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Document requirements for verification:

If you have an ABN or ACN:

- Provide a printout or screenshot of your entity details from the [Australian Business Register](#).
- Ensure the document clearly shows your entity name, ABN, and status.

If you do not have an ABN or other standard tax identification number:

- Enter zeros (e.g., 000000000) in the ABN/Tax ID field as a workaround.
- If the issue persists after doing this, contact us with the club/state name and any error messages you see so we can escalate to Adyen for review.

Address details:

Adyen does not strictly validate the address against any specific format.

Focus on ensuring the account type, legal name, and registration number are accurate and match your submitted documents.

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Step 3: Summary

- Review all the provided information and click submit.

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Step 4: Decision Makers

- Click Add under the Decision-Makers section to list the individuals who will have access to your organisation's Adyen account.

Tell us about your business

 Business details

In review >

 Decision-makers

Add >

 You haven't added all required decision-makers

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Step 4: Decision Makers

- Adyen requires that **at least one Signatory** and **one Director** (Officer of your Club/Zone – President, Vice President, Secretary, Treasurer) be added to the account.
- If your organisation has nominated one person to manage the Adyen account, select that individual as both the Signatory and Director.
- It is highly recommended to have *at least* two individuals listed on the account for better management and continuity.

Decision-makers

Provide the information of the owners, controlling persons, and signatories in your company. Keep in mind that one person may hold multiple roles. The requirements are as follows:

- ☒ **Owner** Add all owners holding 25% or more of your company.
- ☒ **Controlling person** If you don't have any owners holding 25% or more, then specify all controlling persons.
- ☒ **Signatory** Add at least 1 signatory. ←
- ☒ **Director** Add all directors. You should have at least 1 director. ←

What is the difference between these roles?

+ Add decision-maker

Why do I need to fill in this information?

Select all the roles that this decision-maker holds.

- ☐ **Owner**
Someone who owns 25% or more of the company (directly or indirectly)
- ☐ **Controlling person**
Authorized to make major business decisions (may or may not be an owner)
- ☒ **Signatory**
Authorized to sign contracts on behalf of the company
- ☒ **Director**
Someone appointed to manage a company's business and affairs

First name
Enter your first name(s) exactly as it appears on your identity document
TEST

Last name
Enter your last name(s) exactly as it appears on your identity document
TEST

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Step 4: Decision Makers

All listed individuals will need to verify their identity. This can be done using either of the following methods:

1. **Onfido** - Use a photo or scan of an ID document (Driver's Licence or Passport) to automatically capture personal details and complete secure, real-time identity verification through *Onfido*.
2. **Manual Upload** - You can also choose to enter details manually and upload the identification documents directly.

Note: Verification typically takes 1–2 business days for both methods.

Once the verification document is uploaded, submit the details to proceed.



Capture and fill personal details automatically

Use a photo or scan of an ID document to capture and automatically fill personal details combined with faster, secure identity verification by our trusted partner, [Onfido](#).

Add details with onfido

Add details manually

If you choose to use Onfido, you confirm that you have read, understand, and accept the [Onfido Privacy Policy](#) and [Onfido Terms of Service](#)

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Step 5: Bank Account Details

- Click Add under the Bank Account Details section to link your organisation's bank account.
You can verify your account using one of the following methods:
- **Instant Verification** - Log into your online or mobile banking—Adyen confirms the account immediately.
- **Manual Verification** - Upload a recent bank statement showing your organization's name and account number, then submit your account details. This can take a few days for approval.
- Average verification time for both methods is 1 – 2 business days.

Add a bank account for payouts

The bank account has to be in your company's name SD Club Test

Bank account country/region
You can only use a bank account in the country/region where your company is registered.

Australia

Verification method

Instant
Verify via mobile banking app or website
Log in to your bank account and get instantly verified.
Powered by Fiskil

May take a few days
Upload a bank statement
You also have to provide the bank account details.

[How does verification with our partner Fiskil work?](#)

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Step 5: Bank Account Details

- Add your account details for payouts.
- Organisations that chose the Manual Verification method will need to upload supporting bank documents.
- Carefully review all provided information and then submit to complete this step.

Upload a bank document

To help verify your bank account details, we need a bank statement clearly showing your business's name and dated within the last 12 months.

Select document type

Select a document

Bank statement

Deposit slip

Screenshot of online banking environment

A letter from your bank

Check

Add a bank account for payouts

The bank account has to be in your company's name SD Club Test

BSB Number

Account number

This bank account will be verified to prevent fraud or other misuse of funds in compliance with global regulations.

 Finish later

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Step 6: Sign Agreements

- **Under Services Agreement and PCI DSS Questionnaire**, click Sign to review and electronically accept Adyen's Terms & Conditions and confirm your card data security compliance.
- Only authorized signatories may sign the Services Agreement, and decision-makers may be required to complete the PCI DSS questionnaire.
- Once both are signed, these items will update to "Verified".



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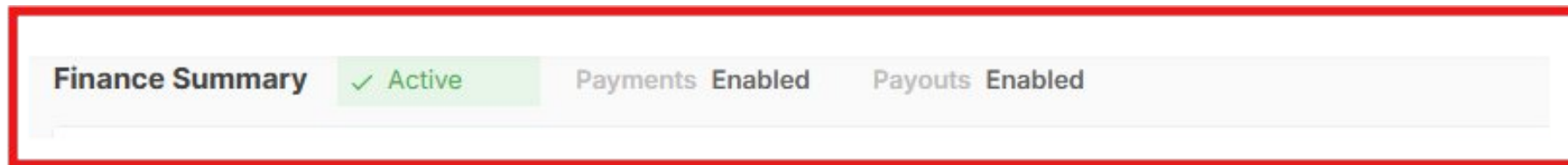
Step 7 : Verification

- Once all onboarding information has been submitted, your setup is considered complete.
- Check your account again in 1–2 days to confirm that verification is complete.
- Verification is confirmed when the Adyen dashboard displays the approved status.

Account Status: Active

Payments: Enabled

Payouts: Enabled



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Step 7 : Verification

- If any verification documents fail, the account dashboard will display “Restricted.”
- Click Update Profile to see which sections require attention — the system will highlight the areas where verification has failed.
- Correct the highlighted sections and re-submit the documents to complete verification.

A screenshot of the Adyen account dashboard. The top navigation bar shows "Finance Summary" with a red box around the "Restricted" status, followed by "Payments Enabled" and "Payouts Disabled". On the right of the navigation bar is an "Update Profile" button. Below the navigation bar is a sidebar with "OVERVIEW" and "Balances" selected. The main content area shows a "Balance Summary" table with columns for "Total Balance", "Available to payout", "Available soon", and "In transit to bank", all showing "\$0.00". Below this is a "Payouts" section with an "Export" button. A large red arrow points from the bottom towards the "Update Profile" button.

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Step 8 : Final Step – Payouts.

When will I receive my payouts?

- Payout timing depends on the payout schedule configured in your Adyen Onboarding dashboard.
- Under the Payment Information section, you can choose a weekly or monthly payout schedule.
- Funds are settled according to this setting, regardless of when transactions are captured.
- Initially, the payout schedule will be disabled. This feature will become available a few hours after your setup is completed.

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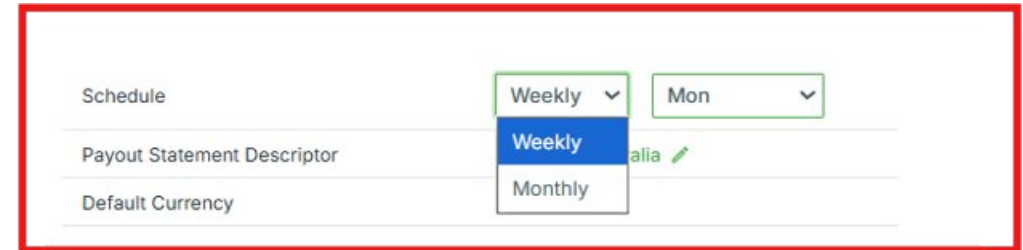
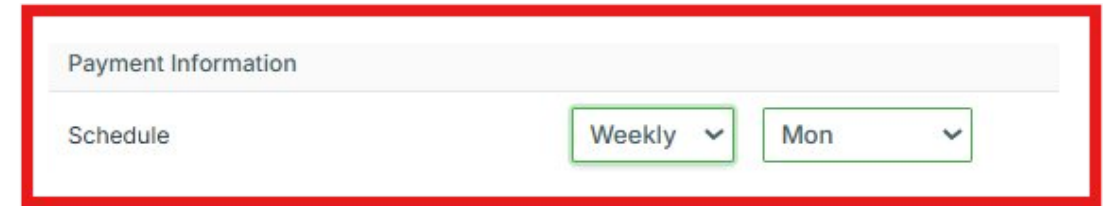
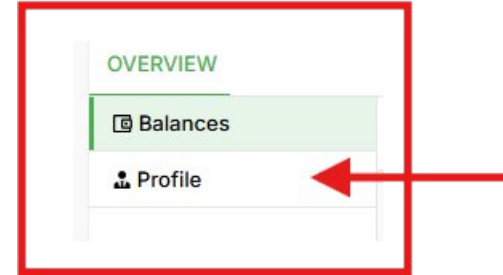
Step 8 : Final Step – Payouts.

To change the payout configuration:

1. Go to Adyen Onboarding > Profile > Schedule.
2. Select either Weekly or Monthly.

It is recommended to choose the Weekly schedule.

Please note, there is no “Save” button on this screen. Once you’ve selected your preferred payout schedule, simply click on My Profile or any other tile to exit.
Note: If the payout schedule is not updated, the default setting will remain monthly.



If you have any questions contact support@justgo.com