PONY CLUB
AUSTRALIA

JustGo pricing changes - Administrator guide

JustGo pricing changes

Q. What changes have come into effect from 17 September 2026?

A. On 17 September 2026, JustGo disabled domestic card processing costs on all payments processed through the platform. This change aligns with the RBA's changes to card surcharging, which came into effect on 1 October 2026.

As a result, members purchasing memberships, registering for events or making other payments through JustGo now pay the displayed price at checkout, with no additional domestic card processing costs applied. Organisations need to either absorb these costs or incorporate them into their prices. JustGo deducts the card processing costs from each organisation's payouts, regardless of which option the organisation chooses.

The full RBA conclusions paper can be found here.

Q. How do these changes impact my organisation?

A. Card processing costs are now deducted from each organisation's payouts. All organisations should review their pricing and payment settings in JustGo and choose one of two options:

- Absorb the card processing costs. No changes to your prices are needed.
- Incorporate the costs into your prices. Update your prices in JustGo to cover the costs.

Regardless of the option chosen, card processing costs are deducted from each organisation's payouts.

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Q. What is the card processing cost?

A. The card processing cost for Pony Clubs is 1.90% of the amount paid to each organisation, plus a $0.30 fixed fee divided by the number of organisations included in the transaction that charge a fee, plus 10% GST on the total card processing cost.

Card Processing Cost = [1.90% of the amount paid to each organisation + ($0.30 fixed fee ÷ number of organisations that charge a fee)] x 1.10

Q. How do I calculate card processing costs for my organisation?

A. Use the Calculate Card Processing Costs spreadsheet. It works out the price to charge in JustGo so your organisation still receives the full amount after the card processing cost is deducted. You can use it for:

- Memberships (Riding, Non-riding, and Come & Try).
- Shop items and event tickets.
- Initial and subsequent instalment payments.

Download: **Calculate Card Processing Costs spreadsheet**

Note: Click Enable Editing to start editing the worksheet.

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Q. What if my organisation doesn't charge any membership fees?

A. Organisations with $0 membership fees will not be charged any card processing costs. Therefore, no action is required.

Q. What is PCA's recommendation for applying the fixed fee ($0.30)?

A. Calculating the $0.30 fixed fee precisely can be difficult, because it is shared between the organisations in each transaction. To simplify this, PCA recommends that organisations incorporating card processing costs into their prices add the following standard fixed fees to the prices in each category:

- **Add $0.10 to all Riding membership prices** (Junior, Senior, Adult, Ready 2 Ride, and Coach Riding)
- **Add $0.15 to all Non-riding membership prices** (Non-riding, Adult Supporter, Volunteer, Officials and Coach Non-riding)
- **Add $0.10 to Come & Try membership prices**
- **Add $0.30 to Shop items and Event tickets prices**
- **Add $0.10 to Initial instalment prices**
- **Add $0.30 to Subsequent instalment prices.**

These amounts are recommendations only and are not mandatory.

Note: These amounts cover only the fixed fee. To recover the full card processing cost, your prices also need to cover the 1.90% portion and GST.

The Calculate Card Processing Costs spreadsheet works out the full price to charge, including the 1.90%, the fixed fee and GST, using these recommended fixed fees.

Card Processing Cost = [1.90% of the amount paid to each organisation + ($0.30 fixed fee ÷ number of organisations that charge a fee)] x 1.10

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Q. How do I update membership fees in JustGo?

A. Steps to update membership fees:

1. From the Menu tab, click on Membership Setup. A list of all membership categories available for your club will be displayed.

2. Click on the edit pencil icon (edit membership) then scroll to section 2.

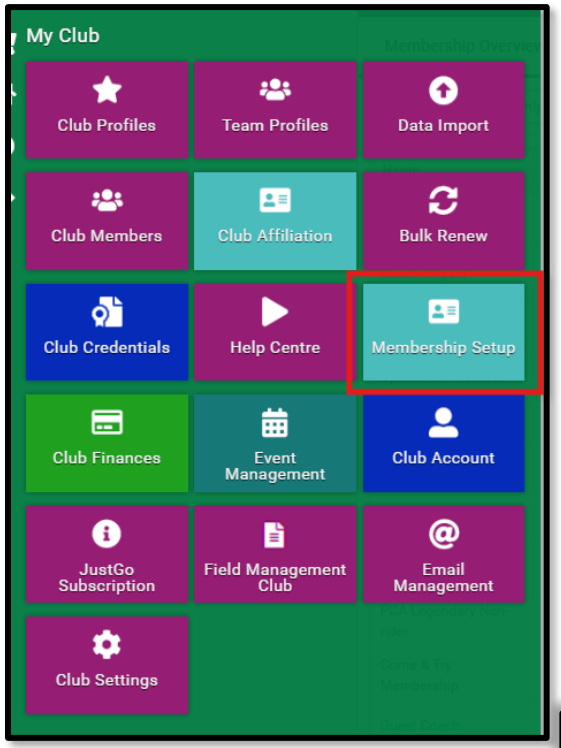
3. The first text box (indicated with a red arrow) is where clubs and zones need to enter **their updated membership fees.** Enter the **"Price to charge in JustGo"** from the calculator here.

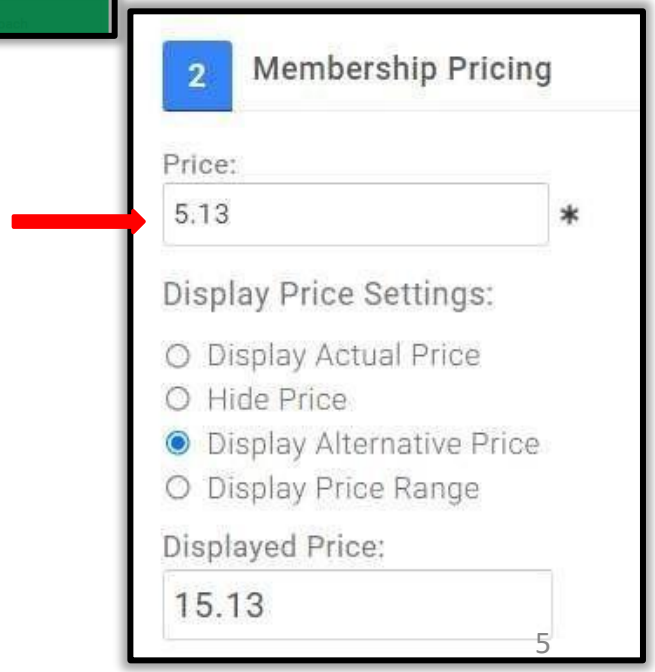
4. Display Price Setting should be set to Display Alternative Price**.**

5. The Displayed Price is the **Payment Price**. This fee should include **PCA fees + State fees + Zone fees + Club fees**.
   This fee needs to be manually calculated.

6. Click **Save** to apply the updated membership price.

7. Repeat these steps for other relevant membership categories.





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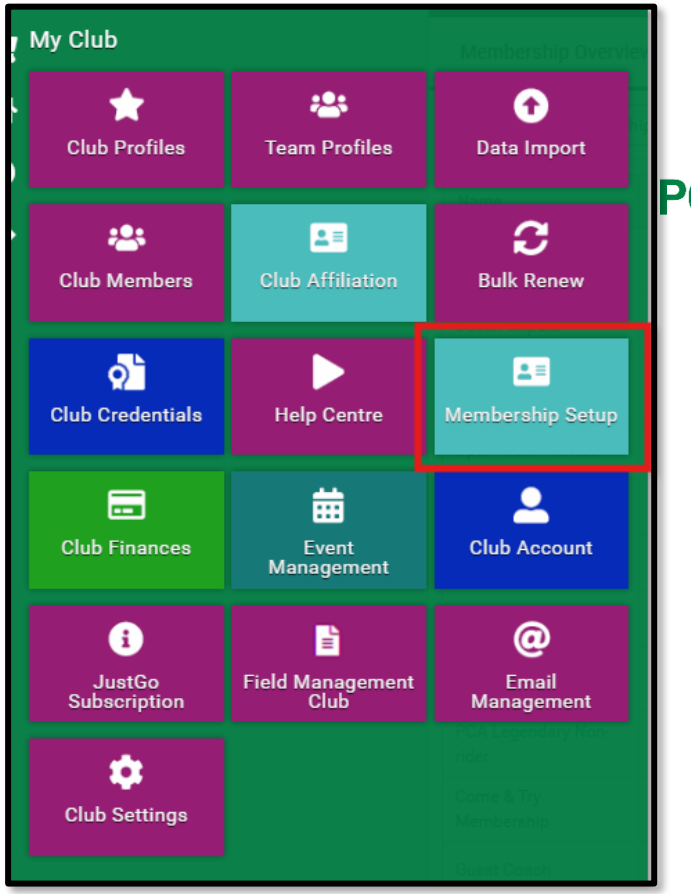
Q. How do I update family membership fees?

A. Steps to update family membership fees:

1. From the Menu tab, click on Membership Setup tile.

2. Click the "**Configure Family Membership**" button on the Membership Overview page.

3. Scroll to section 2 – Price and Combination setup.



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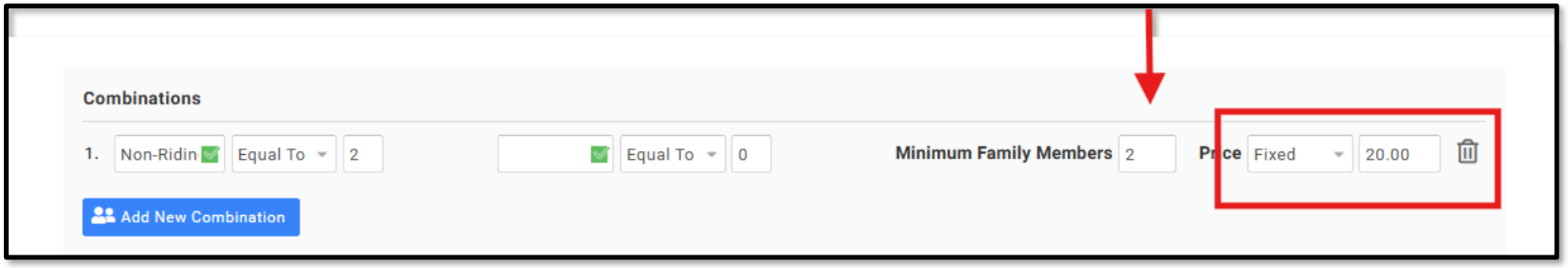
Q. How do I update family membership fees?

4. Update the family membership fees indicated by the red box.
   The fee should represent the total cost of all memberships included in the family membership combination.
   In the example below, the total cost for a minimum of two family members is $20 (fixed).

5. Update the prices for all other applicable family membership combinations.

6. Click Save to apply the updated family membership prices.



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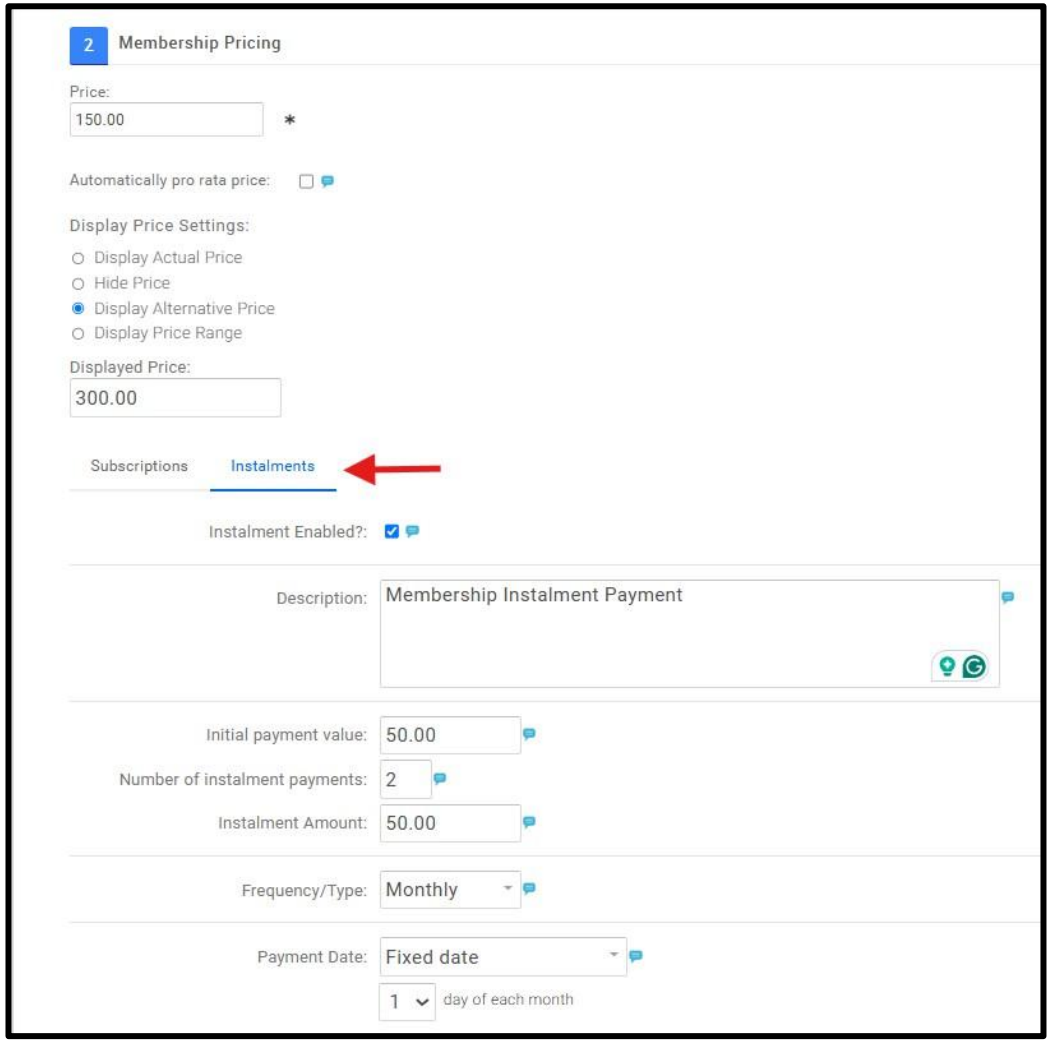
Q. How do I update instalment payment amounts?

A. Instalment payment options are only available to clubs and zones that are subscribed to JustGo Pro.

Steps to update instalment payment amounts:

1. From the Menu tab, click on the “Club Membership Setup” tile.
2. Click on the edit pencil icon (edit membership) then scroll to section 2.
3. Switch the tab to Instalments (indicated by the red arrow).
4. Update the initial payment amount and the instalment amount. The initial payment is the amount paid at the time of membership purchase, while the instalment amount is paid for each subsequent instalment.

   Note: The total instalment payment amount (initial payment + all instalment payments) overrides the membership price.
5. Click **Save** to apply the updated instalment amount.
6. Repeat these steps for other relevant membership categories.



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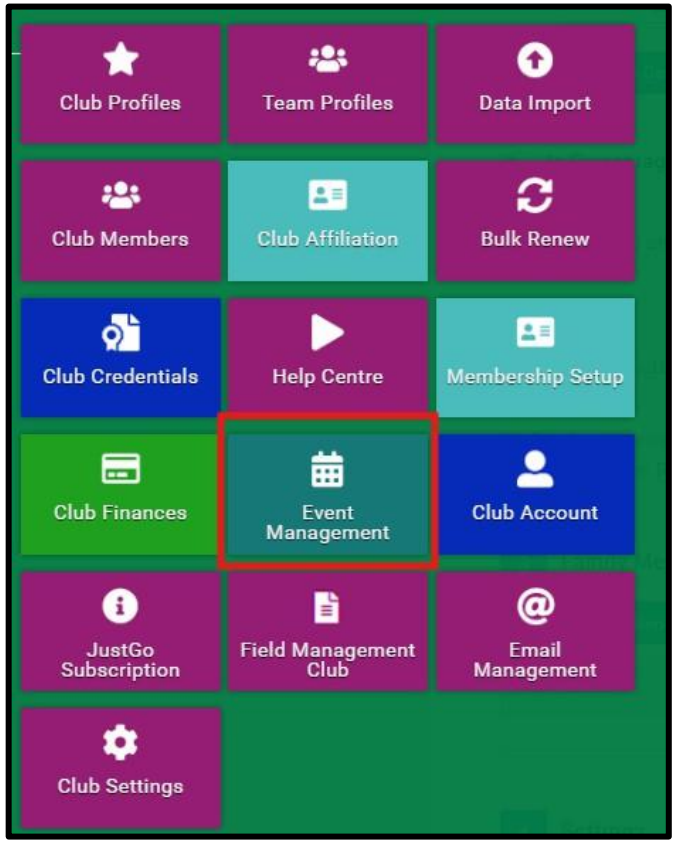
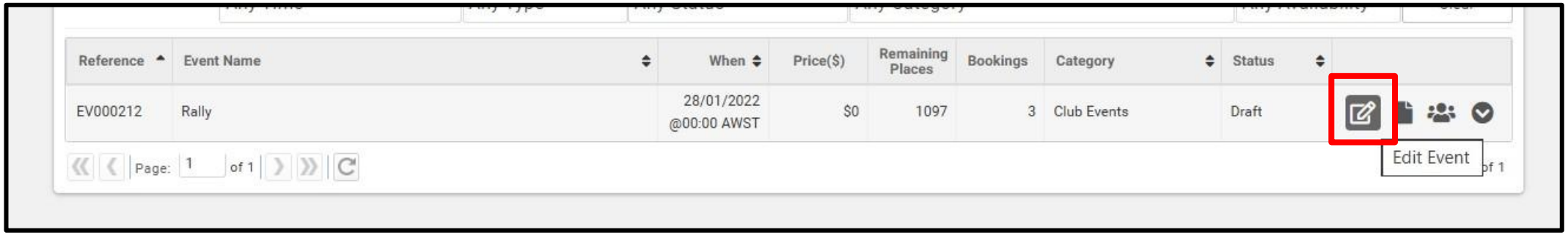
Q. How do I update event ticket fees?

A. Steps to update event ticket fees:

1. From the Menu tab, click the “Event Management” tile.

2. Click the “**Edit Event**” icon.





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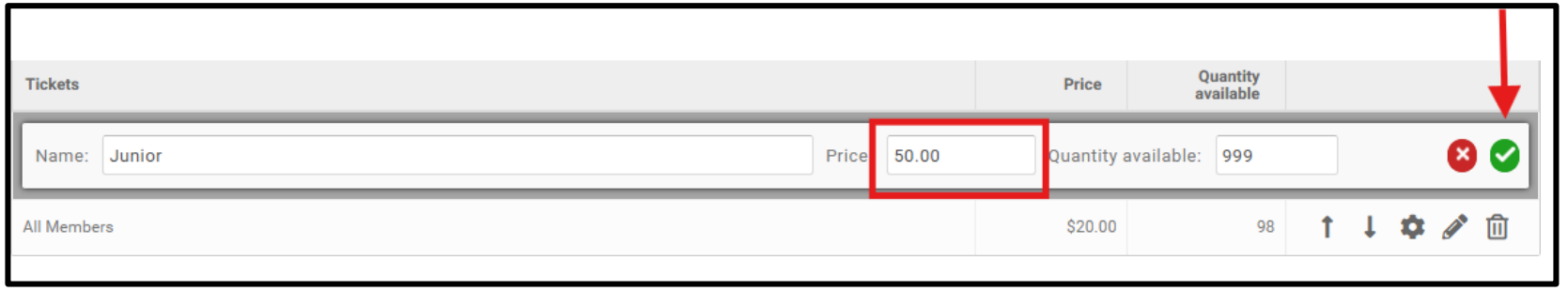
Q. How do I update event ticket fees?

3. Scroll to section 3 – Event Tickets.

4. Click the edit pencil indicated by the red box.

5. Enter the updated event ticket price in the Price box, then click the green tick (indicated by red arrow) to save the change.



6. Repeat the process for all other relevant event tickets. Once all relevant ticket prices have been updated, click Save to apply the changes.

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Q. How do I update shop item fees?

A. Steps to update shop item fees:

1. From the Menu tab, click the “Shop Management” tile.

2. Click the “**Edit Shop**” button.

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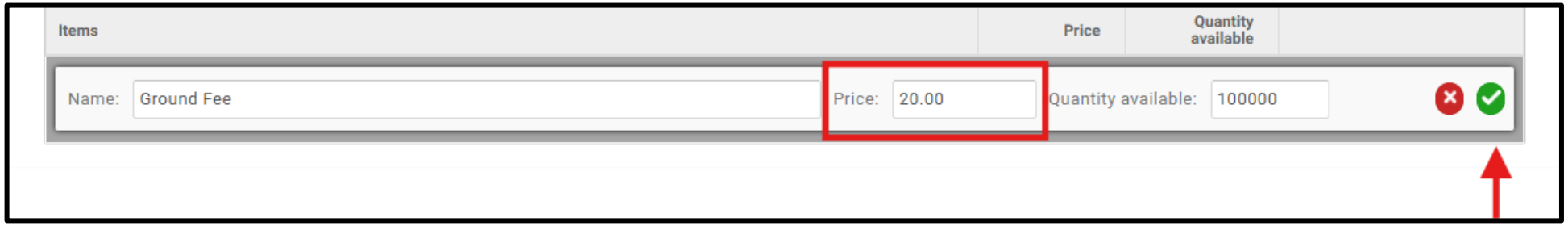
Q. How do I update shop item fees?

3. Scroll to section 3 – Items.

4. Click the edit pencil indicated by the red box.

5. Enter the updated shop item price in the Price box, then click the green tick (indicated by red arrow) to save the change.



6. Repeat the process for all other relevant shop items. Once all relevant prices have been updated, click Save to apply the changes.

If you have any questions, please reach out to support@ponyclubaustralia.com.au