

CLUB PAYMENTS: ADYEN ONBOARDING

Previously JustGo used Stripe as a payment platform, this has changed to an improved payment management system call Adyen.

This guide steps through the process of completing Adyen onboarding for your club, which is best undertaken by a member of the club committee who has access to the club's financial and legal records and Club Administrator access in JustGo.

If you commence this process and need to return at another time to finish it, all stages of onboarding completed and saved will be retained. When you return to the Adyen Onboarding tile, select the green **Update Profile** button from the top right corner of the screen to continue.

If you can't complete a section and wish to return to the main menu at any time, select **Back to surfingaustralia.justgo.com** at any time to return to JustGo. Select the **Adyen Onboarding** tile again to return to the onboarding main menu.

First step: Upgrading to JustGo Pro

All Australian boardrider clubs have been offered a free upgrade from JustGO Lite/Essential subscription to the highest-level subscription free of charge - JustGO Pro.

Use the below discount in the subscription upgrade journey **Discount code: 000025-LCA3II12AZ**

Full information on how to upgrade is located in the guide 'JustGo – Upgrading to JustGo Pro' at the bottom of this support resource page: <https://surfingaustralia.zendesk.com/hc/en-us/articles/900005504226-Boardrider-Clubs-and-Surf-Schools-in-JustGo-Signing-up-Affiliating-Editing-Club-School-Details-Locating-your-COC>

Your club must complete the subscription upgrade BEFORE starting the ADYEN process.

Before you begin onboarding to Adyen:

Having the information and documentation you will require to complete onboarding on hand will make the process faster and easier. You will need:

- An extract of your club's registration from the Australian Securities and Investments Commission (ASIC)
- Your club's ABN (if it has one - it is not mandatory to have an ABN to complete onboarding)
- Your club's bank account information and a recent bank statement
- A form of government issued identification (e.g. a driver's licence or passport) including a photograph (front and back for a licence) for each club representative to be identified in Adyen

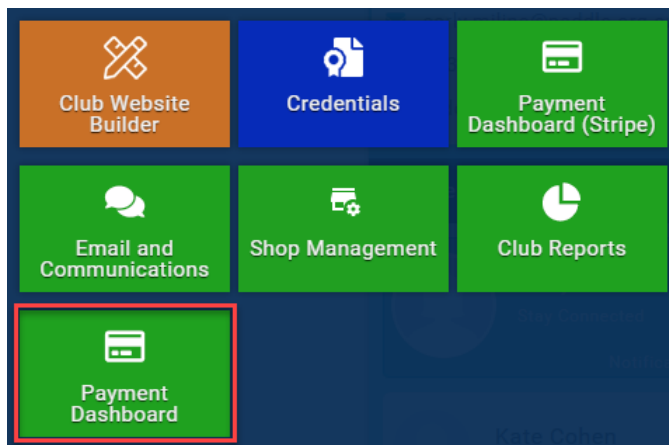
To retrieve an extract from ASIC, search for your club in the ASIC register [here](#).

- Search within Organisation & Business Names
- Select your club to open the record
- Click **View Summary (PDF)** to download a copy of the extract

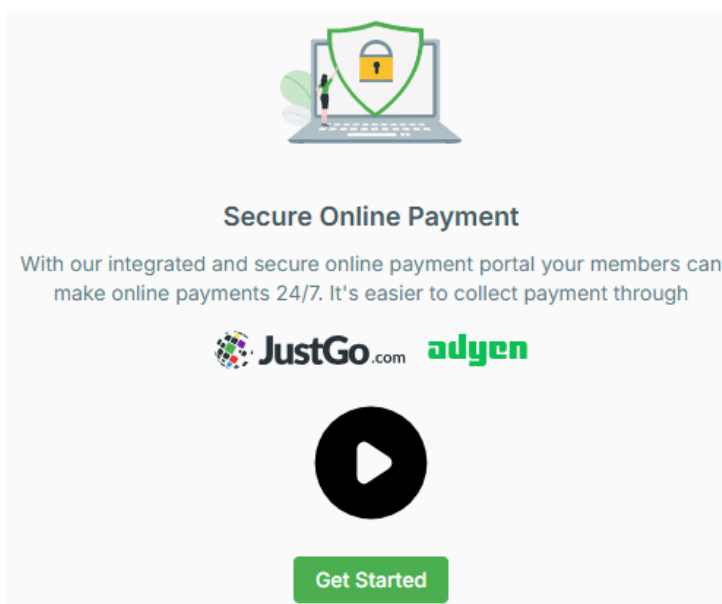
To search for the club's ABN, search the ABN Lookup [here](#).

1. Log into JustGo and navigate to the **Payment Dashboard** tile.

Make sure you've selected the Payment Dashboard tile, **not Payment Dashboard (Stripe)** this is the tile that contains historical payment information for clubs who were previously using this platform prior to November 15.



2. Click the green **Get Started** button to commence the onboarding process.




After selecting **Get Started** for the first time, the **Adyen Onboarding** tile will instead display a dashboard for all subsequent visits. If you are resuming the process or checking on the status of


your submissions, select the green **Update Profile** button in the top right of the screen to continue.

3. Select your business setup. All **Incorporated Associations** should select **Trust, partnership, or association**. Click Continue.


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). ☒

4. Select your legal arrangement.

All Australian clubs should select **Incorporated association** as above. Select Continue.

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).

☒

Select Incorporated association regardless of whether your club is incorporated or not.

5. Complete your business details. Select the **Business details** task to continue.



Business details

Add >

6. Complete your business details.

In **Basic details**, select your **Country/region of establishment** as Australia and then for the **Business legal name**, enter the name of the club exactly as it appears in the ASIC register.

Business details

Basic details ✓

Additional details

Summary

Basic details about your business

In the next steps, we'll collect and verify details about your business in compliance with financial regulations. Learn about how your data is managed in our [Privacy Statement](#). ↗

Country/region of establishment

Australia ▼

Business legal name

Enter the name exactly as it is on your Australian Securities and Investment Commission's (ASIC).

Paddle Australia Limited

7. Move onto **Additional details** from the menu options on the left.

If your club commonly and publicly uses a name other than that which is registered with ASIC, answer **Yes** to the question **Does your business use a DBA name?** An additional field will appear where you can provide the alternative name. If your club does not use another name, leave this response as **No**.

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

Doing business as

All **Incorporated Associations** are issued with an **Association or Registration Number** by the regulator in their state. When selecting your club's type of registration number, select **Incorporated association registration number**.

In the field **Incorporated association registration number**, enter the number issued by the regulator. This is identified as your **Registration Number** on the extract from ASIC or you can search your local regulator's incorporated association search.

If your club has an **ABN**, enter it in the **Australian business number (ABN)** field.

If your club **does not have an ABN**, Adyen's advice is to enter nine zeros (i.e. 000000000).

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)

Lastly, enter the address registered with the regulator for your club. Start typing the registered address into the **Address** field and wait for the correct result to appear. Click on the address to populate all mandatory fields.

Registered business address

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

Address

If your club's principal operations occur somewhere other than the location of your registered address, provide the location where key activities occur.

If the location of principal operations is **the same as the registered business address**, leave the box ticked.

If the location of principal operations is **different to the registered business address**, untick the box and enter the alternative location.

Principal place of business

The physical location where a business's key officers oversee and manage its operations: this is usually the main office or headquarters.

☒ Same as registered business address

Once all fields have been completed, click **Continue**.

8. Review the **summary** of details entered.

The Summary screen will display all of the details entered so far. Review all information provided carefully and click the edit pencil next to the record if anything requires a change.

Once all details have been confirmed as correct, click **Submit**.

By submitting this summary you are confirming the following, I confirm (on behalf of the company that I am authorized to represent), that the information and supporting documentation provided during this KYC process is accurate and up-to-date, and therefore correctly represents the current state of affairs.

Submit

Adyen will verify the details provided during this step and the status of this task will update to **In Review**. If you were not asked to provide a **Registration Document** or a **Tax Document**, the status of this task may update to Unsuccessful, at which point you will be required to complete these tasks.

- The extract obtained from ASIC meets the requirements of a registration document and should be uploaded at this step.
- If a tax document is requested, you can upload the ASIC extract again as the registration document will be sufficient to complete verification with Adyen.

Once complete, **Business Details** will show a **verified** status. If your Business Details have not been verified after three business days, please contact support@justgo.com for support.

9. Move onto the next section by selecting **Decision-makers** from the main menu.



Decision-makers

Add >

10. Add **decision makers** and assign roles

A decision maker is an individual who has the authority to make business, financial and legal decisions regarding the club. An individual can hold multiple roles.

Clubs **do not need to assign the role of Owner**, however they must assign at least one person to the roles of Controlling Person, Signatory and Director.

Typically, a Signatory in Adyen will align with the club's representatives that are your bank signatories. A Director will typically be the Club President and/or Treasurer and/or Secretary.

To add a decision maker, click the **Add decision-maker** button indicated in red below.

- ☒ **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

On the next screen, you will indicate the roles applicable to the decision maker you are adding followed by their personal information and a form of government issued identification. When all information is complete, click **Continue**.

As a financial services provider, Adyen is required to obtain and verify this information to ensure the individuals using their service are who they say they are. On the next screen, a photograph of the form of identification (if it's a licence, photos of the front and back) must be uploaded for Adyen to verify with the issuer.

Verify automatically using Adyen's third party partner, Onfido, or provide your details manually. Please note that providing your details manually may take several days for verification to occur.

Repeat until all decision makers have been assigned and **make sure that you have assigned the roles of Controlling Person, Signatory and Director. You can assign more than one role to an individual.**

Note: You can return later to assign additional roles to an existing Decision Maker, however if that individual's identification was completed through Onfido, they will need to complete their verification again. If their verification was completed manually, additional roles can be assigned without re-verifying.

11. Add the club's bank account by selecting **Bank account details** from the main menu.



Bank account details

Add >

12. Select your **verification method** to add and verify the club's bank account details.

Adyen is offering two ways to provide and verify the club's bank account details:

- The first is through a third party partner, Fiskil, offering instant verification by logging directly into your internet banking through the onboarding portal. Not all banks are available for instant verification - if the option is not available to you, you will not be able to proceed.
- The second is manual and it may require several days for verification to occur. You will be asked to provide the club's BSB and account number, then upload a bank statement which is in the same name as the name on your ASIC extract, issued within the last 12 months. Review your details and then click **Submit**.

13. Review and sign legal disclosures

To complete the final step in the onboarding process, click Sign services agreement. Please note that this step can only be executed by an individual assigned the role of **Signatory**.



Sign services agreement


Sign >

14. Review **Processor terms and conditions** and sign.

After reviewing the terms and conditions, an individual nominated as Signatory should scroll down to Signer and select their name from the drop-down list. Tick the box next to "I have read and I accept these terms..." and click **Sign**.

Signer

Select signer ▼

 **Is your name missing from the list of signers?**

[Add yourself as a signer](#)

- ☐ I have read and I accept these terms and confirm that I am a legal representative authorized to accept these terms on behalf of the company. I have taken notice of the privacy statement (www.adyen.com/policies-and-disclaimer/privacy-policy) and I consent to my (personal) data being used for the purposes described therein.

[Go to overview](#)

Sign

15. Return later if any tasks remain **"in review."**

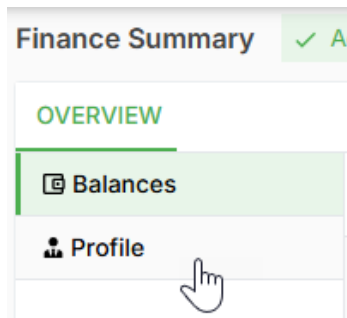
Some of the information provided during this process may need to be verified manually and so the status will be "in review" until that process occurs. If any of the tasks you have completed are in review, please ensure you return in three to five business days to check on the status and take any necessary follow up action.

16. Configure your **Payment Schedule**

Payments processed by Adyen are paid to your club's nominated bank account based on the selections made in your Adyen profile.

To configure your club's payment schedule:

- Visit the Adyen Onboarding tile from the menu
- Select the green Update Profile button at the top right corner of the screen
- Navigate to the Profile button from the menu on the left



Under the Payment Information heading, set your preferred payment schedule using the **Schedule** drop downs.

Set your Payment Schedule by first selecting a frequency: **Weekly** or **Monthly**.

- **If selecting Weekly**, choose the day of the week on which Adyen should trigger the pay out from the next drop-down menu.
- **If selecting Monthly**, choose between Start or End of the month from the next drop down menu.