



FAQ

Adyen Onboarding



Get all your questions answered



What is Adyen?

Adyen is a global payment platform that allows you to accept payments online and in-person. It supports a wide range of payment methods including Visa, Mastercard, AMEX, Apple Pay, Google Pay, and many local payment methods.

Adyen is fully PCI DSS compliant and provides advanced security measures, including tokenization and fraud detection. Your customers' payment data is fully secure with Adyen.

Why are we using Adyen as our payment provider?

Adyen offers robust features, faster settlement times, excellent fraud protection, and seamless integration with our platform. It also allows for greater control over the payment experience and reporting.

Do I need to create an Adyen account separately?

No. We'll handle the creation of your Adyen account as part of your onboarding process. There's no need for you to sign up with Adyen directly.

How will payouts work?

Payouts will be automatically deposited to your nominated bank account based on the schedule configured during onboarding. You'll receive regular settlements minus any fees.

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.

Can I access reports or transaction history?

Yes. You'll be able to view your payment reports and transaction history through our platform.

What currencies can I accept payments in?

Adyen supports multi-currency processing, and JustGo can support all currencies—but they must be configured in your JustGo system. The currencies available to you depend on your location and account setup. Payments received in different currencies are stored separately for ease of management, and you can view them using the currency filter in your Adyen Onboarding dashboard.

How are refunds and chargebacks handled?

Refunds can be initiated directly through our platform. For chargebacks, we'll notify you and provide guidance on responding through the integrated Adyen tools.

What support is available if I face issues with payments?

Our support team (support@justgo.com) is available to help you with any payment-related issues, from setup to disputes. You'll also receive onboarding assistance and documentation tailored for you.

Can I use Adyen for in-person payments too?

Point of sale terminals are available and can be integrated directly into the platform. Please contact our sales team (sales@justgo.com) to learn more about this.

Can I add additional team members to help manage payments or access the Adyen dashboard?

Yes, but this must be done through the JustGo system. You can add team members to your organization by assigning them the appropriate role and permissions that grant access to the Adyen Onboarding dashboard. Access cannot be granted directly through Adyen.

? Why did my business verification fail?

Your verification failed because the submitted company type or legal entity name does not match the official business registry. For example, if your company is registered as “Squash Wales Ltd” but you entered “Squashwales,” this mismatch will result in rejection.

✓ Tip: Ensure the legal entity name exactly matches the name registered with your local government or company registry — including suffixes like “Ltd,” “LLC,” or “Inc.”

? What kind of registration document do I need to upload from my country?

You must upload a government-issued document that proves your business is legally registered. Below are country-specific examples:

United Kingdom

Issuing Authority: Companies House

Registration Number Name: Company Number

Accepted Document: Certificate of Incorporation

Ireland

Issuing Authority: Companies Registration Office

Registration Number Name: Company Number

Accepted Document: Extract from the Commercial Register

United States

Issuing Authority: Internal Revenue Service (IRS)

Registration Number Name: Employer Identification Number (EIN)

Accepted Document: SS-4 Confirmation Letter

Australia

Issuing Authority: Australian Securities & Investments Commission (ASIC)

Registration Number Name: Australian Business Number (ABN) or Australian Company Number (ACN)

Accepted Document: Record of Registration for Business Name

✓ Be sure your uploaded document:

Clearly shows the legal name and registration number

Was issued in the last 12 months or is signed and dated by a legal representative within that period

Matches the legal entity name you submitted (no “trading as” names)



A global sports membership service provider trusted
by over 3 million members

**The admin is done,
JustGo have fun!**

**If you have any further questions,
contact support@justgo.com.**