User Guide

Adyen Onboarding
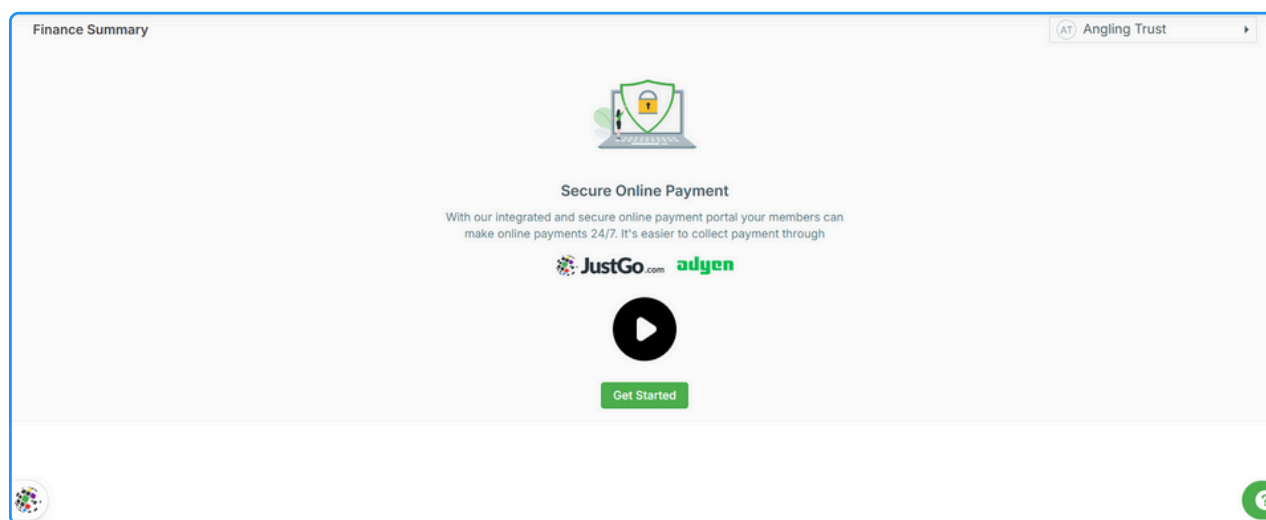
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Your go-to guide to get things done

Welcome to the Merchant Onboarding Help Guide. 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: 01	Launch Your Adyen Onboarding Dashboard

From any screen, open the left-hand menu (≡) and choose **Adyen Onboarding**. Here you'll find the **Secure Online Payment** panel showing your current JustGo + Adyen integration status. Click the **Get Started** button to kick off the onboarding flow.

Step: 02	Provide Organization Details

Once you click **Get Started**, a slide-out form appears (for standalone clubs or NGBs). Complete all required fields—such as your contact email, phone number, country of registration, and full mailing address—and click **Create**. The system validates your entries (e.g. ensuring your address matches the chosen country) before proceeding.

Once your organization details are submitted, you'll be taken to the Adyen portal's first screen. Choose the legal structure that matches your setup—
Sole Proprietorship, **Company**, or **Partnership/Association**—
then click **Next** to continue.

⚠️ **Note**: Selecting **Company** is required and must align with your registered organization type.

Step: 04	Review Your Onboarding Checklist

You'll land on the Set Up Your Account screen, which lists five items you must complete:

1. **Business Details**
2. **Decision-Makers**
3. **Bank Account Details**
4. **Services Agreement** (Sign)
5. **PCI DSS Questionnaire** (Complete)

Each item begins as "Add" or "Sign" and updates to "In Review" or "Verified" once Adyen processes your submission. This checklist ensures all required information and agreements are in place before you go live.
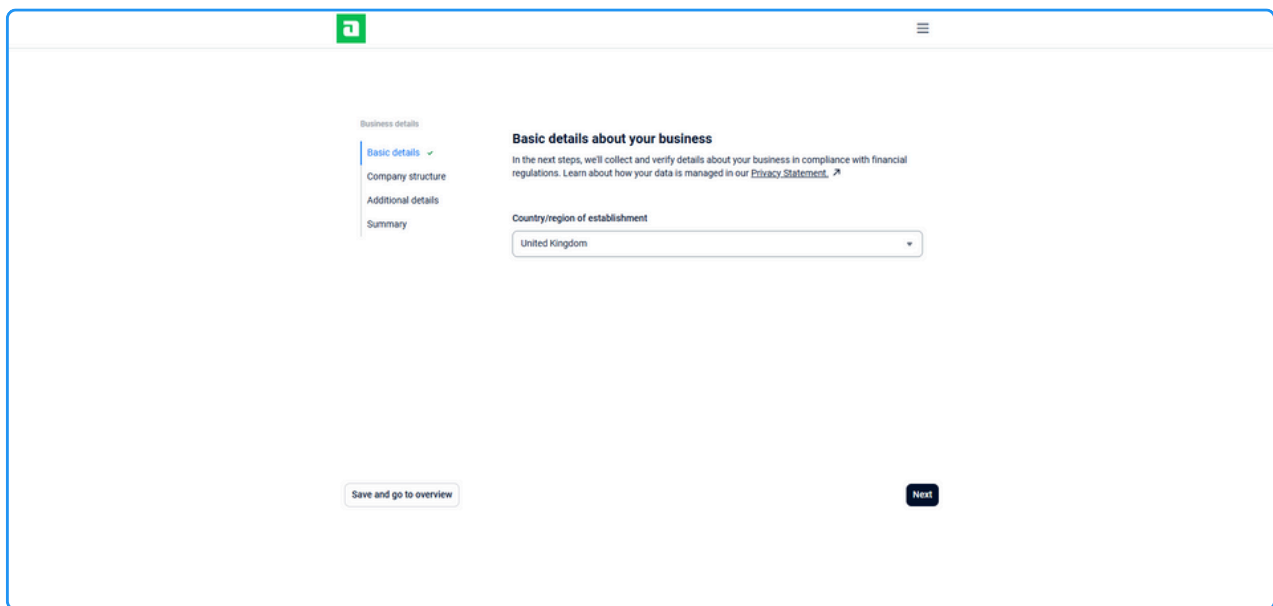

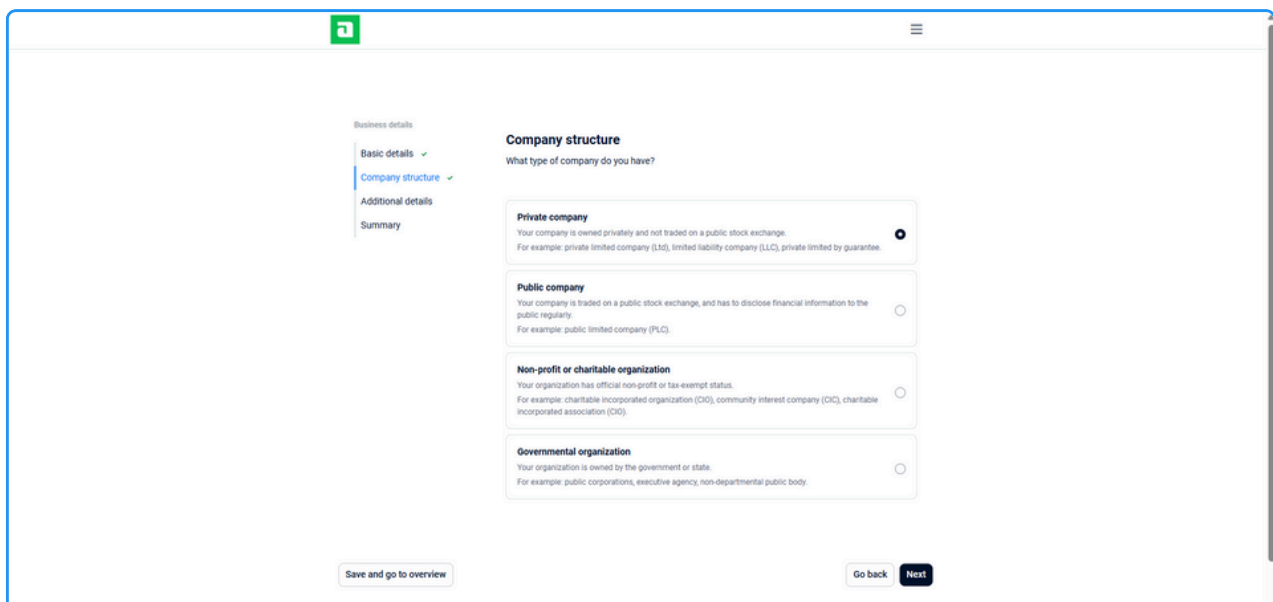| Step: 05	Provide Business Details

Click **Add** under **Business Details** to open a multi-tab form. Complete each section and submit for verification:

1. **Basic Details:** Select your country of registration and enter your primary company information.

2. **Company Structure:** Choose your legal entity type (e.g., private company, public company, non- profit, government).

3. **Additional Details:** The entity name and type you enter **needs to match the government business registry data** of your country. Provide registration identifiers and tax IDs (such as company number, VAT/Tax ID) plus your registered business address.

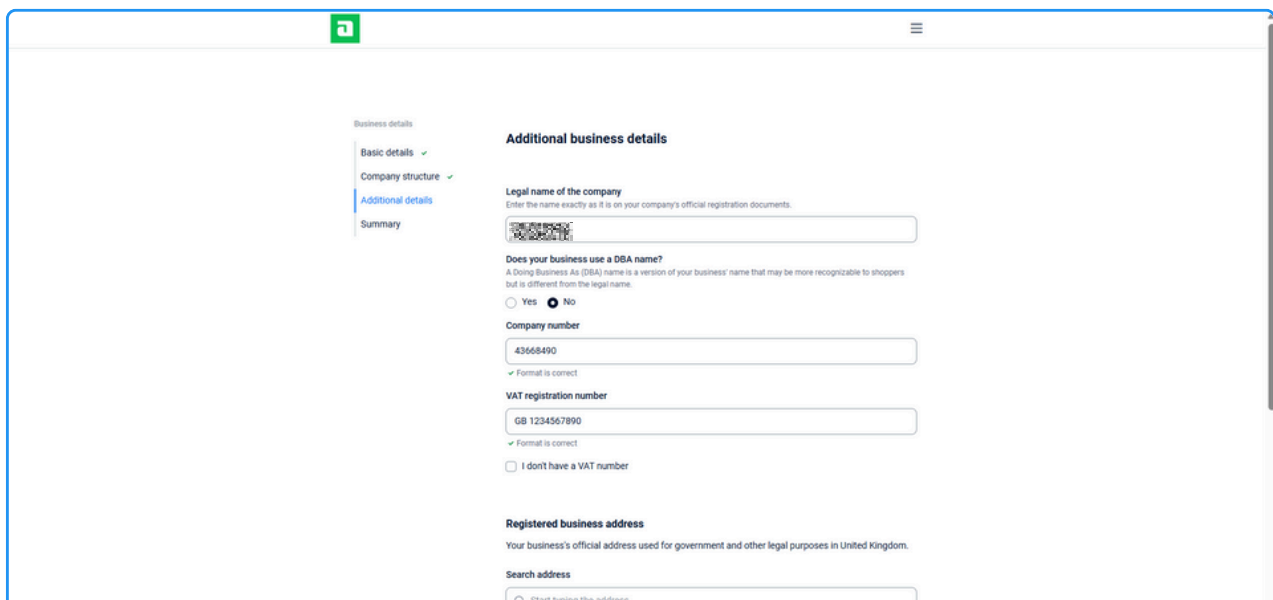4. **Summary:** Review everything, then click **Submit**.

Once submitted, Adyen reviews your details. When approved, "Business Details" will display a **Verified** status.

ℹ️ Uploading Your Business Registration Document (Required)

During onboarding, Adyen may optionally request additional business verification documents to confirm your organization's legal registration. These documents must:
- Be issued by a government authority (e.g. registry or tax office)
- Include your legal entity name and registration number
- Be either:
  - Issued within the last 12 months, or
  - Signed and dated by a legal representative within the last 12 months
- Match the legal name you submitted (not a trading name)

Document examples by country:

Country	Issued By	Reg. Number Name	Document Name
United Kingdom	Companies House	Company Number	Certificate of Incorporation
Ireland	Companies Registration Office	Company Number	Extract from the Commercial Register
United States	Internal Revenue Service (IRS)	Employer Identification Number (EIN)	SS-4 Confirmation Letter
Australia	Australian Securities & Investments Commission (ASIC)	Australian Business Number (ABN) or Australian Company Number (ACN)	Record of Registration for Business Name

📁 File Requirements:
- Formats: PDF, JPG, JPEG, PNG (only 1 file allowed)
- Size limits:
  - PDF: 1 KB–15 MB
  - Images: 100 KB–15 MB

💡 *If your submitted company name doesn't exactly match what's on the registration document (e.g. missing "Ltd"), verification will fail. Be sure to copy the legal name exactly as registered.*

Click **Add** under **Decision-Makers** to list the individuals who legally represent and control your organization. You'll enter a three-tab form to submit each person's details:

- **Required Roles**
- **Owners** (≥ 25% ownership)
- **Controlling Persons** (senior decision-makers if no ≥ 25% owners)
- **Signatories** (authorized to sign contracts)
- **Directors** (company officers)

You must add all applicable roles: either every owner or, if none hold ≥ 25%, every controlling person; at least one signatory; and at least one director.

Form Tabs

1. **Personal Details**: Select role(s) and enter name, date of birth (18+), nationality, etc.
2. **Address**: Provide the individual's current residential address.
3. **Summary**: Review and click Submit.

Each submitted individual appears in the list. The section will show **In Review** or **Verified** once all required roles are added and approved.

Click **Add** under **Bank Account Details** and verify your account by one of two 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.

Once verified, the section updates to **Reviewed**, confirming your payouts and payments are configured.

Step: 08 | 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**, reflecting your complete onboarding checklist.

Final Step | Onboarding Complete

Once all the onboarding requirements are fulfilled and verified — including:

- Business details approved
- All required decision-makers added
- Bank account details verified
- Services agreement and PCI DSS questionnaire signed

You can navigate back to the **Finance Summary** tile from the left menu.
At the top of the page, you will see:

- **Account Status:** ✅ **Active**
- **Payments:** ✅ **Enabled**
- **Payouts:** ✅ **Enabled**

| Finance Summary | ✓ Active | Payments Enabled | Payouts Enabled | Update Profile | AT Angling Trust | ▶ |

OVERVIEW

🗄 Balances
👤 Profile

Balance Summary

Total Balance	Available to payout	Available soon	In transit to bank
£ 0.00	£ 0.00	£ 0.00	£ 0.00

✅ This indicates that your organization is fully onboarded and now ready to **process payments and receive payouts via JustGo and Adyen**.

JustGo.com

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.