



User Guide

Adyen Onboarding



Your go-to guide to get things done

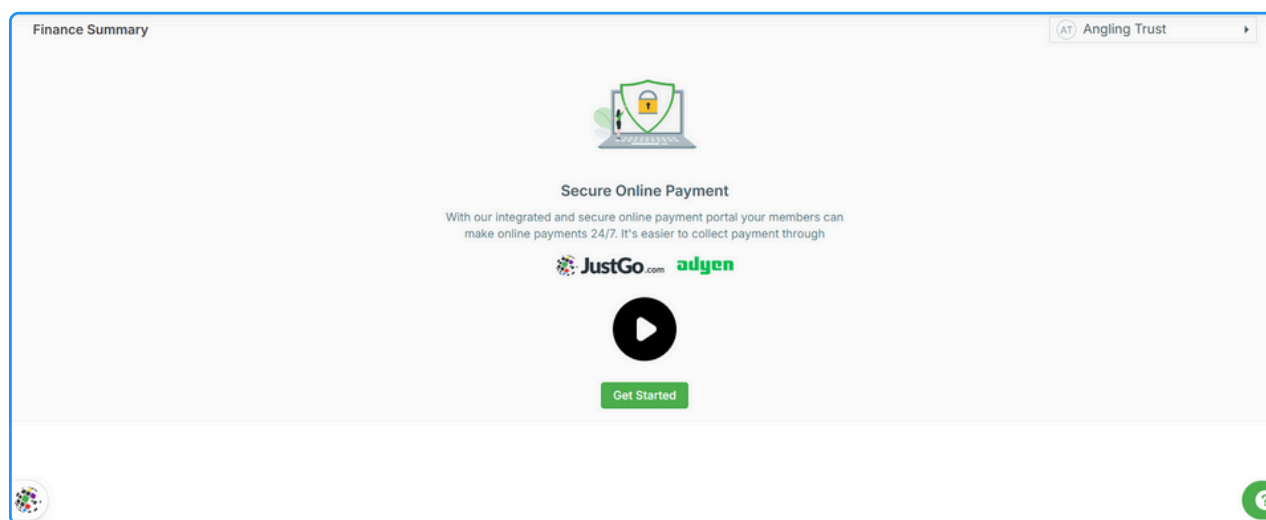


Welcome to the Merchant Onboarding Help Guide. This guide is designed to walk you through the step-by-step process of setting up your organization for payments through Adyen.

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.


Finance Summary



Secure Online Payment

With our integrated and secure online payment portal your members can make online payments 24/7. It's easier to collect payment through

JustGo.com **adyen**



[Get Started](#)

Create Account

Email *

Write your email

Phone Number *

Write your Phone Number

Country *

Select country

Address Line 1 *

Write your Address

City *

City

Post Code *


Write post code

Create


Step: 03 Initiate Adyen Merchant Onboarding

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.




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: private limited company (Ltd), limited liability company (LLC), charitable incorporated organization (CIO).



Partnership, or association
 You're an individual or company, and you use a bank account in the name of a partnership, or association.
 For example: limited liability partnership (LLP), Scottish limited partnership (SLP), co-operative.

Next

[Back to test-adyen-285.justgo.com](#)

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.

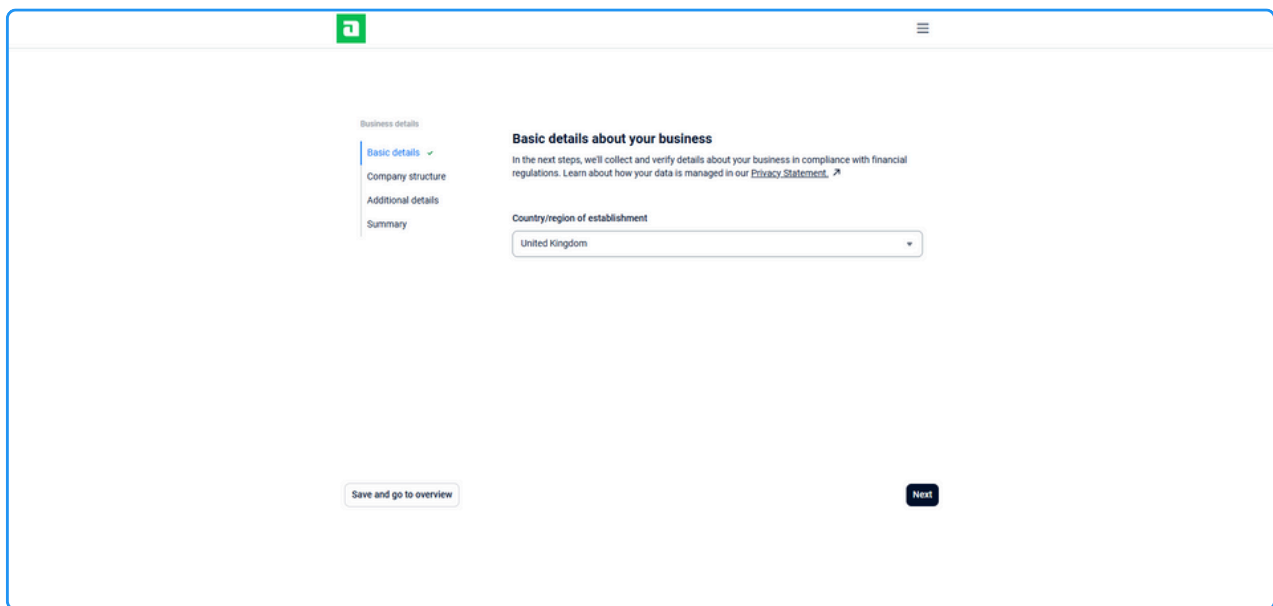
The screenshot shows the 'Set up your account' screen. At the top, it says 'Set up your account' and 'Your business setup: Company'. Below this, it says 'To prepare your account, we need information about your business.' There are three items listed: 'Business details' with an 'Add' button, 'Decision-makers' with an 'Add' button, and a warning message 'You haven't added all required decision-makers'. Below this, it says 'Let us know the bank account you use to send or receive funds.' There is one item listed: 'Bank account details' with an 'Add' button. At the bottom, it says 'To complete this process, review and sign the official documentation.' There are two items listed: 'Sign services agreement' with a 'Sign' button and 'PCI DSS questionnaire' with a 'Sign' button. Both 'Sign' buttons have a small icon indicating they require a signature or decision-maker.

Step: 05 | Provide Business Details

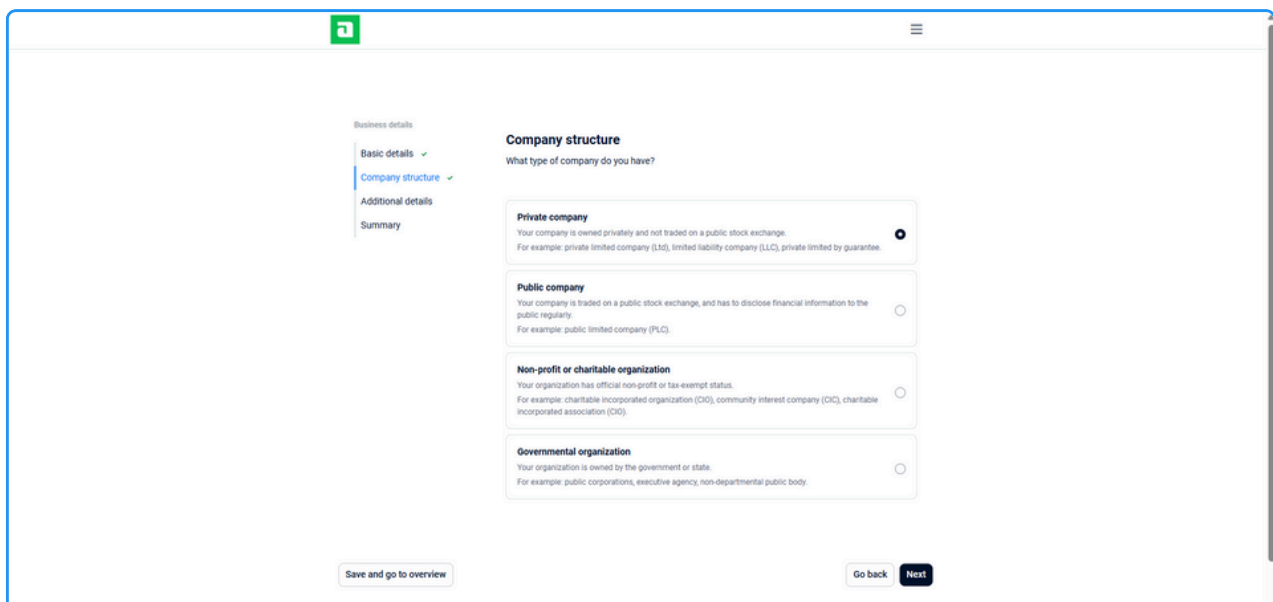
Click **Add** under **Business Details** to open a multi-tab form. Complete each section and submit for verification:

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**.

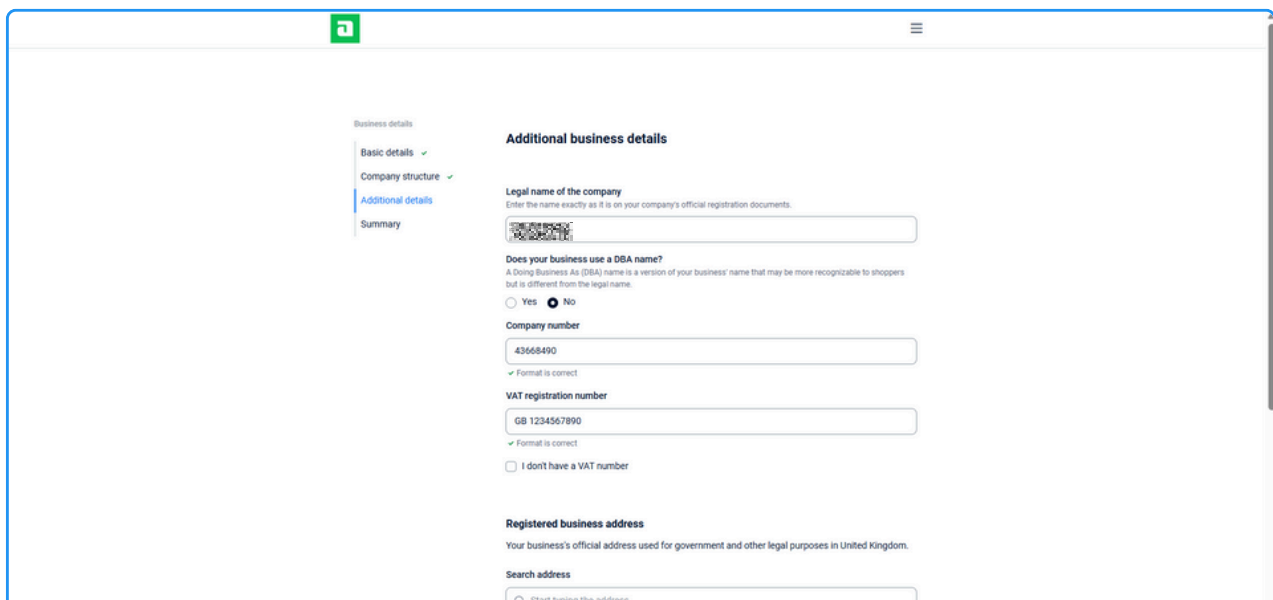
Once submitted, Adyen reviews your details. When approved, “Business Details” will display a **Verified** status.



This screenshot shows the 'Basic details about your business' page in the Adyen dashboard. On the left, a sidebar lists 'Business details' with sub-items: 'Basic details' (checked), 'Company structure', 'Additional details', and 'Summary'. The main content area is titled 'Basic details about your business' and includes a sub-header '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](#).' Below this, there is a dropdown menu for 'Country/region of establishment' with 'United Kingdom' selected. At the bottom, there are two buttons: 'Save and go to overview' and 'Next'.



This screenshot shows the 'Company structure' page in the Adyen dashboard. The sidebar on the left is the same as the previous page, with 'Company structure' now checked. The main content area is titled 'Company structure' with the sub-header 'What type of company do you have?'. It features four radio button options: 'Private company' (selected), 'Public company', 'Non-profit or charitable organization', and 'Governmental organization'. Each option has a brief description and examples. At the bottom, there are three buttons: 'Save and go to overview', 'Go back', and 'Next'.



This screenshot shows the 'Additional business details' page in the Adyen dashboard. The sidebar on the left is the same, with 'Additional details' now checked. The main content area is titled 'Additional business details' and includes several sections: 'Legal name of the company' with a text input field; 'Does your business use a DBA name?' with 'Yes' and 'No' radio buttons; 'Company number' with a text input field showing '43668490' and a 'Format is correct' checkmark; 'VAT registration number' with a text input field showing 'GB 1234567890' and a 'Format is correct' checkmark; and 'Registered business address' with a 'Search address' input field. At the bottom, there is a checkbox for 'I don't have a VAT number'.

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.*

Step: 06 | Add Decision-Makers

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** ($\geq 25\%$ ownership)
- **Controlling Persons** (senior decision-makers if no $\geq 25\%$ owners)
- **Signatories** (authorized to sign contracts)
- **Directors** (company officers)

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

- ✓ **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.

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.

Step: 07 Add Bank Account Details

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.

Payout details

Verification method ✓

Bank account ✓

Bank document

Summary

Add a bank account for payouts

The bank account has to be in your company's name **Angling Trust**

Sort code

✓ Format is correct

Account number

✓ Format is correct

① Payouts to this account can be done in GBP.

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

Save and go to overview

Back Next

Payout details

Verification method ✓

Bank account ✓

Bank document

Summary

Upload a bank document

We need an official document to verify your bank account details.

Voided cheque/Bank letter/Bank statement/Online banking environment

Select a document

- Bank statement
- Deposit slip
- Screenshot of online banking environment
- A letter from your bank
- Check

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.

The screenshot shows the 'Set up your account' page with the following sections:

- Your business setup:** Company (with an edit icon)
- To prepare your account, we need information about your business.**
 - Business details: Verified (with a right arrow)
 - Decision-makers: Verified (with a right arrow)
- Let us know the bank account you use to send or receive funds.**
 - Bank account: ****0003, Verified (with a right arrow and a trash icon)
 - + Add extra bank account
- To complete this process, review and sign the official documentation.**
 - Sign services agreement: Signed (with a right arrow)
 - PCI DSS questionnaire: Download a copy (with a right arrow)

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	Balance Summary				
Profile					
	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.**



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.**