



Payment Plans & Payment History



User Guide for JustGo

What's inside?

- [What is Member Finances?](#)
- [How do I access it?](#)
- [How do I use Member Finances?](#)
- [How do I view my plans?](#)
- [How do I view my payment detail?](#)
- [How do I see my payment dates and amounts?](#)
- [How do I update my card or bank account details?](#)
- [How do I switch payment method?](#)
- [How do I access Payment History?](#)

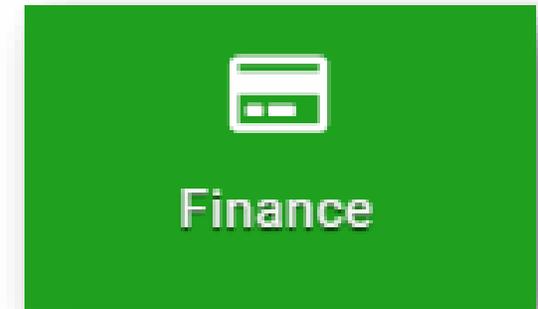
What is Member Finances?



This is a new feature that has been introduced in JustGo. This new Finance area gives members the ability to view and manage their subscription and instalment payment plans for their memberships.

How do I access it?

Once you are logged in, you will find the Finance tile under the Profile & Membership area. Click this tile from either your Home page or via the Menu.



How do I use Member Finances?

There are two different tabs on the top.

Subscription / Instalment Summary

This will show all the active subscription and instalments payment plans for you (and any family members associated with you). You can now view, update and edit an existing subscription or instalment schedule. Click on the required View Plan to do so.



The screenshot shows the 'Member Finances' section with two tabs: 'Subscription Summary' (selected) and 'Instalment Summary'. Below the tabs is a 'Schedules' section with a search bar. A table lists two active subscription plans:

Name	Email Address	No. of Plans	
Akib Rahman (ME000007)	akib@gmail.com	1	View Plans
Asif Rahman (ME000005)	asif.rahman@azolve.com	1	View Plans

At the bottom of the table, there are navigation controls: 'Page: 1 of 1' and 'Displaying 1-2 of 2'.

How do I view my plans?

Click on [View Plans](#) to see your subscription or instalment plans.



Member Finances

[Subscription Summary](#) [Instalment Summary](#)

Schedules

Name	Email Address	No. of Plans	
Akib Rahman (ME000007)	akib@gmail.com	1	View Plans
Asif Rahman (ME000005)	asif.rahman@azolve.com	1	View Plans

Page: 1 of 1 « » ↺ ↻

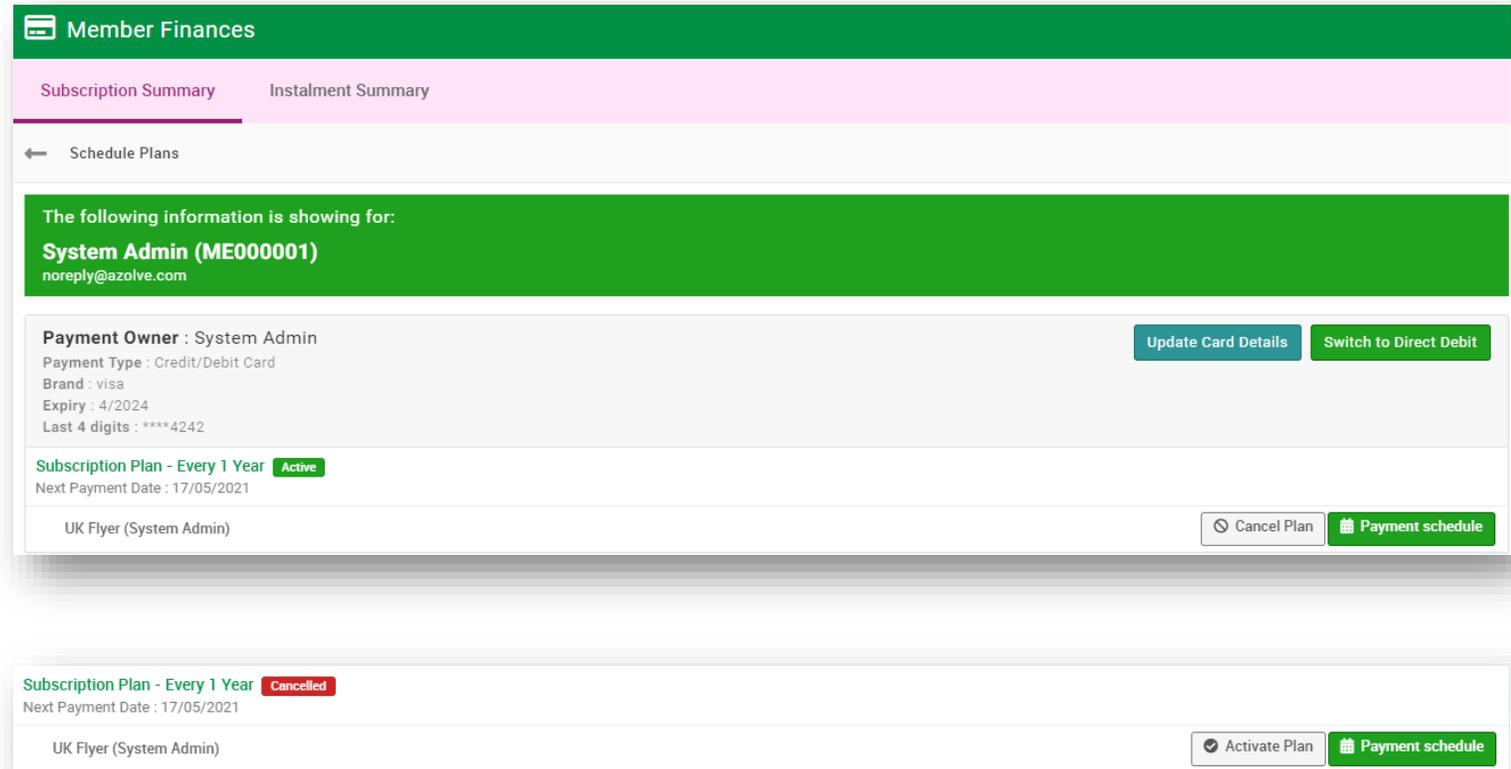
Displaying 1-2 of 2

Continued to next page >

How do I view my plans?

Once you have clicked on View Plan it will show all your payment plans and their current state. If a subscription or instalment is active they are highlighted with a green **Active** sign. **Cancelled** ones are shown in red.

You can activate or cancel at any time using the Cancel Plan or Activate Plan buttons indicated below.



The screenshot displays the 'Member Finances' section with tabs for 'Subscription Summary' and 'Instalment Summary'. A 'Schedule Plans' link is visible. The main content area shows information for 'System Admin (ME000001)' with email 'noreply@azolve.com'. Below this, two subscription plans are listed:

- Subscription Plan - Every 1 Year** (Active): Includes buttons for 'Update Card Details' and 'Switch to Direct Debit'. The next payment date is 17/05/2021. The plan is associated with 'UK Flyer (System Admin)' and has 'Cancel Plan' and 'Payment schedule' buttons.
- Subscription Plan - Every 1 Year** (Cancelled): Includes buttons for 'Activate Plan' and 'Payment schedule'. The next payment date is 17/05/2021. The plan is associated with 'UK Flyer (System Admin)'.

How do I view my payment detail?

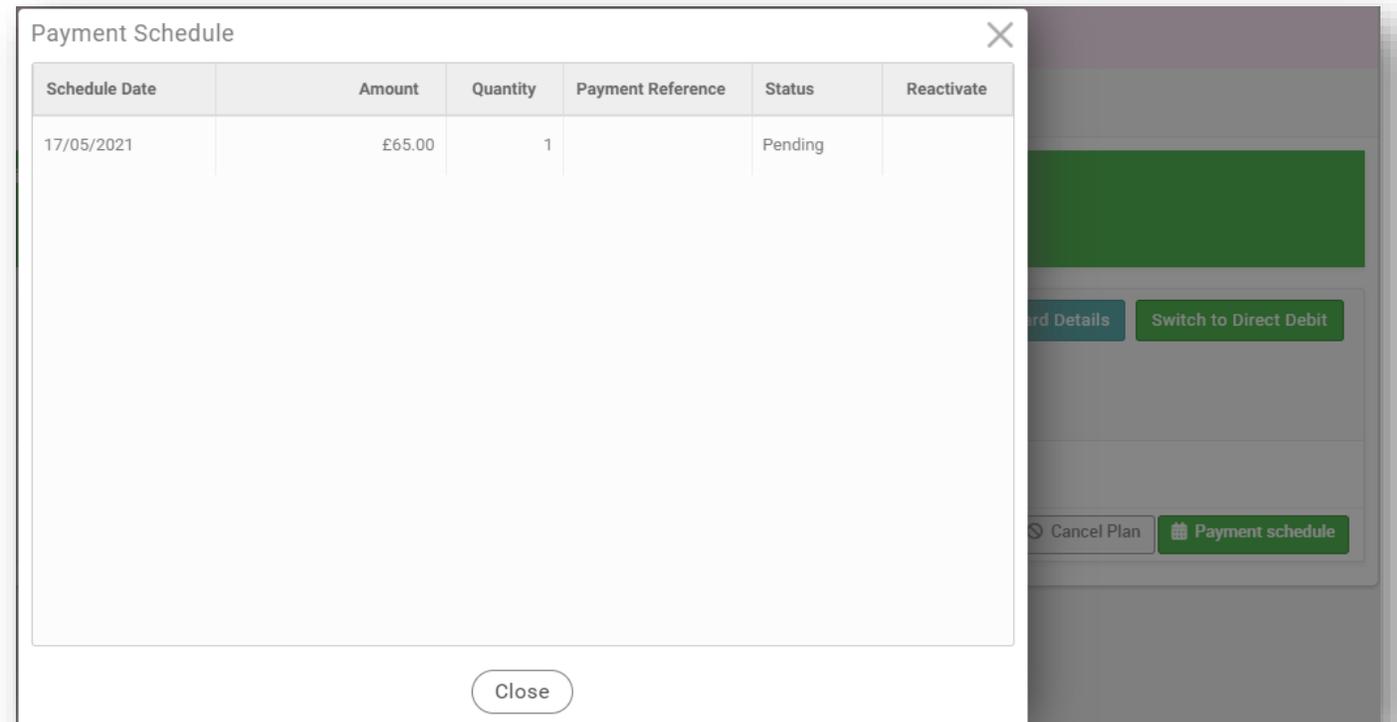
Your payment method and details are shown in the area on the left. Different memberships/ items can be on different payment methods.



A screenshot of a payment details interface. On the left, the following information is displayed: **Payment Owner** : System Admin, **Payment Type** : Credit/Debit Card, **Brand** : visa, **Expiry** : 4/2024, and **Last 4 digits** : ****4242. On the right side of the interface, there are two buttons: a blue button labeled "Update Card Details" and a green button labeled "Switch to Direct Debit".

How do I see my payment dates and amounts?

You can view your payment dates and amounts for your subscription or instalment plans by selecting the green **Payment Schedule** button. The information then appears in the Payment Schedule box.



The screenshot shows a modal window titled "Payment Schedule" with a close button (X) in the top right corner. The modal contains a table with the following data:

Schedule Date	Amount	Quantity	Payment Reference	Status	Reactivate
17/05/2021	£65.00	1		Pending	

At the bottom of the modal is a "Close" button. In the background, a blurred view of the user interface shows buttons for "Card Details", "Switch to Direct Debit", "Cancel Plan", and "Payment schedule".

How do I update my card or bank account details?

If you need to update your credit/debit card or bank account details, i.e. if your existing card has expired or your bank account has changed, click the required button. Press **Update** to save.

Update Bank Details

Switch to Credit/Debit Card

Update Card Details

Switch to Direct Debit

How do I switch payment method?

You can change your payment method, i.e. from Direct Debit to Credit/Debit card or vice versa. Click on the required button in the area indicated

Update Bank Details

Switch to Credit/Debit Card

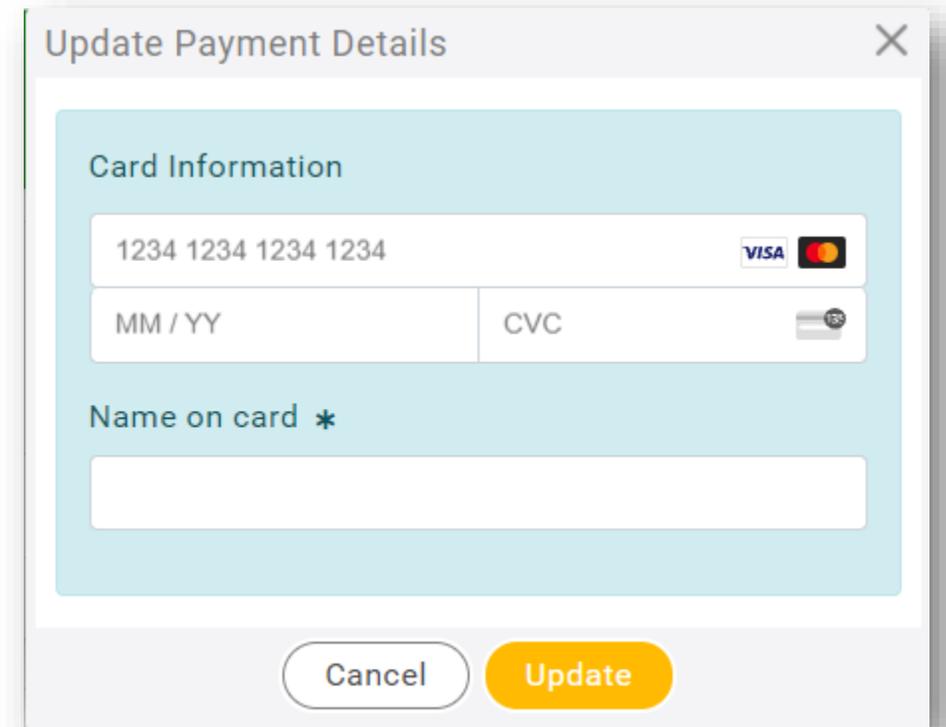
Update Card Details

Switch to Direct Debit

Continued to next page >

How do I switch payment method?

Enter the card detail and click on **update** to save the new payment method.



The screenshot shows a dialog box titled "Update Payment Details" with a close button (X) in the top right corner. The dialog contains a light blue section for "Card Information" with the following fields:

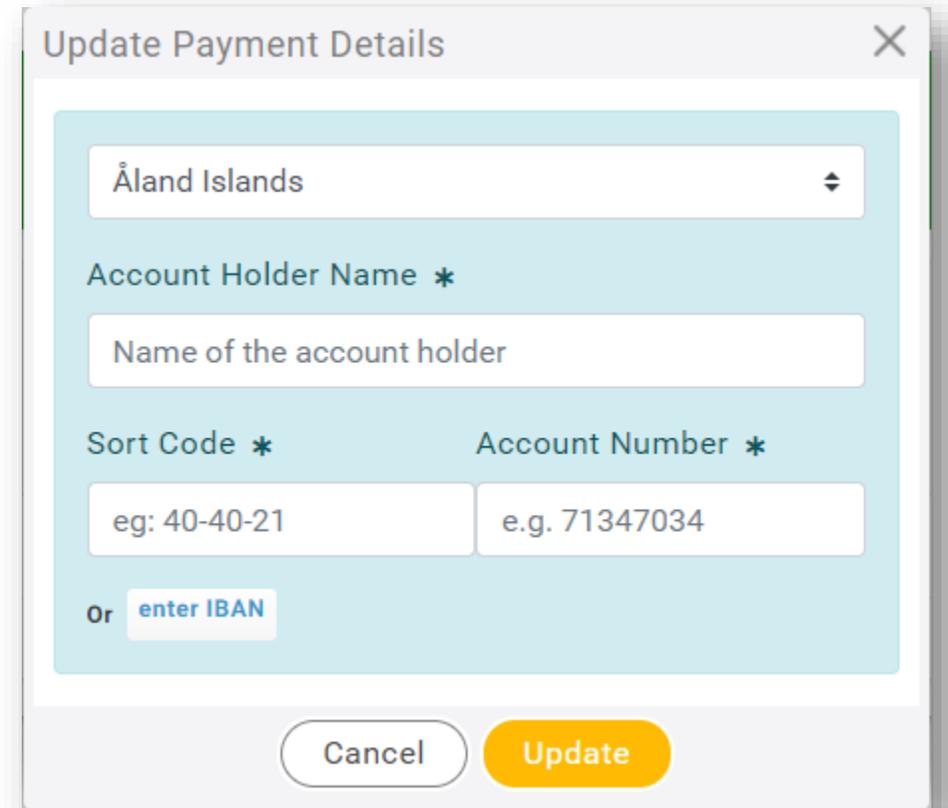
- Card number: 1234 1234 1234 1234, with VISA and Mastercard logos to the right.
- Expiration date: MM / YY, with a calendar icon to the right.
- CVC: CVC, with a card icon to the right.
- Name on card: Name on card *

At the bottom of the dialog, there are two buttons: "Cancel" (white with a grey border) and "Update" (yellow).

Continued to next page >

How do I switch payment method?

To switch it back from credit/ debit card to direct debit click on the switch to direct debit and enter the required bank details.

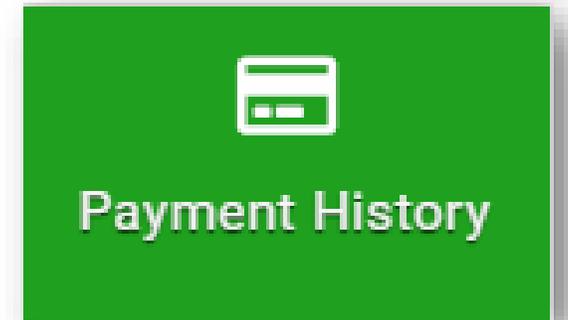


The screenshot shows a modal window titled "Update Payment Details" with a close button (X) in the top right corner. The form is light blue and contains the following fields:

- A dropdown menu with "Åland Islands" selected.
- A required field "Account Holder Name *" with a text input containing "Name of the account holder".
- Two required fields: "Sort Code *" with a text input containing "eg: 40-40-21" and "Account Number *" with a text input containing "e.g. 71347034".
- A link "Or enter IBAN" below the Sort Code and Account Number fields.
- At the bottom, there are two buttons: "Cancel" (white with a grey border) and "Update" (yellow).

How do I access Payment History?

You will find the Payment History tile under the Profile & Membership area from the Menu.



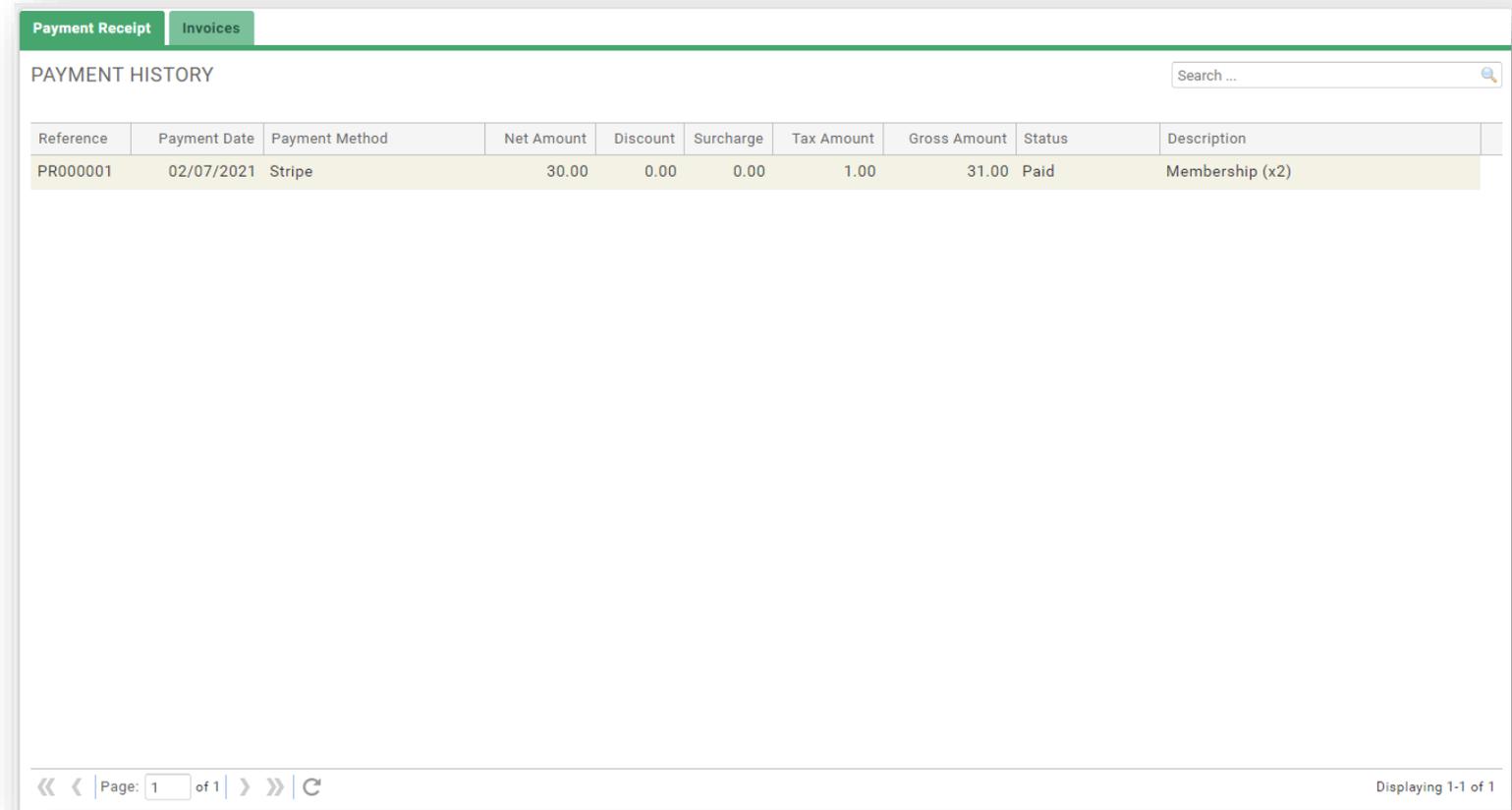
How do I access Payment History?



There are two different tabs on the top.

Payment History & Invoices

This will show all the previous payments made & invoices generated by you (and any family members associated with you).

A screenshot of the JustGo.com web interface showing the 'Payment History' section. At the top, there are two tabs: 'Payment Receipt' and 'Invoices', with 'Invoices' being the active tab. Below the tabs, the title 'PAYMENT HISTORY' is displayed next to a search bar. A table with 10 columns is shown: Reference, Payment Date, Payment Method, Net Amount, Discount, Surcharge, Tax Amount, Gross Amount, Status, and Description. One row of data is visible, representing a payment made on 02/07/2021 via Stripe for a membership fee. The bottom of the interface shows a pagination control indicating 'Page: 1 of 1' and a refresh icon, along with the text 'Displaying 1-1 of 1'.