## How do I cancel a member's transaction?

25/09/2025 3:25 pm AEST

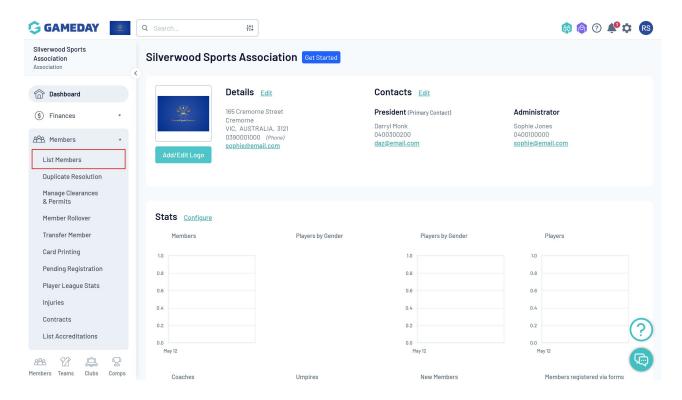
## Overview

GameDay Passport administrators can manually mark an existing transaction as 'cancelled' on a member's record. This can be useful for your reporting and data integrity if it is commonplace to carry our cancellations in-person or over the phone, rather than processing refunds through the system.

## Step-by-Step

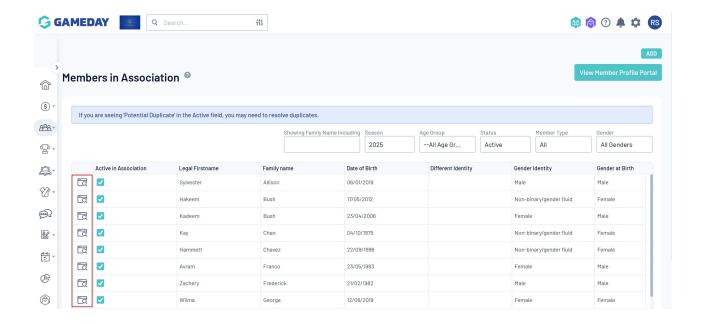
Step 1: Navigate to your Member List

In the left-hand menu, click Members > LIST MEMBERS



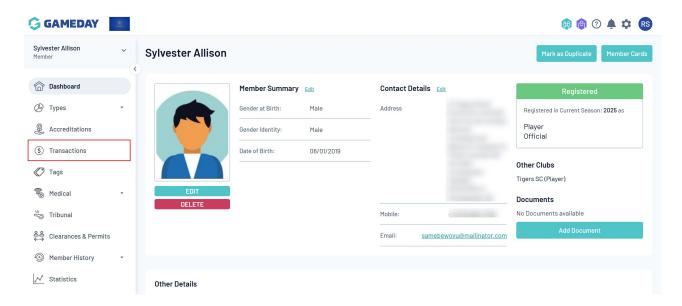
Step 2: View the relevant member

Find the applicable member, then click the VIEW (magnifying glass) icon to open their record



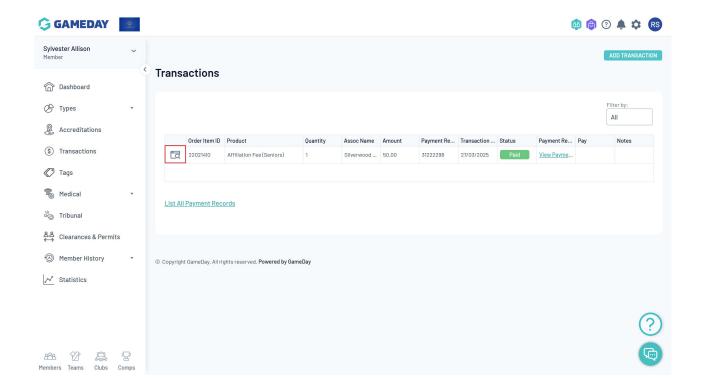
Step 3: Open the member's Transaction list

On the member record, select TRANSACTIONS in the left-hand menu



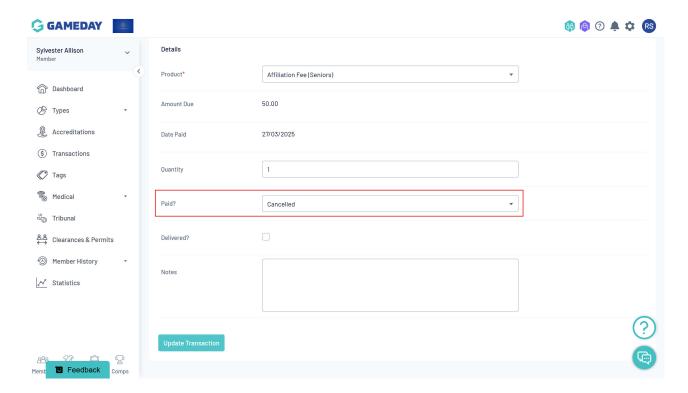
Step 4: View the transaction you want to mark as cancelled

Click the VIEW button next to the transaction you wish to cancel



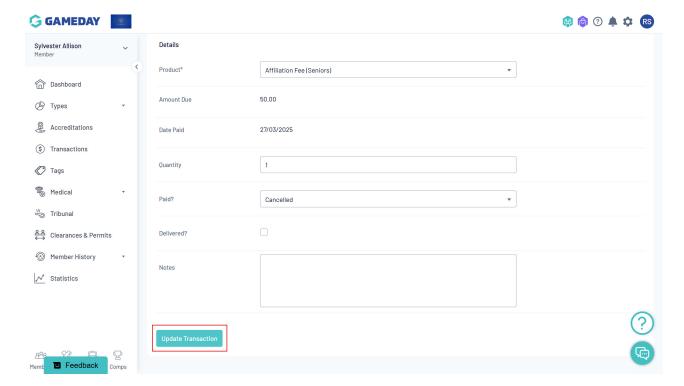
Step 5: Update the paid status to Cancelled

In the Paid? field, update the status to CANCELLED



Step 6: Update the transaction

Click UPDATE TRANSACTION



The transaction status will then be updated to reflect the refund

## Watch

Your browser does not support HTML5 video.