

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 out 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**

The screenshot shows the GameDay Passport interface for the Silverwood Sports Association. The left-hand menu is visible, with the 'Members' section expanded and 'List Members' highlighted with a red box. The main content area displays the association's details, including its logo, address (165 Cremorne Street, Cremorne, VIC, AUSTRALIA, 3121), phone number (0390001000), and email (sophie@email.com). Below this, there are sections for 'Contacts' (President: Darryl Monk, Administrator: Sophie Jones) and 'Stats' (Members, Players by Gender, New Members, Members registered via forms). The interface includes a search bar at the top and various navigation icons at the bottom.

Step 2: View the relevant member

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

GAMEDAY Search... RS

Members in Association ADD View Member Profile Portal

If you are seeing 'Potential Duplicate' in the Active field, you may need to resolve duplicates.

Showing Family Name Including Season Age Group Status Member Type Gender

Active in Association	Legal Firstname	Family name	Date of Birth	Different Identity	Gender Identity	Gender at Birth
<input checked="" type="checkbox"/>	Sylvester	Allison	06/01/2019		Male	Male
<input checked="" type="checkbox"/>	Hakeem	Bush	17/05/2012		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Kadeem	Bush	23/04/2006		Female	Male
<input checked="" type="checkbox"/>	Kay	Chan	04/10/1975		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Hammett	Chavez	22/09/1996		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Avram	Franco	23/05/1983		Female	Male
<input checked="" type="checkbox"/>	Zachery	Frederick	21/02/1982		Male	Male
<input checked="" type="checkbox"/>	Wilma	George	12/06/2019		Female	Female

Step 3: Open the member's Transaction list

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

GAMEDAY RS

Sylvester Allison Mark as Duplicate Member Cards

Dashboard

- Types
- Accreditations
- Transactions**
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics


Member Summary Edit


Gender at Birth: Male

Gender Identity: Male

Date of Birth: 06/01/2019

Contact Details Edit

Address: 

Mobile: 

Email: samebewovu@mailinator.com

Registered

Registered in Current Season: 2025 as Player Official

Other Clubs

Tigers SC (Player)

Documents

No Documents available

Add Document

Other Details

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

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

GAMEDAY

RS

Sylvester Allison

Member

Dashboard

Types

Accreditations

Transactions

Tags

Medical

Tribunal

Clearances & Permits

Member History

Statistics

Members

Teams

Clubs

Comps

ADD TRANSACTION

Transactions

Filter by:

All

Order Item ID	Product	Quantity	Assoc Name	Amount	Payment Re...	Transaction ...	Status	Payment Re...	Pay	Notes
22021410	Affiliation Fee (Seniors)	1	Silverwood ...	50.00	31222298	27/03/2025	Paid	View Payme...		

List All Payment Records

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Step 5: Update the paid status to Cancelled

In the Paid? field, update the status to **CANCELLED**

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Sylvester Allison

Member

Dashboard

Types

Accreditations

Transactions

Tags

Medical

Tribunal

Clearances & Permits

Member History

Statistics

Members

Teams

Clubs

Comps

Details

Product*

Affiliation Fee (Seniors)

Amount Due

50.00

Date Paid

27/03/2025

Quantity

1

Paid?

Cancelled

Delivered?

Notes

Update Transaction

?

Step 6: Update the transaction

Click **UPDATE TRANSACTION**

Sylvester Allison
Member

- Dashboard
- Types
- Accreditations
- Transactions
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics

Members **Feedback** Comps

Details

Product* Affiliation Fee (Seniors)

Amount Due 50.00

Date Paid 27/03/2025

Quantity

Paid? Cancelled

Delivered? ☐

Notes

Update Transaction



The transaction status will then be updated to reflect the refund

Watch

Your browser does not support HTML5 video.

