



How do I cancel a member's transaction?

Last Modified on 27/03/2025 2:55 pm AEDT

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**

The screenshot shows the GameDay Passport interface for the Silverwood Sports Association. The left-hand menu has 'List Members' highlighted with a red box. The main content area displays the association's details, contacts, and statistics.

Silverwood Sports Association [Get Started](#)

Details [Edit](#)

165 Cremorne Street
Cremorne
VIC, AUSTRALIA, 3121
0390001000 (Phone)
sophie@email.com

Add/Edit Logo

Contacts [Edit](#)

President (Primary Contact)
Darryl Monk
0400300200
daz@email.com

Administrator
Sophie Jones
0400100000
sophie@email.com

Stats [Configure](#)

Members, Players by Gender, New Members, Members registered via forms

Step 2: View the relevant member

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

GAMEDAY

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: 2025 Age Group: --All Age Gr... Status: Active Member Type: All Gender: All Genders

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

Sylvester Allison Mark as Duplicate Member Cards

Dashboard


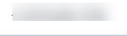
- Types
- Accreditations
- Transactions**
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics

Member Summary [Edit](#)

Gender at Birth: Male
 Gender Identity: Male
 Date of Birth: 06/01/2019

[EDIT](#) [DELETE](#)

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

- Sylvester Allison Member
- Dashboard
- Types
- Accreditations
- Transactions
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics
- Members
- Teams
- Clubs
- Comps

Transactions

ADD TRANSACTION

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

- 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 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

Details

Product* Affiliation Fee (Seniors)

Amount Due 50.00

Date Paid 27/03/2025

Quantity 1

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.

