

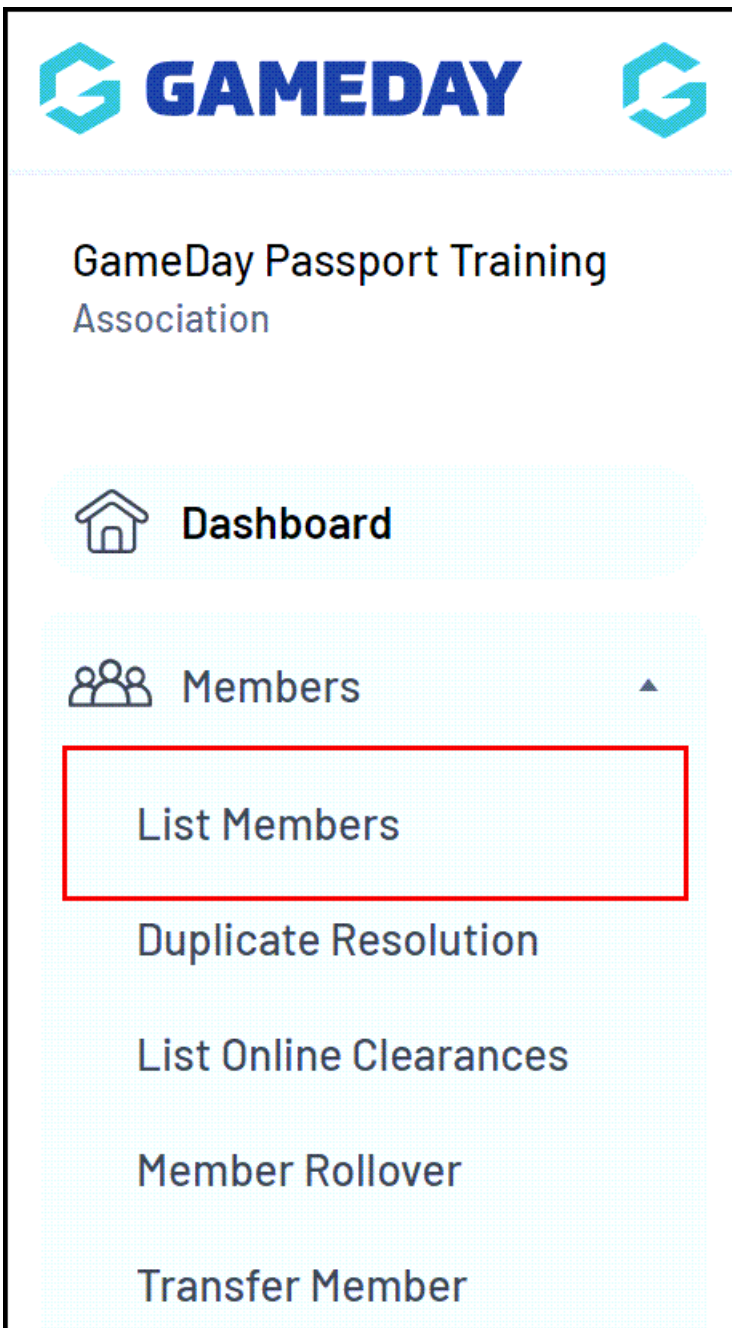


How can a member pay for an unpaid transaction?

Last Modified on 15/04/2024 10:27 am AEST

If a member has processed a registration with your organisation through one of your Passport registration forms, but selected to Pay Later or failed to complete a successful online payment, they will have an **Unpaid Transaction** record listed against their member record. As an administrator, you can process an online payment through the back-end Passport membership database following the steps below:

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



Card Printing

Player League Stats

Injuries

List Accreditations



Competitions



Clubs



Teams



Members



Teams



Clubs



Comps

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

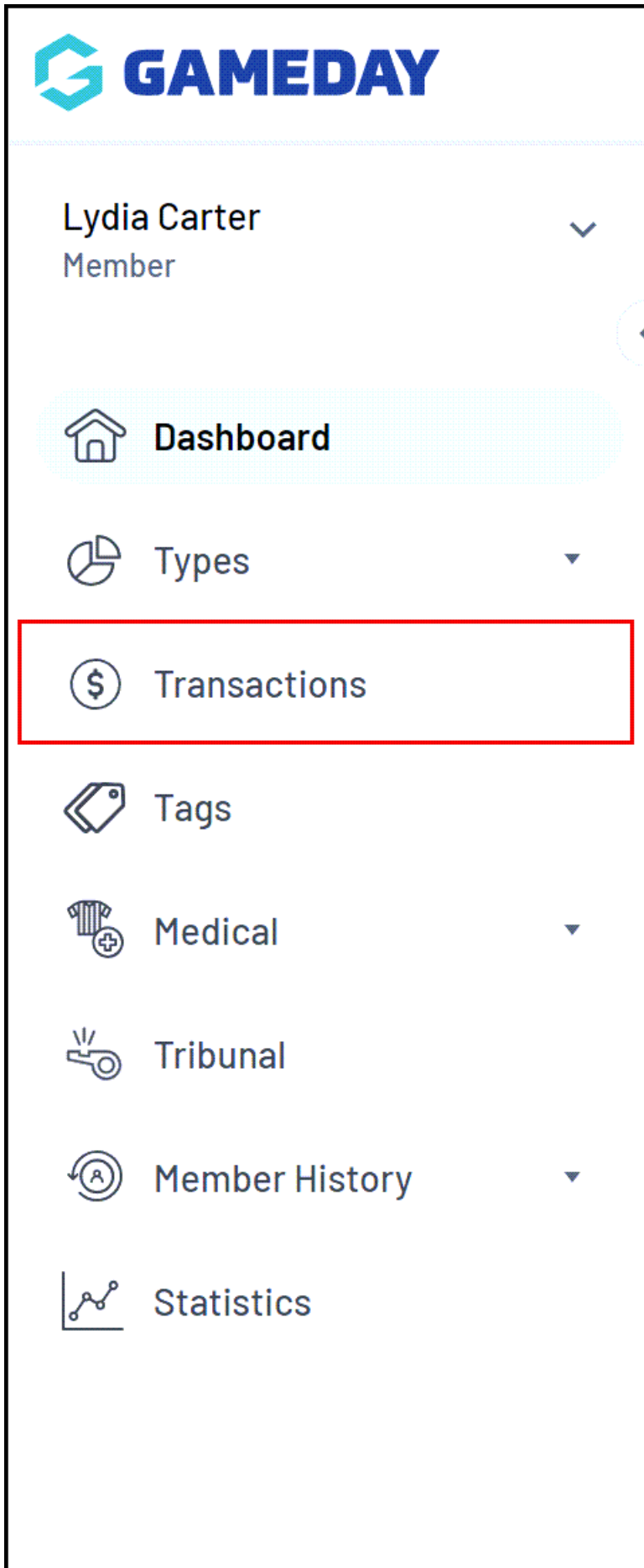
Members in Association ADD ?

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:

	Family name	Legal Firstname	Active in Association	Date of Birth	Suburb	Telephone Number (Mobile)
	Carter	Lydia	<input checked="" type="checkbox"/>	12/09/2017		
	Collins	Karina	<input checked="" type="checkbox"/>	25/07/1997		
	Hanslow	David	<input checked="" type="checkbox"/>	04/03/2020		
	Hardy	Jennifer	<input checked="" type="checkbox"/>	26/11/1985		
	Hays	Mala	<input checked="" type="checkbox"/>	01/01/2006		
	Hess	Wyoming	<input checked="" type="checkbox"/>	20/04/2014		
	Holland	Alexandra	<input checked="" type="checkbox"/>	21/07/1990		

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



The image shows a vertical sidebar menu for the GAMEDAY system. At the top is the GAMEDAY logo. Below it, the member name 'Lydia Carter' and role 'Member' are displayed with a dropdown arrow. The menu items are: 'Dashboard' (home icon), 'Types' (pie chart icon), 'Transactions' (dollar sign icon, highlighted with a red box), 'Tags' (tag icon), 'Medical' (first aid icon), 'Tribunal' (gavel icon), 'Member History' (refresh icon), and 'Statistics' (line graph icon). Each item has a corresponding icon and a dropdown arrow.

GAMEDAY

Lydia Carter
Member

Dashboard

Types

Transactions

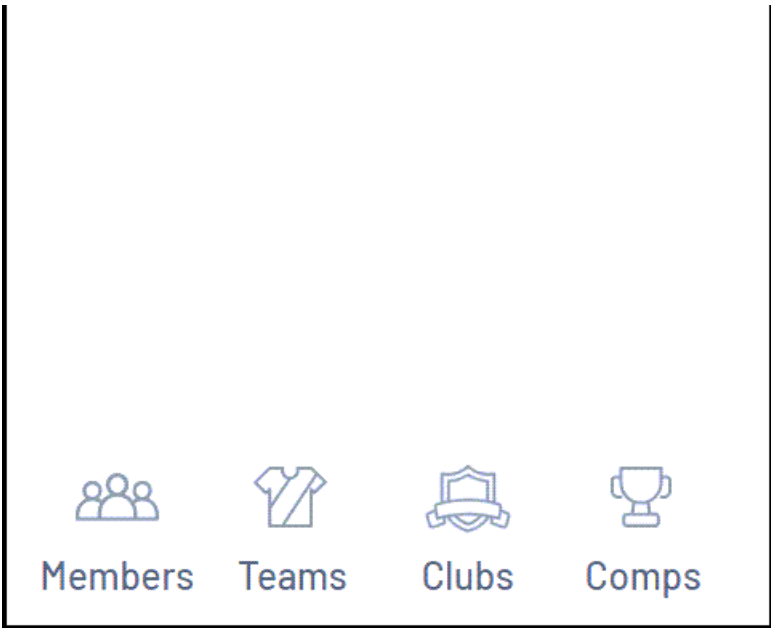
Tags

Medical

Tribunal

Member History

Statistics



4. Tick the **PAY** checkbox for the unpaid order

Transactions ADD TRANSACTION

Filter by:

Order Item ID	Product	Quantity	Assoc Name	Amount	Start	End	Status	Payment Record	Pay	Notes	Payment Receipt
18212502	Membership-2...	1	GameDay Pass...	100.00	07/02/2023		Paid	View Payment...	<input type="checkbox"/>		View Receipt
18215688	Membership-2...	1	GameDay Pass...	100.00			Unpaid	Delete Transac...	<input type="checkbox"/>		

[List All Payment Records](#)

5. Process the payment online through our online credit card gateway by selecting **PROCESS PAYMENT VIA PAYMENT GATEWAY**:

Order Item ID	Product	Quantity	Assoc Name	Amount	Start	End	Status	Payment Record	Pay	Notes	Payment Receipt
18212502	Membership-2...	1	GameDay Pass...	100.00	07/02/2023		Paid	View Payment...	<input type="checkbox"/>		View Receipt
18215688	Membership-2...	1	GameDay Pass...	100.00			Unpaid	Delete Transac...	<input checked="" type="checkbox"/>		

[List All Payment Records](#)

[Process Payment via Payment Gateway](#)

6. Click **PAY**, then enter the credit card details to process a live payment:

Payments Checkout

Order Item ID	Product	Name	Price
1182156882	Membership - 2023 Membership Fee	Lydia Carter	\$100.00
Total			\$100.00

Pay Now: Select a Payment Method



Pay with Credit/Debit Card, Apple Pay or Google Pay

Pay