



How do I mark a member's transaction as refunded?

Last Modified on 27/03/2025 2:42 pm AEDT

Overview

GameDay Passport administrators can mark an existing transaction as refunded on a member's record.

Note: To learn how to process a live refund directly through Passport, [click here](#)

Once the refund has been processed according to your club's or association's refund policy you can change the transaction status from paid to cancelled in the system.

Step-by-Step

Step 1: Navigate to your Member List

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

The screenshot displays the GameDay Passport interface for the Silverwood Sports Association. The left-hand menu is visible, with the 'Members' section expanded and 'List Members' highlighted. The main content area shows the association's details, including its name, address (165 Cremorne Street, Cremorne VIC, AUSTRALIA, 3121), and contact information for the President (Darryl Monk) and Administrator (Sophie Jones). Below this, there are four empty charts labeled 'Members', 'Players by Gender', 'New Members', and 'Members registered via forms'. The bottom of the interface shows navigation icons for Members, Teams, Clubs, and Comps.

Step 2: View the relevant member

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

GAMEDAY Search...

Members in Association [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
	Sylvester	Allison	06/01/2019		Male	Male
	Hakeem	Bush	17/05/2012		Non-binary/gender fluid	Female
	Kadeem	Bush	23/04/2006		Female	Male
	Kay	Chan	04/10/1975		Non-binary/gender fluid	Female
	Hammett	Chavez	22/09/1996		Non-binary/gender fluid	Female
	Avram	Franco	23/05/1983		Female	Male
	Zachery	Frederick	21/02/1982		Male	Male
	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 Member

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: samebewoyu@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 refunded

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

Sylvester Allison
Member

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 Refunded

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

Sylvester Allison
Member

Transactions

To modify this information change the information in the boxes below and when you have finished press the 'Update Transaction' button.

Note: All boxes marked with a * are compulsory and must be filled in.

Details

Product* Affiliation Fee (Seniors)

Amount Due 50.00

Date Paid 27/03/2025

Quantity 1

Paid? Refunded


Delivered? ☐


Notes


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Step 6: Update the transaction


Click **UPDATE TRANSACTION**


GAMEDAY





Dashboard


Types


Accreditations


Transactions


Tags


Medical


Tribunal


Clearances & Permits

Member History

Statistics

Members

Feedback

Comps

Sylvester Allison

Member

<

Product*

Affiliation Fee (Seniors)

Amount Due

50.00

Date Paid

27/03/2025

Quantity

1

Paid?

Refunded


Delivered?


☐


Notes


Update Transaction


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The transaction status will then be updated to reflect the refund

Watch

Your browser does not support HTML5 video.

