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

24/10/2025 10:04 am AEDT

Overview

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

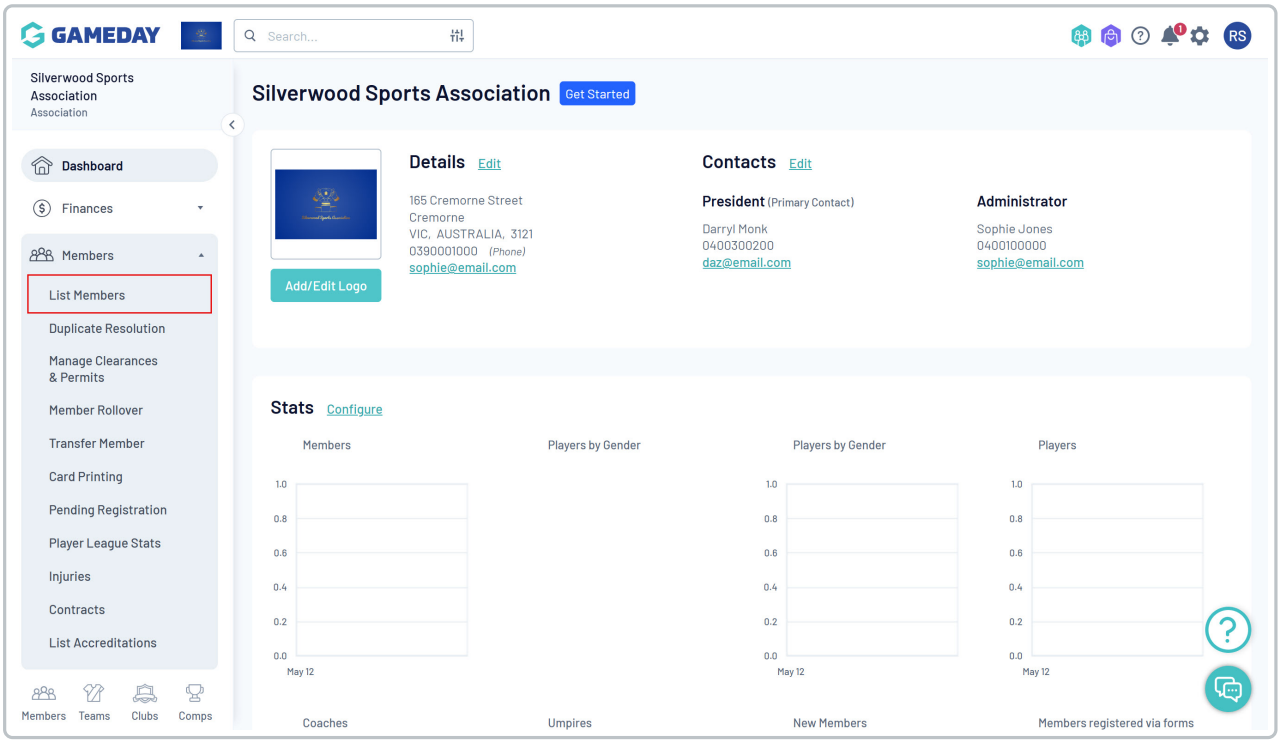
> **Note:** To learn how to process a live refund directly through Passport, click here

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

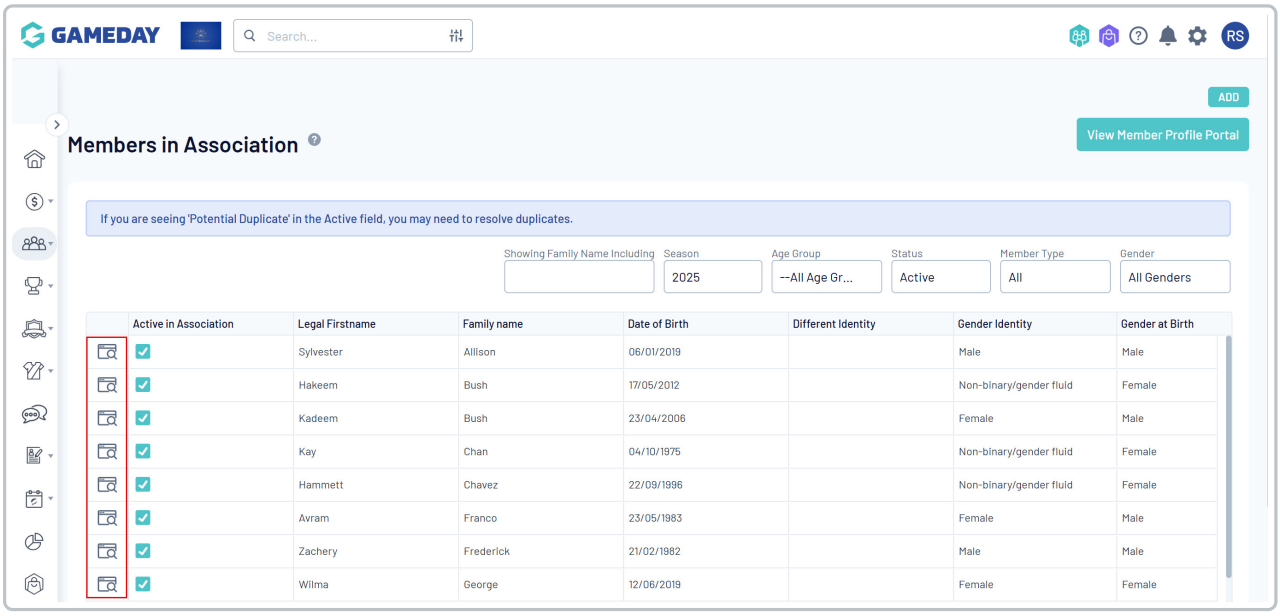
Step 1: Navigate to your Member List

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



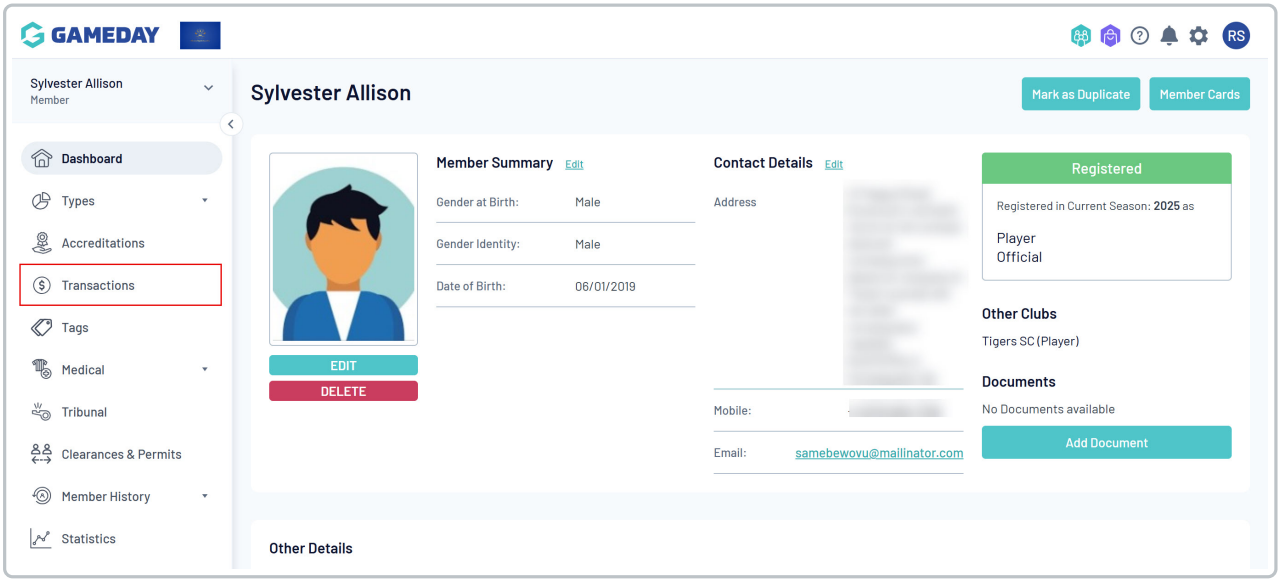
Step 2: View the relevant member

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



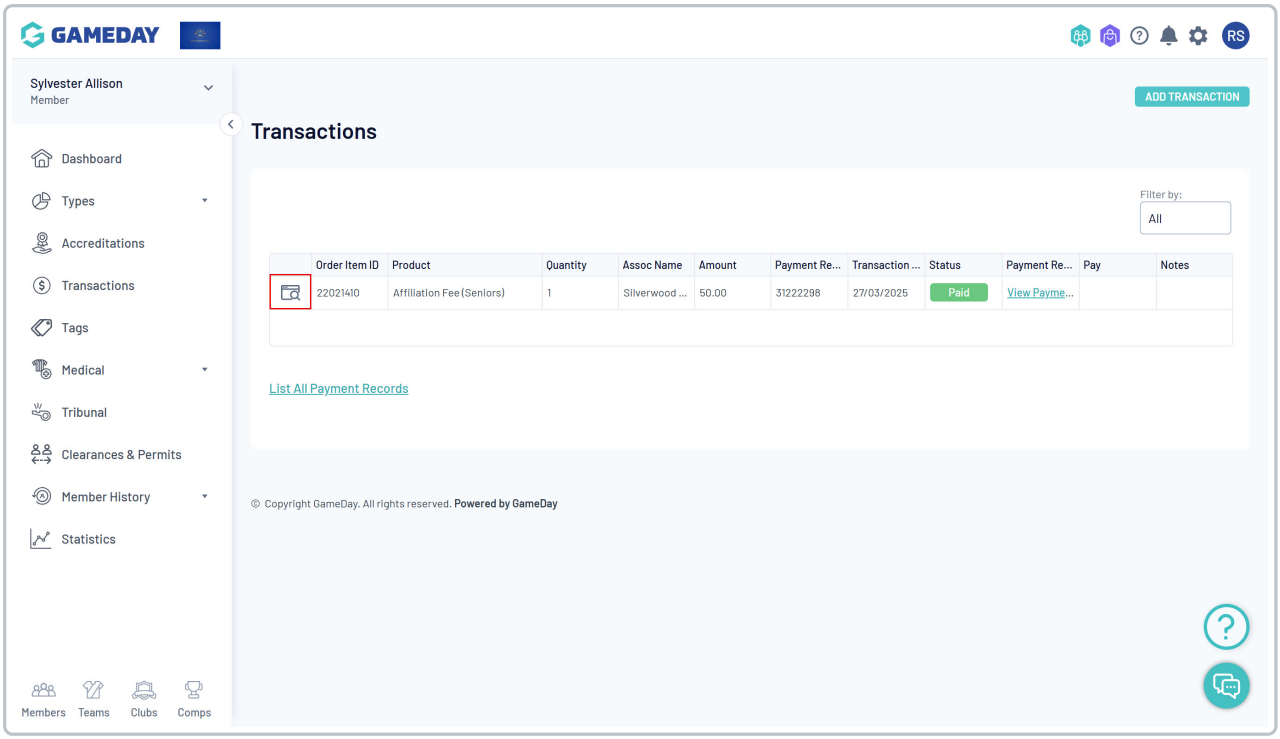
Step 3: Open the member's Transaction list

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



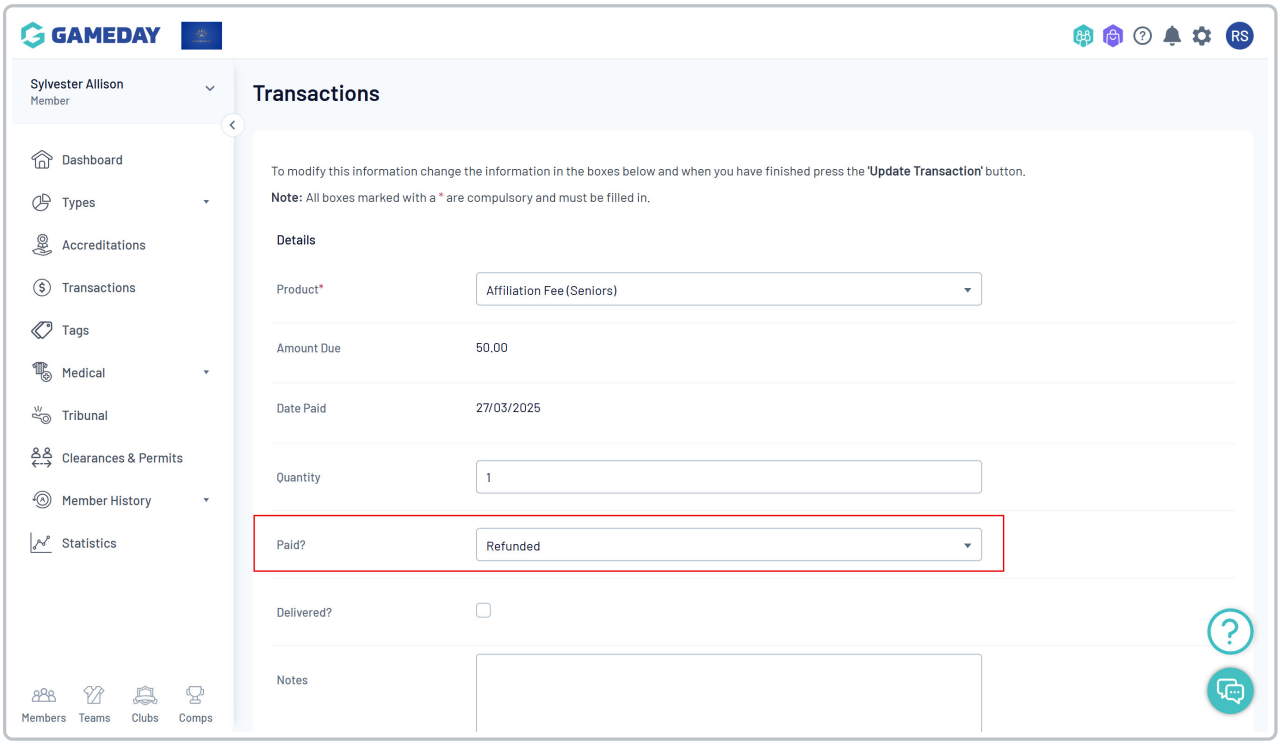
Step 4: View the transaction you want to mark as refunded

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



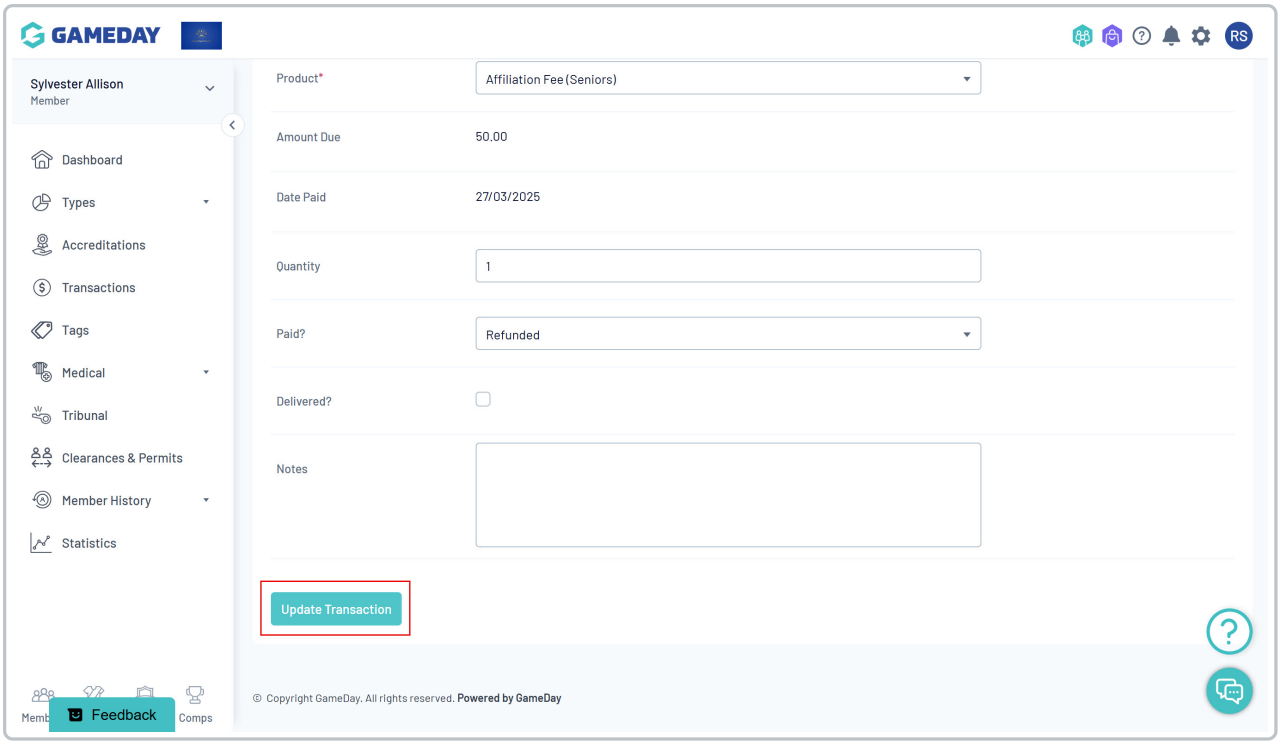
Step 5: Update the paid status to Refunded

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



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.