



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

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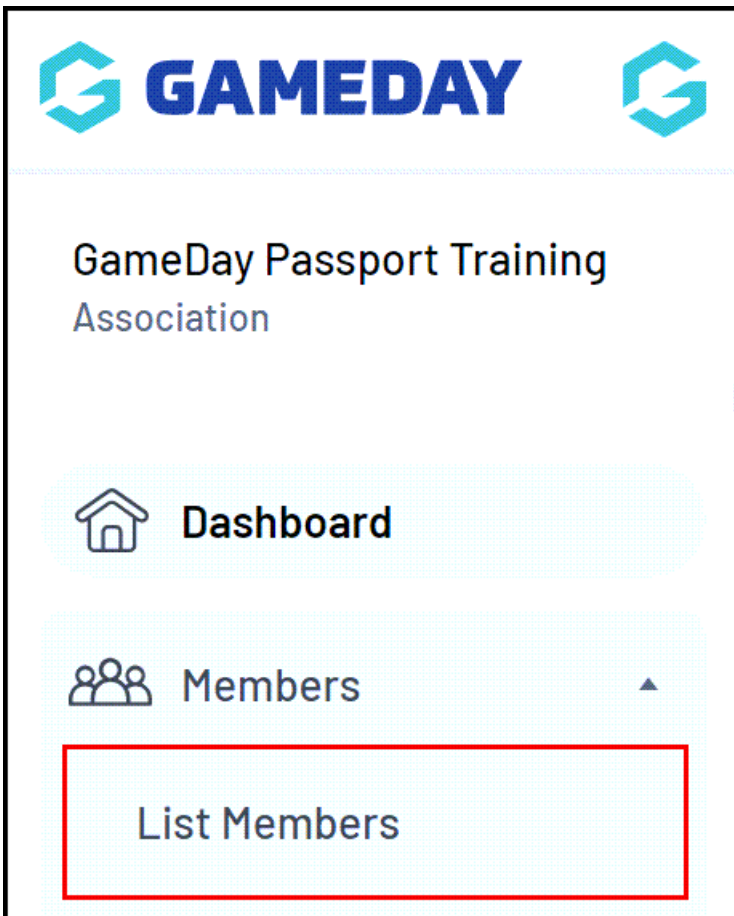
GameDay Passport administrators can mark an existing transaction as refunded on a member's record.

NOTE: the refund itself cannot be processed through the system. You will have to arrange them outside of the GameDay system as the funds will have been settled to the relevant bank account.

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 by completing the following steps:

To manually record a payment on a member record:

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



Duplicate Resolution

List Online Clearances

Member Rollover

Transfer Member

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

[ADD](#)

Members in Association ?

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

Lydia Carter
Member

- Dashboard
- Types
- Transactions**
- Tags
- Medical



Tribunal



Member History



Statistics



Members



Teams



Clubs



Comps

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

[ADD TRANSACTION](#)

Transactions

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...			View Receipt
18215688	Membership-2...	1	GameDay Pass...	100.00			Unpaid	Delete Transac...	<input type="checkbox"/>		

[List All Payment Records](#)

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

Details

Product*	2023 Membership Fee
Amount Due	100.00
Date Paid	28/03/2024
Quantity	1
Paid?	Refunded

6. Click **UPDATE TRANSACTION**

Product*	2023 Membership Fee
Amount Due	100.00
Date Paid	28/03/2024
Quantity	1
Paid?	Refunded
Delivered?	<input type="checkbox"/>
Notes	

Update Transaction

The transaction status will then be updated to reflect the refund