



## Refund/cancelling a member?

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GameDay Passport does not have a refund functionality as the funds usually get settled to the organisations account within 1-2 business days so as most times GameDay no longer have the funds but also due to that fact that most sports have a national and/or association component refunding via the system cannot be done. If you are a private provider (with no sporting body as such) the process is the same.

**NOTE:** Refunds can only be done by the organisation that created the product. If a member has paid a national/state/association fee then the relevant level will need to refund their component as the settlement for that payment will have been split to the relevant organisation. The process will be the same as below for those levels as well.

### REFUNDING THE MEMBER

#### REFUNDS ARE DONE DIRECTLY FROM THE ORGANISATION'S BANK ACCOUNT

To refund your organisation's component via the GameDay Passport system you will first need to determine if that payment has been settled to your organisation's account and then refund directly from your account:

1. Log into your organisations database
2. Go **REPORTS > FINANCE**
3. Click **CONFIGURE** against the **FUNDS RECEIVED** report and run the report to find the payment for that member. What fields needed within this report can be [found here](#).
  - If the member appears in this report then you will need to **refund your organisation portion directly from your organisations bank account**.
  - If the member does not appear in this report it may mean we have not settled yet so you will need to wait 1-2 business days for it to settle and then refund when you have received this payment.
4. If a member has also paid a national/state etc fee then you will need to direct them to speak to the relevant organisation so they can refund their component.

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### **MARKING THE PAYMENT AS REFUNDED**

Once the member has been refunded you can then mark the payment they made as REFUNDED against their record so this is updated when reporting etc.

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**NOTE: admins can only mark a payment has refunded from their organisation. If they have paid a higher level fee the relevant organisation will need to do this from their level.**

1. Remain in your organisation portal and go to **MEMBERS > LIST MEMBERS**
2. Search for the member and view their profile.
3. Click on the **TRANSACTIONS** tab within their profile.

Al-Farouq Aminu  
Member

Dashboard

Types

Accreditations

**Transactions**

Tags

Tribunal

Clearances


Member History

Statistics

4. Click the EDIT icon (magnifying glass) next to the relevant payment

#### Transactions

Filter by: All

|   | Invoice Number | Item Name  | Quantity | Assoc Name           | Amount | Start      | End | Status | Pay                                | Notes | View Receipt                 |
|---|----------------|------------|----------|----------------------|--------|------------|-----|--------|------------------------------------|-------|------------------------------|
|  | 19080222       | member fee | 1        | Courtside Externa... | 55.00  | 24/02/2022 |     | Paid   | <a href="#">View Payment Re...</a> |       | <a href="#">View Receipt</a> |

5. Against the PAID field change the option to be **REFUNDED** and add any notes related to this if needed.

**Details**

Product\* member fee

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Amount Due 55.00

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Date Paid 23/02/2022

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Quantity 1

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Paid? Paid  
 Cancelled  
 Paid  
 Refunded

Delivered?

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Notes

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[Update Transaction](#)

6 Click UPDATE PAYMENT.

7. This will now be reflected as refunded against their record.

**Transactions**

Filter by: All

| Invoice Number | Item Name  | Quantity | Assoc Name           | Amount | Start      | End | Status   | Pay | Notes | View Receipt |
|----------------|------------|----------|----------------------|--------|------------|-----|----------|-----|-------|--------------|
| 19080222       | member fee | 1        | Courtside Externa... | 55.00  | 24/02/2022 |     | Refunded |     |       |              |

If a member also needs to be de-registered after all levels have refunded the payment, then your state/association body will need to do this as clubs are unable to themselves.