



How do I cancel a member's transaction?

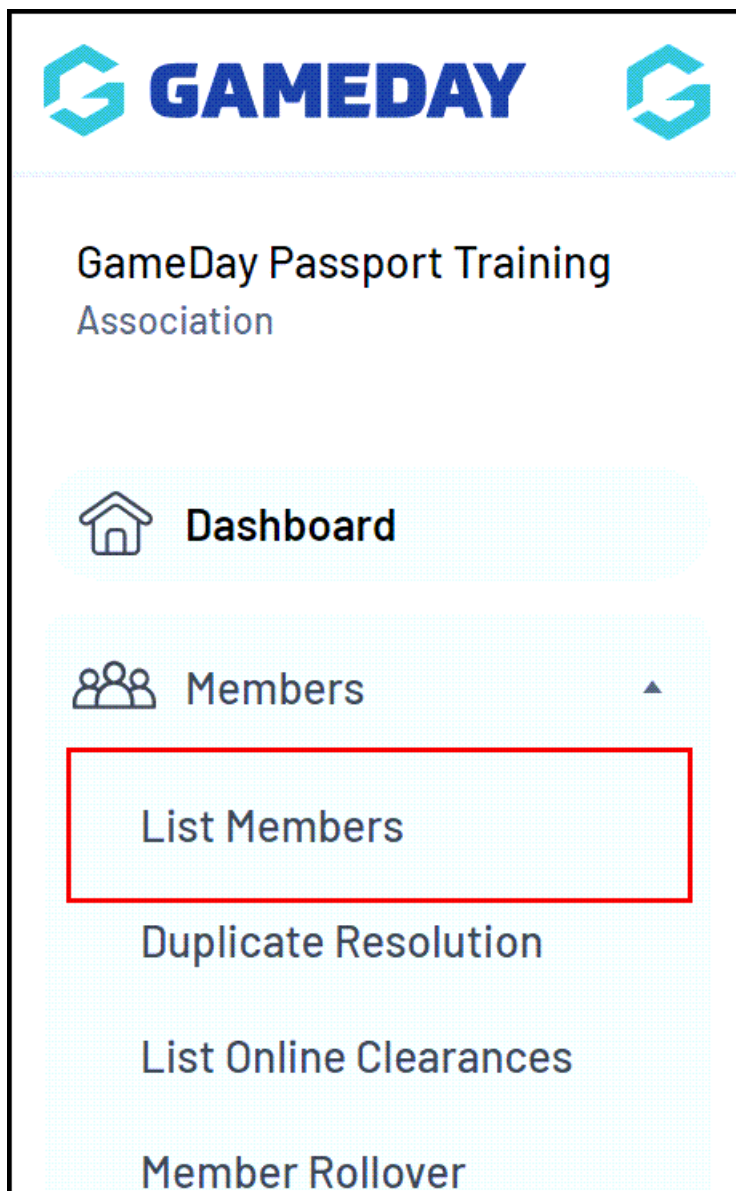
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GameDay Passport administrators can cancel an existing transaction from a member's record. Please note that refunds cannot be processed through the system. You will have to arrange refunds outside of the GameDay system.

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**



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








2023

--All Age Gr...

Active

All

All Genders

	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

Transactions

ADD TRANSACTION

Filter by:
All

	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 **CANCELLED**

Details

Product*

2023 Membership Fee

Amount Due

100.00

Date Paid

07/02/2023

Quantity

1

Paid?

Cancelled

Delivered?

☐

6. Click **UPDATE TRANSACTION**

Product*	2023 Membership Fee ▼
Amount Due	100.00
Date Paid	07/02/2023
Quantity	<input type="text" value="1"/>
Paid?	Cancelled ▼
Delivered?	<input type="checkbox"/>
Notes	<div></div>
<div>Update Transaction</div>	

The transaction status will then be updated to reflect its cancellation
