How do I cancel a member's transaction?

24/10/2025 10:03 am AEDT

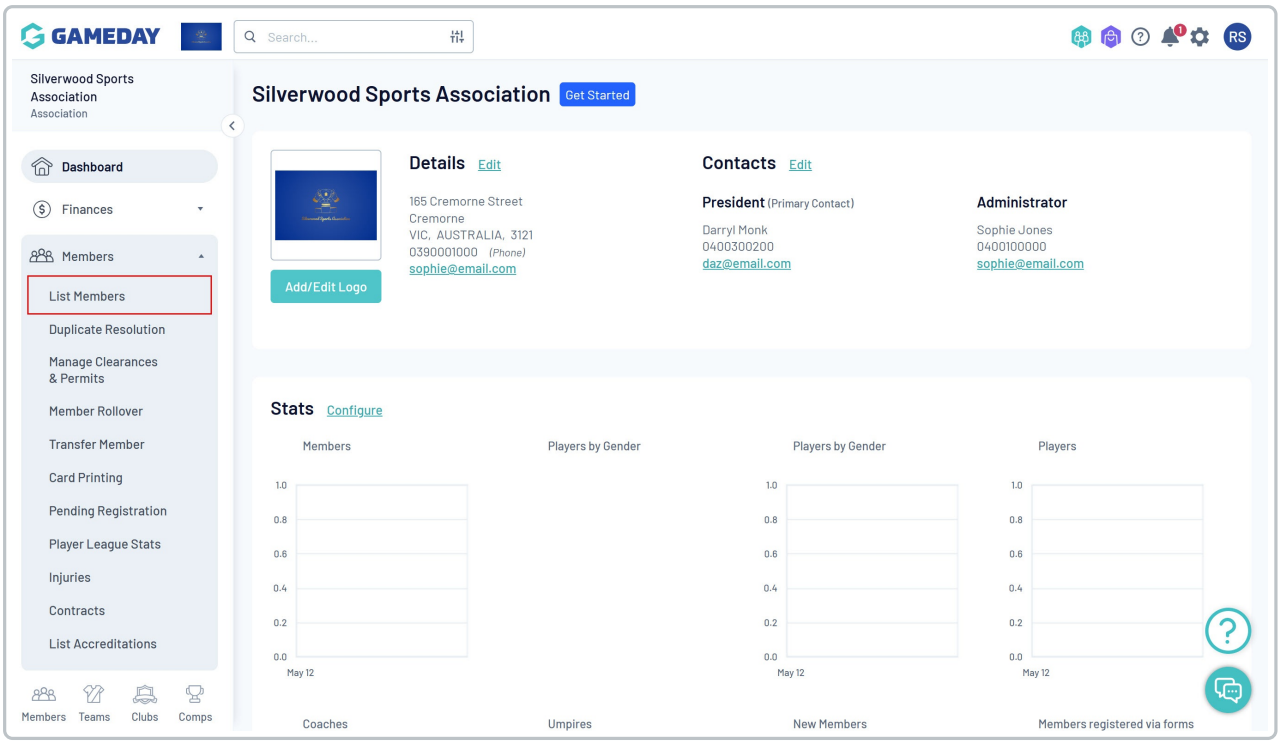
Overview

GameDay Passport administrators can manually mark an existing transaction as 'cancelled' on a member's record. This can be useful for your reporting and data integrity if it is commonplace to carry our cancellations in-person or over the phone, rather than processing refunds through the system.

Step-by-Step

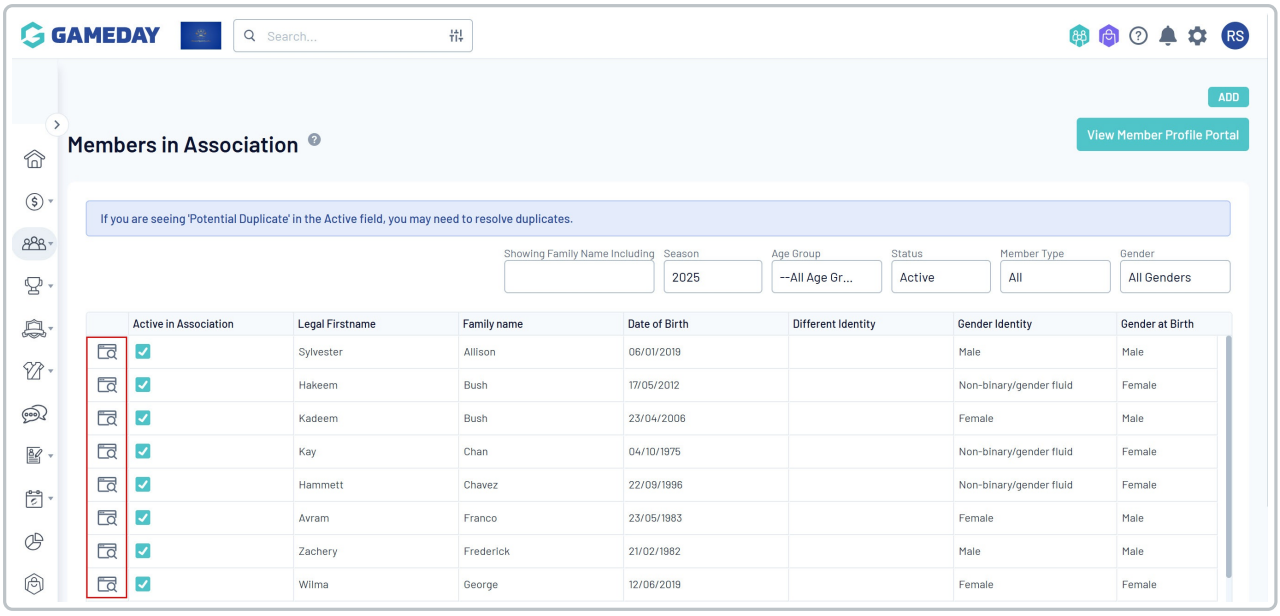
Step 1: Navigate to your Member List

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



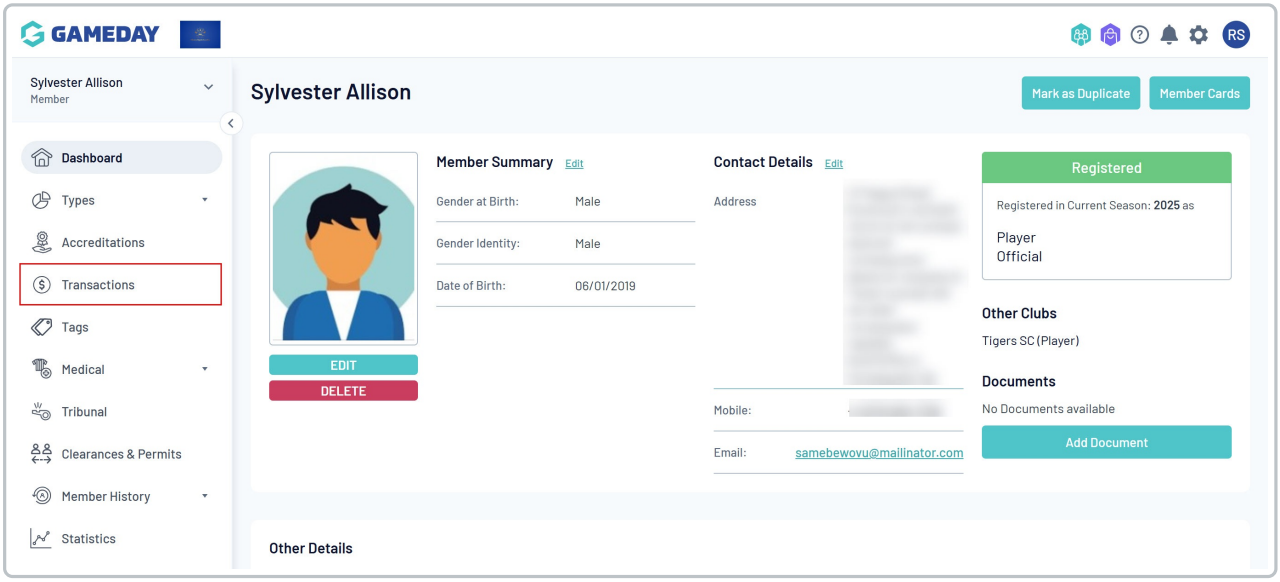
Step 2: View the relevant member

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



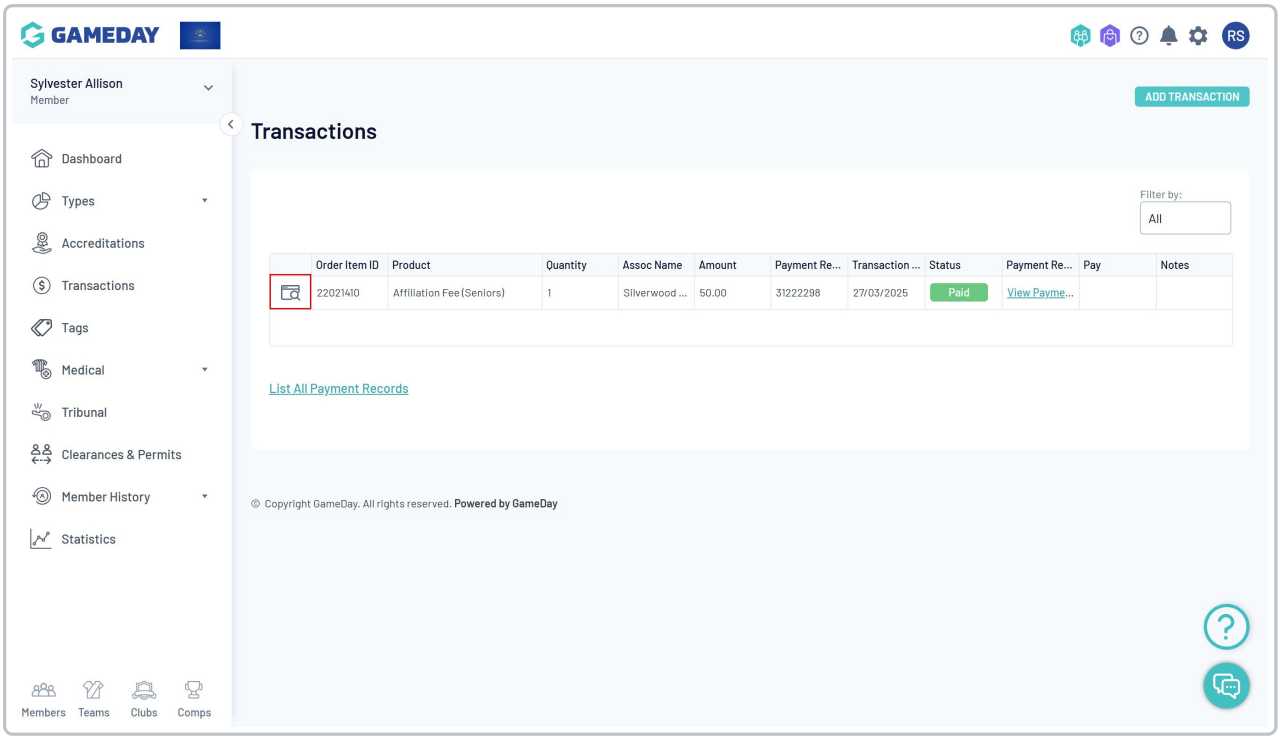
Step 3: Open the member's Transaction list

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



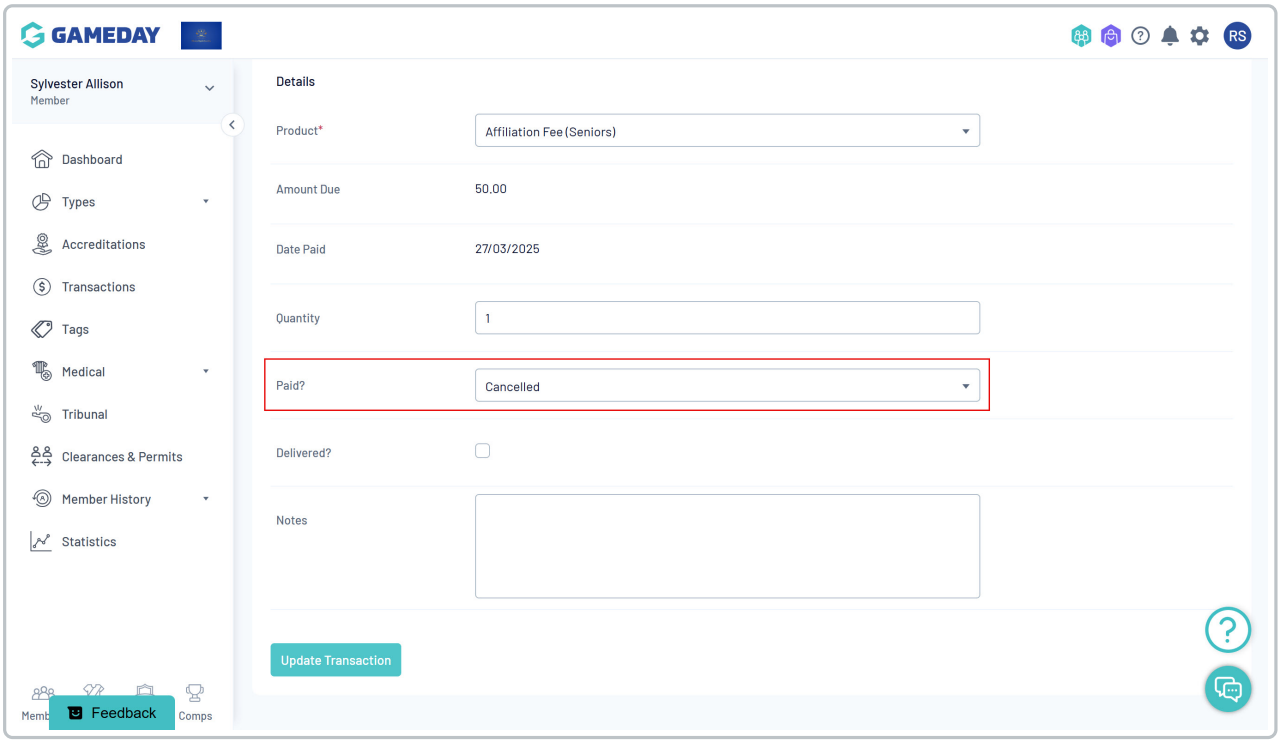
Step 4: View the transaction you want to mark as cancelled

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



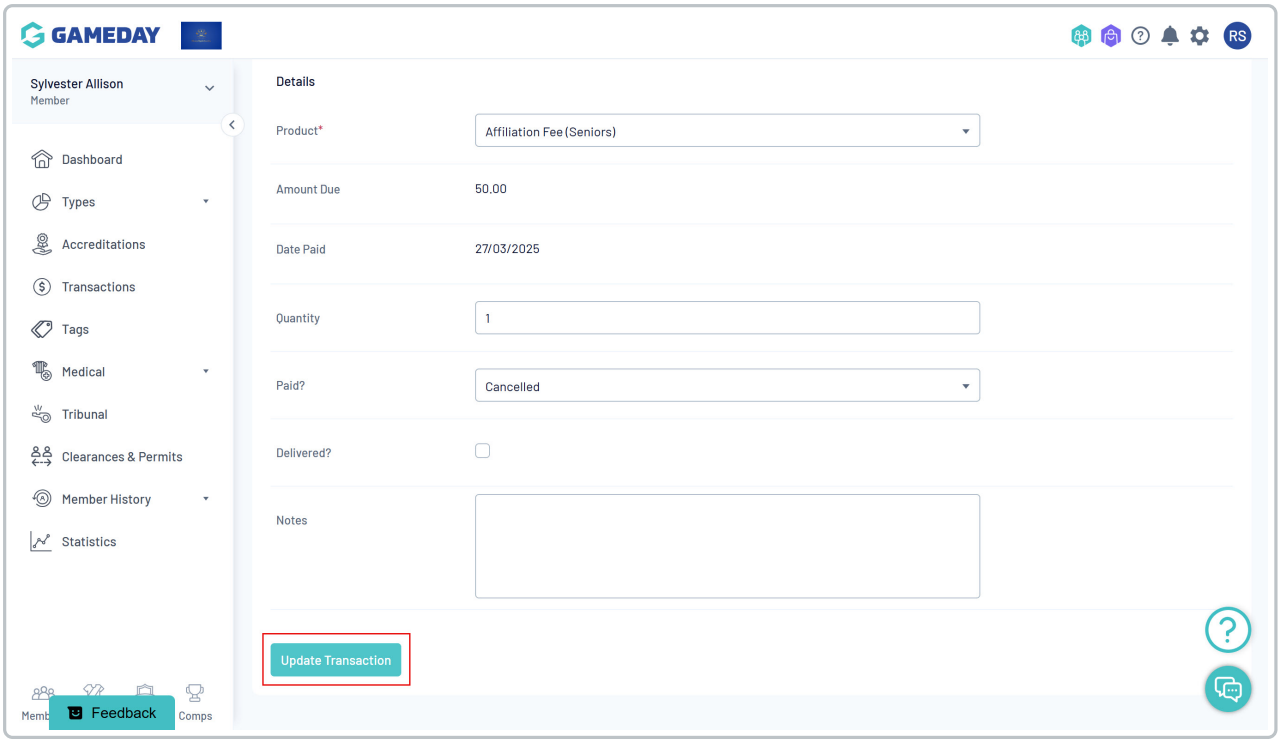
Step 5: Update the paid status to Cancelled

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



Step 6: Update the transaction

Click **UPDATE TRANSACTION**



The transaction status will then be updated to reflect the refund

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Watch

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