# How do I cancel a member's transaction?

Last Modified on 17/01/2024 3:30 pm AEDT

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**
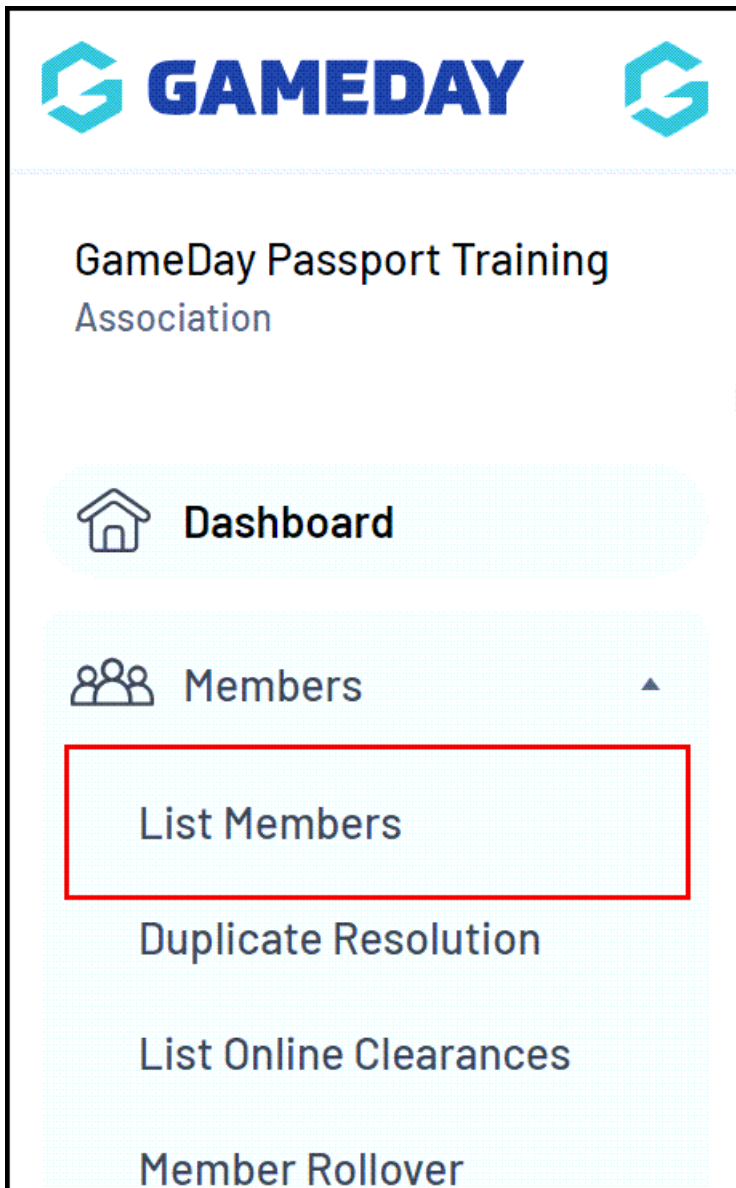
Transfer Member

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

		Family name	Legal Firstname	Active in Association	Date of Birth	Suburb	Telephone Number (Mobile)
		Carter	Lydia	☑	12/09/2017		
		Collins	Karina	☑	25/07/1997		
		Hanslow	David	☑	04/03/2020		
		Hardy	Jennifer	☑	26/11/1985		
		Hays	Maia	☑	01/01/2006		
		Hess	Wyoming	☑	20/04/2014		
		Holland	Alexandra	☑	21/07/1990		

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

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

Transactions

		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...	☐		

List All Payment Records

Filter by: All

ADD TRANSACTION

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	1
Paid?	Cancelled ▼
Delivered?	☐
Notes	

Update Transaction

The transaction status will then be updated to reflect its cancellation