



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

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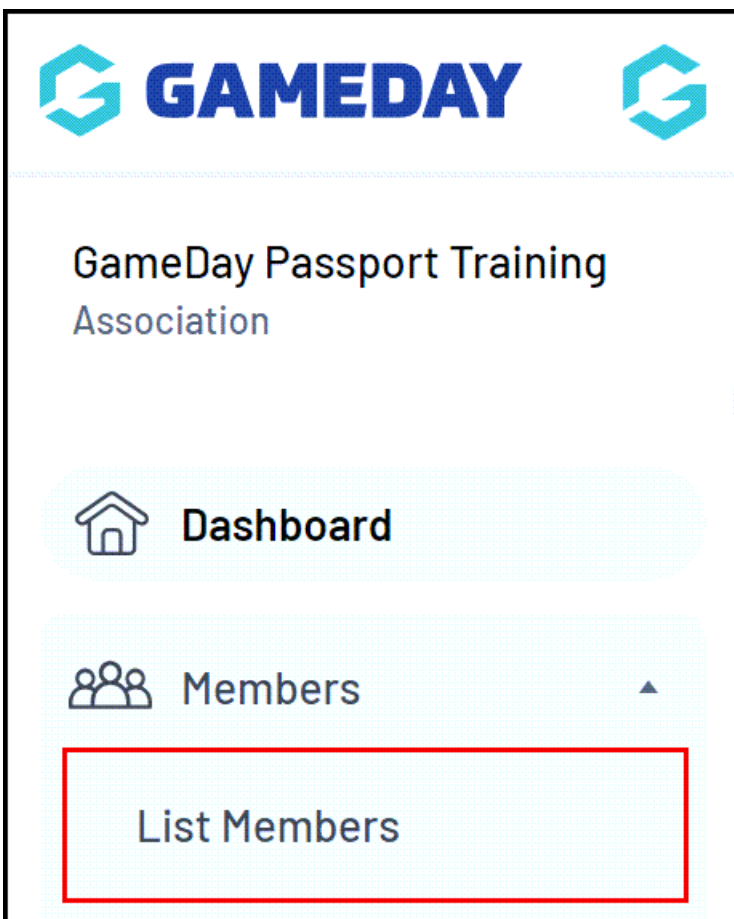
GameDay Passport administrators can mark an existing transaction as refunded on a member's record.

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