



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

Last Modified on 17/01/2024 3:32 pm AEDT

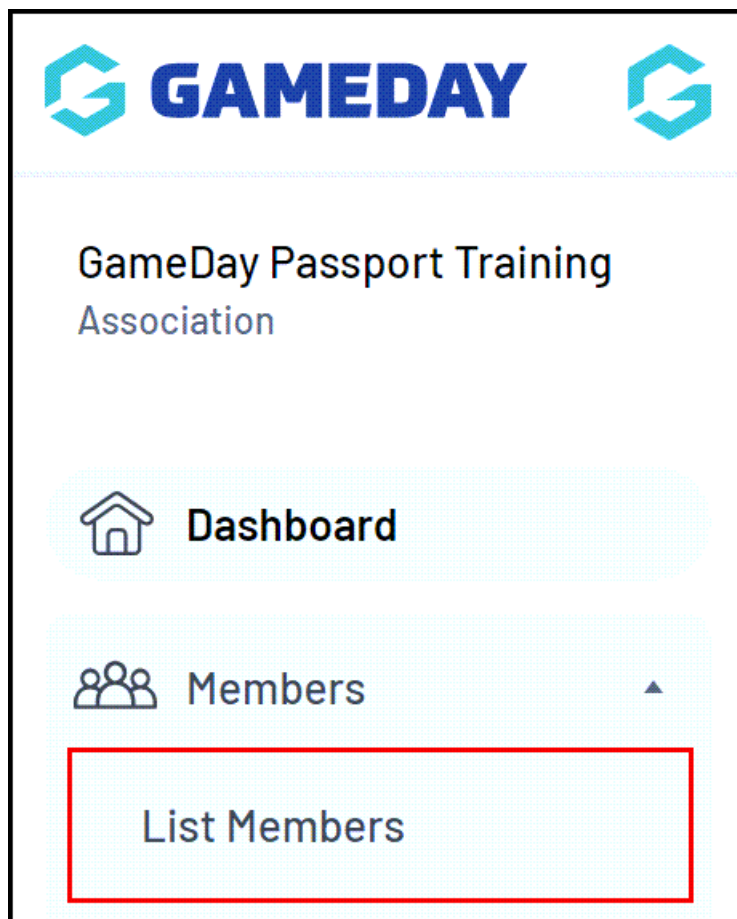
GameDay Passport administrators can mark an existing transaction as refunded on a member's record.

**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	✓	12/09/2017		
	Collins	Karina	✓	25/07/1997		
	Hanslow	David	✓	04/03/2020		
	Hardy	Jennifer	✓	26/11/1985		
	Hays	Mala	✓	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

## 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	<a href="#">View Payment...</a>			<a href="#">View Receipt</a>
 18215688	Membership-2...	1	GameDay Pass...	100.00			Unpaid	<a href="#">Delete Transac...</a>	<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?

☐

Notes

Update Transaction

The transaction status will then be updated to reflect the refund