

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

25/09/2025 3:26 pm AEST

Overview

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



Note: To learn how to process a live refund directly through Passport, click [here](#)

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.

Step-by-Step

Step 1: Navigate to your Member List

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

The screenshot shows the GameDay Passport interface for Silverwood Sports Association. The left-hand menu is visible with 'List Members' highlighted. The main content area shows the association's details, including address, phone, and email, as well as contact information for the President (Darryl Monk) and Administrator (Sophie Jones). Below this, there are four empty charts labeled 'Members', 'Coaches', 'Umpires', 'New Members', and 'Members registered via forms'.

Step 2: View the relevant member

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

GAMEDAY Search... RS

Members in Association ADD View Member Profile Portal

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:

Active in Association	Legal Firstname	Family name	Date of Birth	Different Identity	Gender Identity	Gender at Birth
<input checked="" type="checkbox"/>	Sylvester	Allison	06/01/2019		Male	Male
<input checked="" type="checkbox"/>	Hakeem	Bush	17/05/2012		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Kadeem	Bush	23/04/2006		Female	Male
<input checked="" type="checkbox"/>	Kay	Chan	04/10/1975		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Hammett	Chavez	22/09/1996		Non-binary/gender fluid	Female
<input checked="" type="checkbox"/>	Avram	Franco	23/05/1983		Female	Male
<input checked="" type="checkbox"/>	Zachery	Frederick	21/02/1982		Male	Male
<input checked="" type="checkbox"/>	Wilma	George	12/06/2019		Female	Female

Step 3: Open the member's Transaction list

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

GAMEDAY RS

Sylvester Allison Member Mark as Duplicate Member Cards

Sylvester Allison

Dashboard

- Types
- Accreditations
- Transactions**
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics

Member Summary [Edit](#)

Gender at Birth: Male

Gender Identity: Male

Date of Birth: 06/01/2019

Contact Details [Edit](#)

Address: [Redacted]

Mobile: [Redacted]

Email: samebewovu@mailinator.com

Registered

Registered in Current Season: 2025 as Player Official

Other Clubs

Tigers SC (Player)

Documents

No Documents available

Add Document

Other Details

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

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

- Sylvester Allison
Member
- Dashboard
- Types
- Accreditations
- Transactions
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics
- Members
- Teams
- Clubs
- Comps

Transactions

ADD TRANSACTION

Filter by:

All

Order Item ID	Product	Quantity	Assoc Name	Amount	Payment Re...	Transaction ...	Status	Payment Re...	Pay	Notes
22021410	Affiliation Fee (Seniors)	1	Silverwood ...	50.00	31222298	27/03/2025	Paid	View Payme...		

[List All Payment Records](#)

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Step 5: Update the paid status to Refunded

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

- Sylvester Allison
Member
- Dashboard
- Types
- Accreditations
- Transactions
- Tags
- Medical
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- Clearances & Permits
- Member History
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- Comps

Transactions

To modify this information change the information in the boxes below and when you have finished press the **'Update Transaction'** button.

Note: All boxes marked with a * are compulsory and must be filled in.

Details

Product*

Amount Due

Date Paid

Quantity

Paid?

Delivered?

Notes



Step 6: Update the transaction

Click **UPDATE TRANSACTION**

- Sylvester Allison Member
- Dashboard
- Types
- Accreditations
- Transactions
- Tags
- Medical
- Tribunal
- Clearances & Permits
- Member History
- Statistics

Product*	Affiliation Fee (Seniors)
Amount Due	50.00
Date Paid	27/03/2025
Quantity	1
Paid?	Refunded
Delivered?	<input type="checkbox"/>
Notes	

Update Transaction



The transaction status will then be updated to reflect the refund

Watch

Your browser does not support HTML5 video.

