

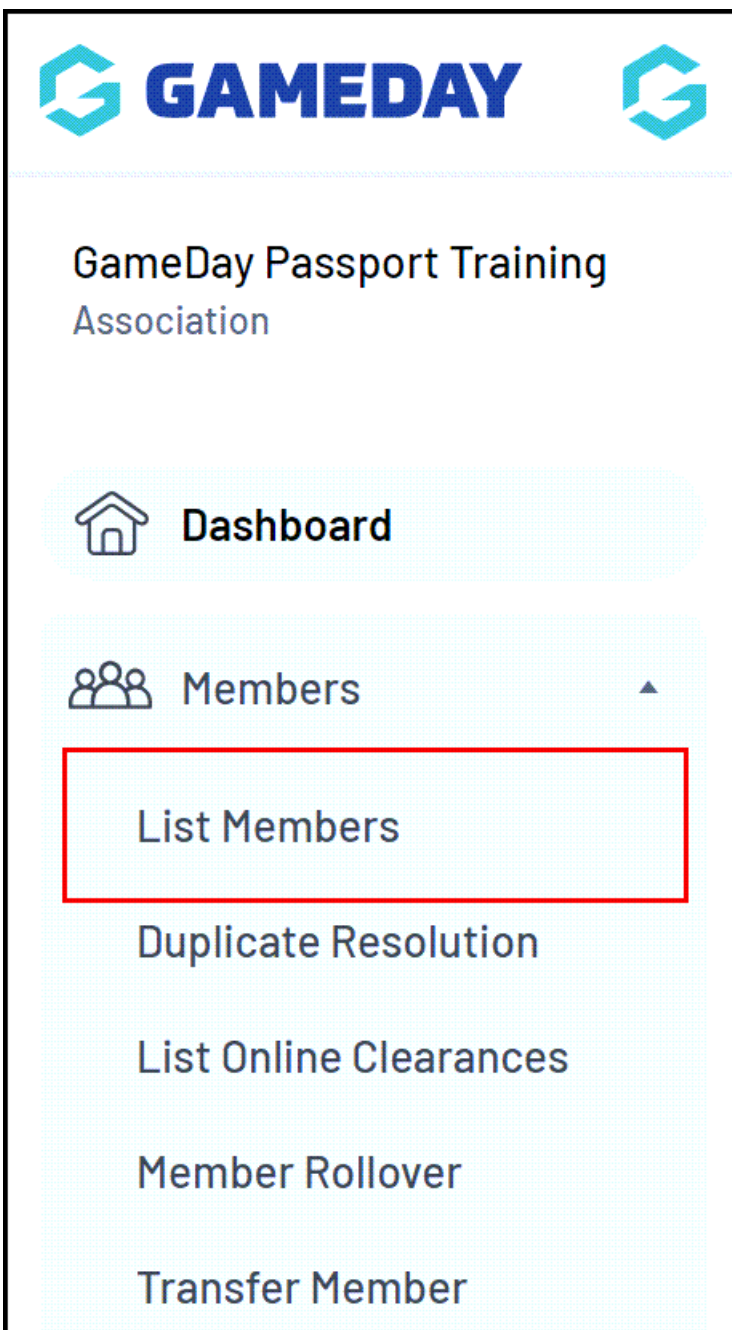


## How can a member pay for an unpaid transaction?

Last Modified on 12/03/2024 10:06 am AEDT

If a member has processed a registration with your organisation through one of your Passport registration forms, but selected to Pay Later or failed to complete a successful online payment, they will have an **Unpaid Transaction** record listed against their member record. As an administrator, you can process an online payment through the back-end Passport membership database following the steps below:

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



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](#)

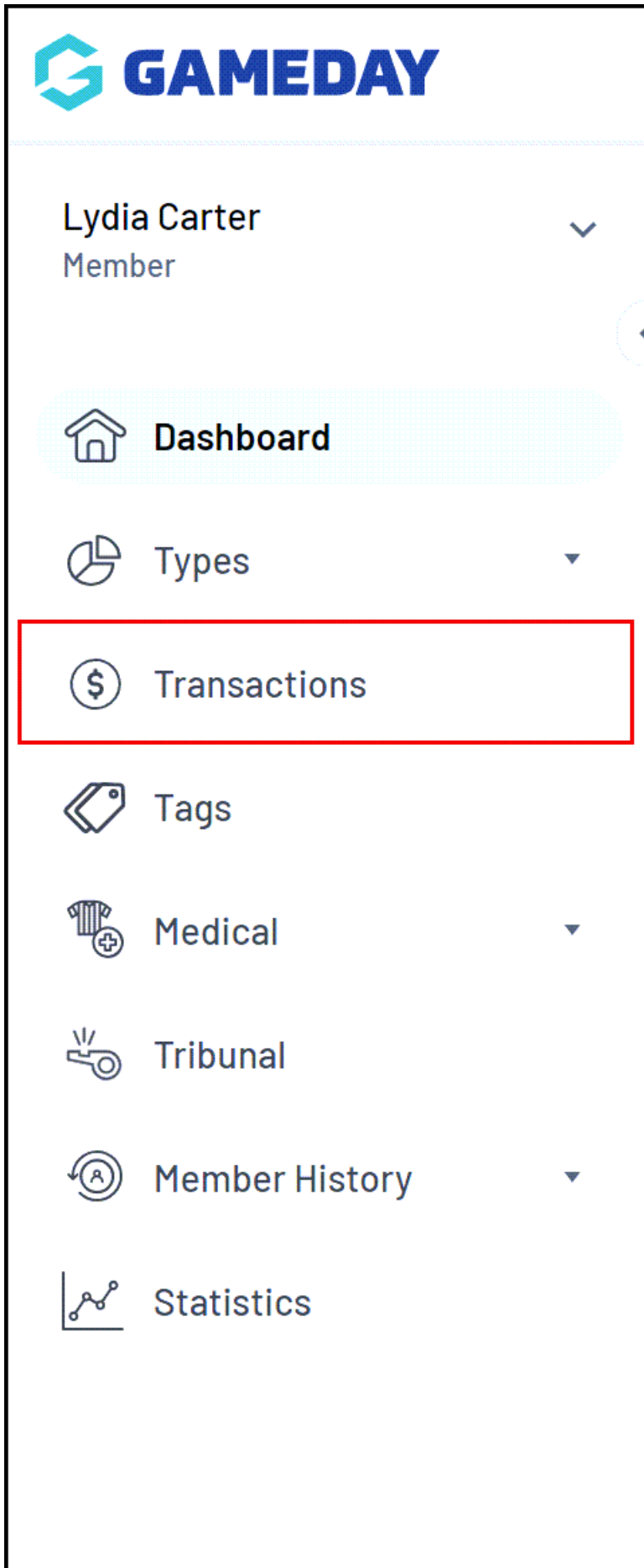
### Members in Association ?

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



The image shows a vertical sidebar menu for the GAMEDAY system. At the top is the GAMEDAY logo. Below it, the member's name 'Lydia Carter' and role 'Member' are displayed with a dropdown arrow. The menu items are: 'Dashboard' (home icon), 'Types' (pie chart icon), 'Transactions' (dollar sign icon, highlighted with a red box), 'Tags' (tag icon), 'Medical' (first aid icon), 'Tribunal' (gavel icon), 'Member History' (refresh icon), and 'Statistics' (line graph icon). Each item has a corresponding icon and a dropdown arrow.

**GAMEDAY**

Lydia Carter  
Member

Dashboard

Types

**Transactions**

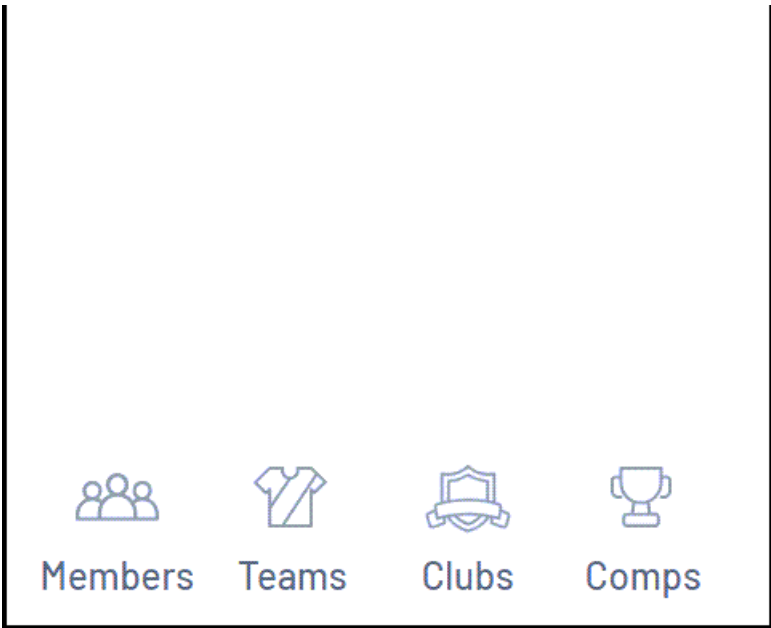
Tags

Medical

Tribunal

Member History

Statistics



4. Tick the **PAY** checkbox for the unpaid order

**Transactions** ADD TRANSACTION

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	<a href="#">View Payment...</a>	<input type="checkbox"/>		<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. Process the payment online through our online credit card gateway by selecting **PROCESS PAYMENT VIA PAYMENT GATEWAY**:

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>	<input type="checkbox"/>		<a href="#">View Receipt</a>
18215688	Membership-2...	1	GameDay Pass...	100.00			Unpaid	<a href="#">Delete Transac...</a>	<input checked="" type="checkbox"/>		

[List All Payment Records](#)

Process Payment via Payment Gateway

6. Click **PAY**, then enter the credit card details to process a live payment:

## Payments Checkout

Order Item ID	Product	Name	Price
1182156882	Membership - 2023 Membership Fee	Lydia Carter	\$100.00
Total			\$100.00

### Pay Now: Select a Payment Method



Pay with Credit/Debit Card, Apple Pay or Google Pay

Pay