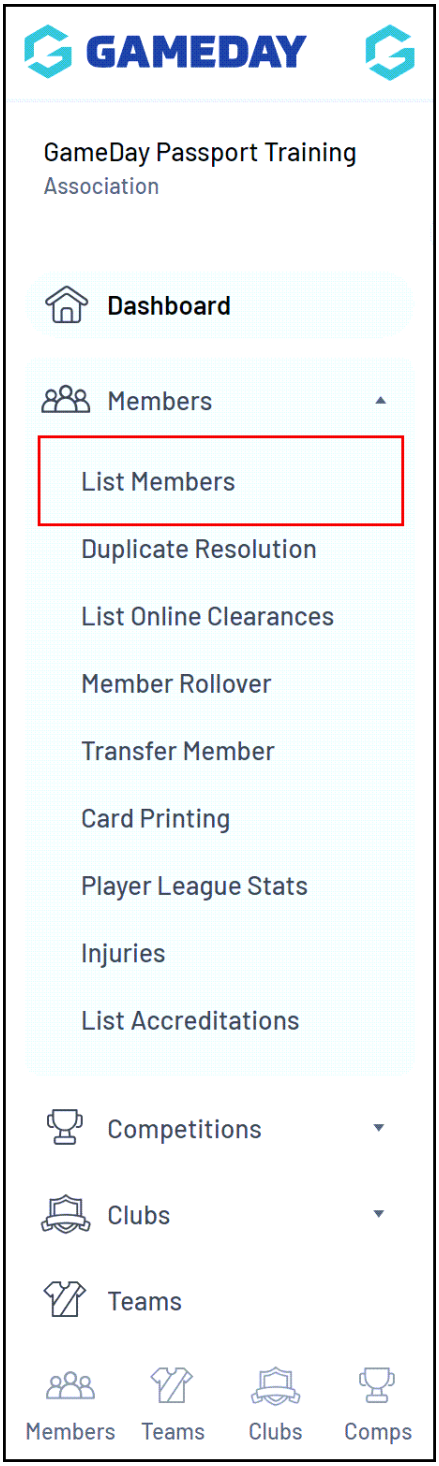
How can a member pay for an unpaid transaction?

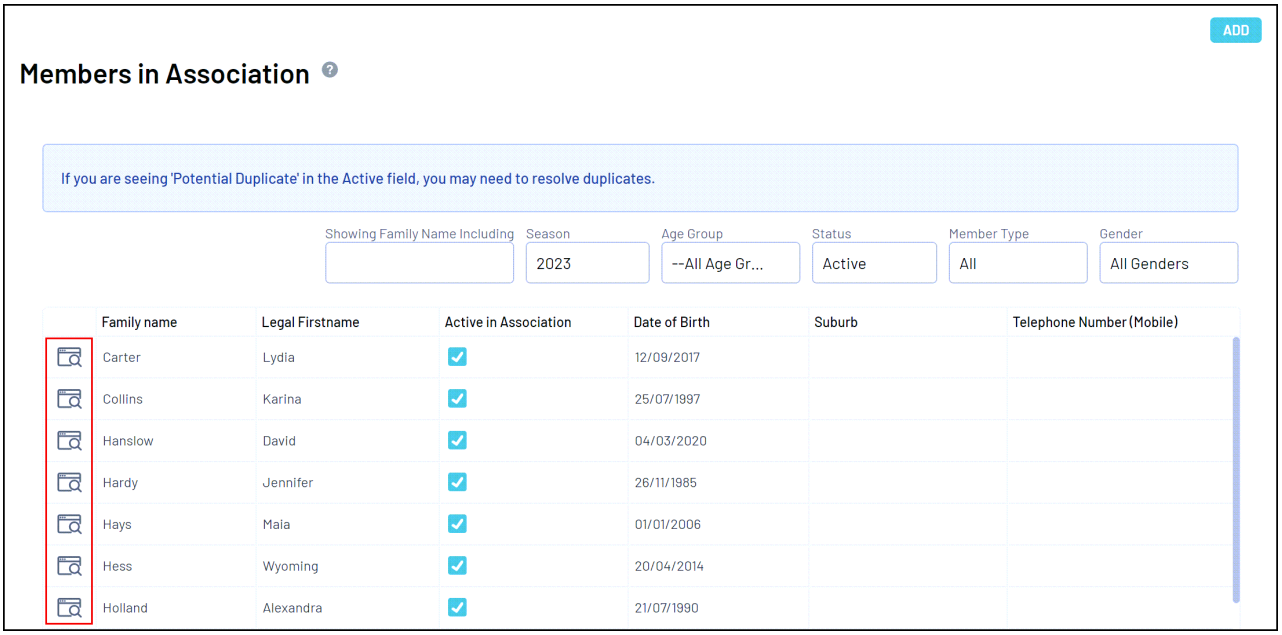
24/10/2025 10:04 am AEDT

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:

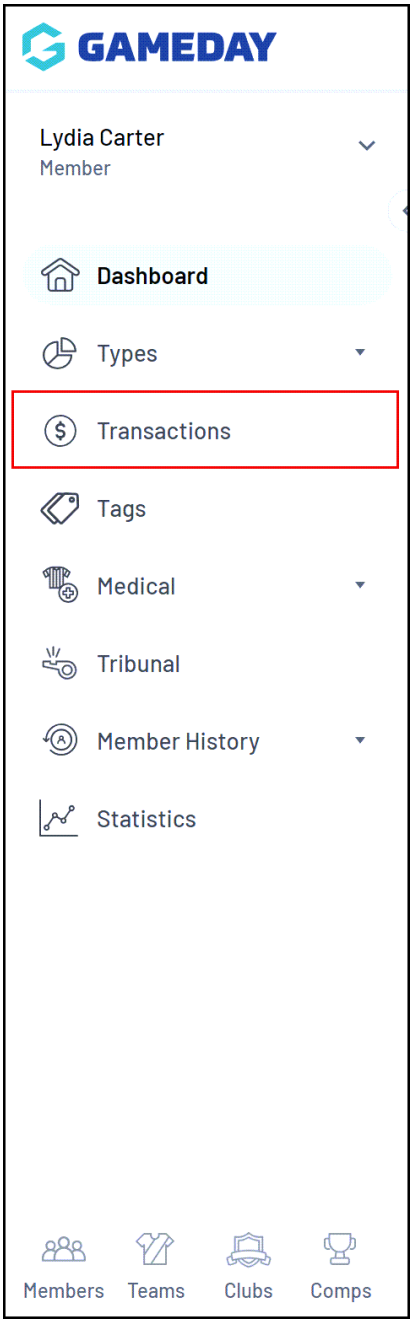
1. In the left-hand menu, click **Members** > **LIST MEMBERS**



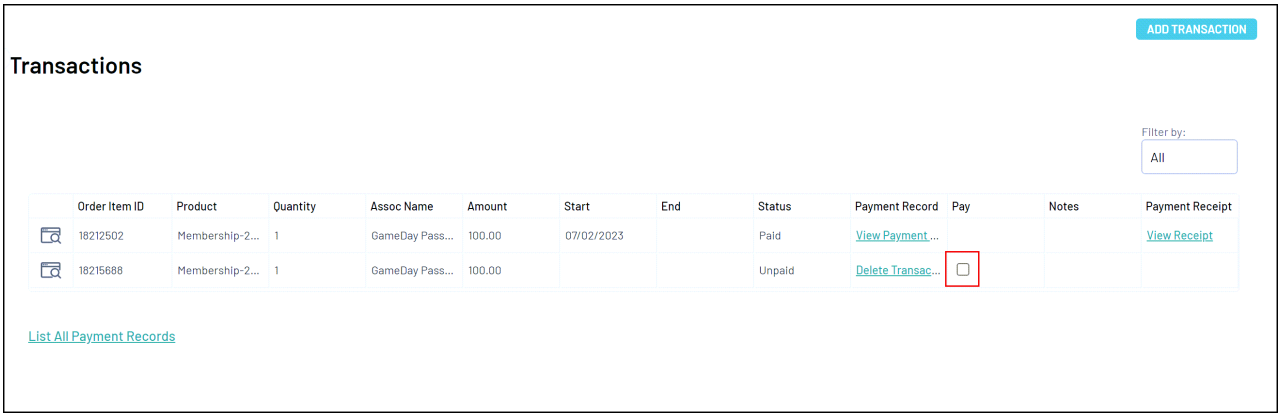
2. Find the applicable member, then click the **VIEW** (magnifying glass) icon to open their record



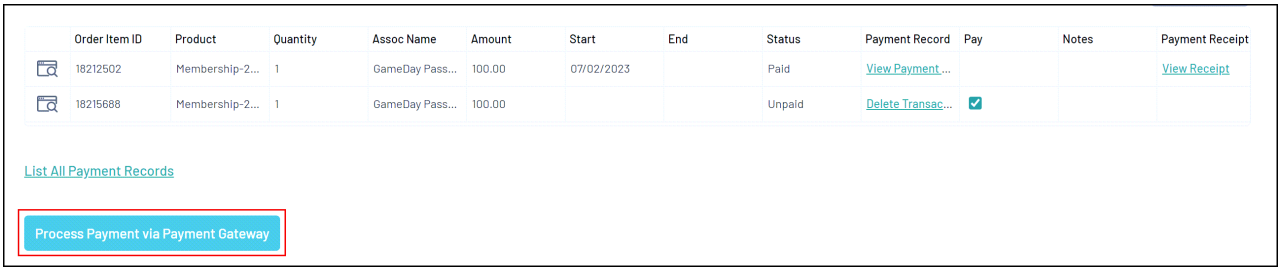
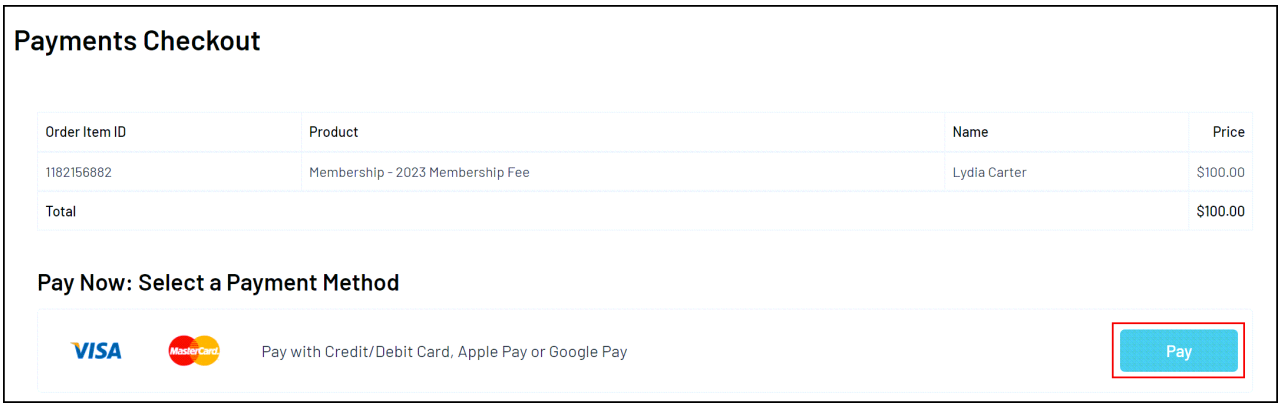
3. On the member record, select **TRANSACTIONS** in the left-hand menu



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



5. Process the payment online through our online credit card gateway by selecting**PROCESS PAYMENT VIA PAYMENT GATEWAY**:



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