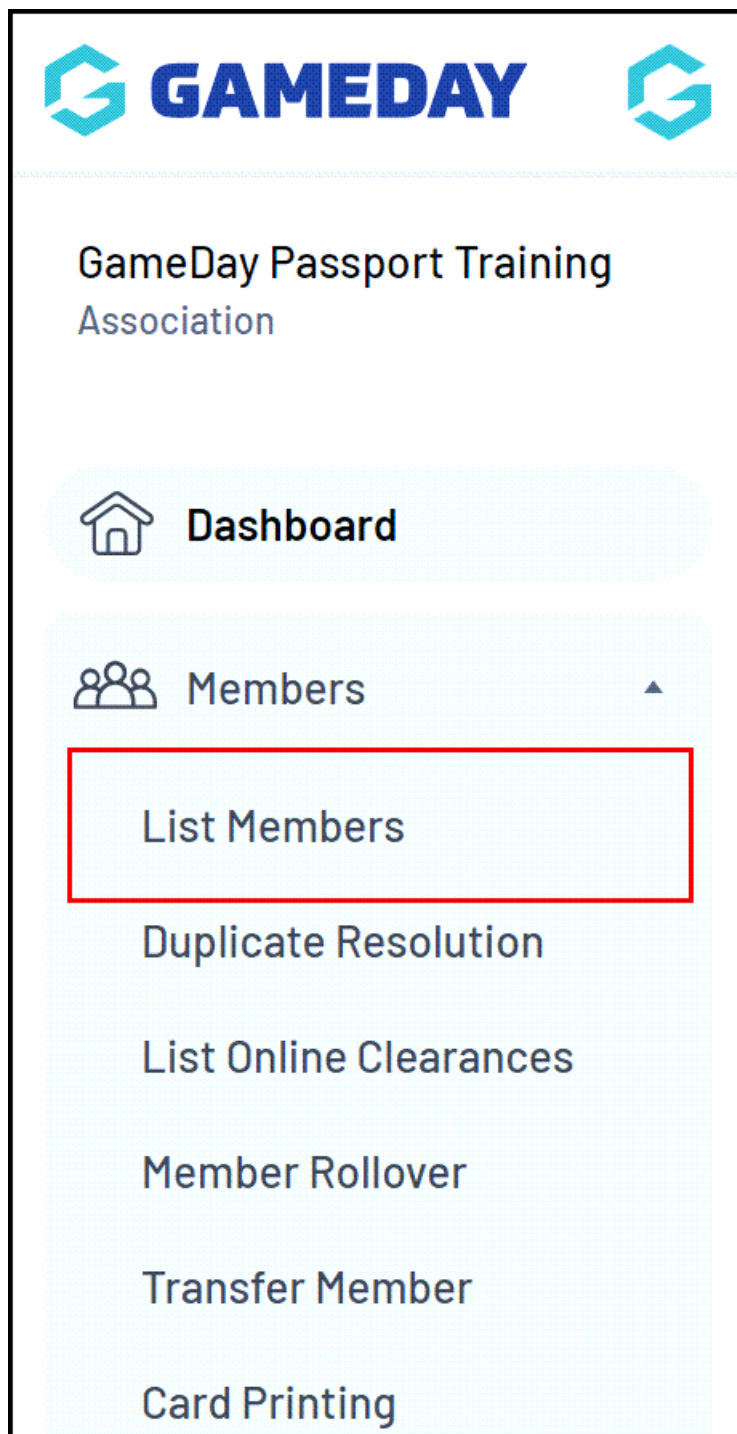


# How can a member pay for an unpaid transaction?

25/09/2025 3:27 pm AEST

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**



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

Season2023

Age Group--All Age Gr...

StatusActive

Member TypeAll

GenderAll Genders

	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	Maia	<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



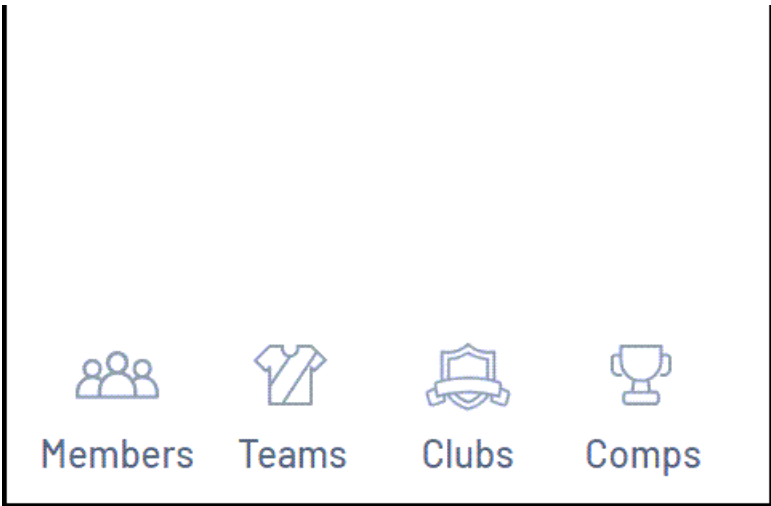
Tribunal



Member History



Statistics





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

ADD TRANSACTION



Transactions

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. 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>			<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

