

# Managing Finances | FAQs

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## Transactions

**Can I break down by list of transactions by other parameters, such as member type, season or member status?**

Currently, your overall list of transactions cannot be filtered through the page found in the Finances > Manage Finances area of your database, however you can apply more custom reporting techniques, such as filters and sorting rules, by running a [Transaction Report](#).

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**Why might I be unable to process a refund?**

There are a variety of reasons why a paid transaction will be unable to be refunded through your Passport database, including:

- The transaction has not finished processing yet
  - The transaction was processed manually instead of through our online payment gateway (i.e. the transaction was paid by cash or other means outside of the platform, then marked as paid manually in your database)
  - The product purchased had a payment split applied and was sent to multiple different bank accounts
  - The product purchased was created and owned by another hierarchy level
  - Your current refund balance has insufficient funds to process the full refund
  - The transaction date is outside of your organisation's refund period
  - At least one organisation's component of an order has not received a settlement payout. **Note:** This is typically due to one organisation having an incomplete [KYC application](#)
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**How can I report on refunds processed?**

Refunds can be included in a [Transaction Report](#) alongside existing transaction information - simply open the 'Refunds' tab and include any of the relevant refund information in your report.

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**How will a member know if their transaction has been refunded?**

All refunds processed through Passport will trigger an automatic email notification to the member of the transaction confirming that their refund has been successfully processed, along with the details of the transaction such as the member's name, the product they purchased, and the amount refunded.

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**Do I have to refund the full amount of a transaction?**

All paid transactions allow administrators to select the amount they wish to refund, between \$1.00 and the total order amount (or total refundable amount in the case that the transaction has already refunded a portion of the original price)

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## Settlements

### **Why can I not see any settlement payouts listed from before 2024?**

The Settlement Payouts section of your Passport will only display settlements distributed via Stripe, meaning that any settlements received from any online payment gateways prior to our Stripe integration (such as Braintree or PoliPay) will not be listed. These settlements can still be reconciled using a [Funds Received](#) report.

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### **Does the Stripe Payment Reference appear on my bank statement?**

No, Stripe payment references do not appear on your bank statement as part of your settlement payouts, however you can effectively reconcile individual settlement payouts by checking the Settlement Date and Amount on your list of [settlement payouts](#) in GameDay Passport, which will allow you to match up your incoming lump sum payments.

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