

# How do I issue a refund?

16/06/2025 4:49 pm AEST

## Overview

If you are processing online payments through Passport, you can issue a refund directly back to the original cardholder through your transaction list.



**Note:** Before continuing on, please ensure you have set up your Stripe account using the steps outlined [here](#) - it needs to be completed before any funds can be transferred in order for admins to process a refund. Also make sure that the **REFUND PERIOD** set accordingly.

Be mindful that there may be instances in which your refund cannot be processed, 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 - due to incomplete Stripe account set up.
- Your organisation's refund period is not set accordingly

In these cases, the transaction will be 'greyed out' and unable to be selected when processing a refund, and the reason for unavailability will be outlined onscreen.

## Step-by-Step

### Step 1: Go to your Transaction list

In the left-hand menu, select **Finances** > **MANAGE FINANCES**

The screenshot shows the GAMEDAY interface for the Silverwood Sports Association. The left-hand navigation menu has 'Finances' expanded, with 'Manage Finances' highlighted and marked as 'NEW'. The main dashboard area includes a 'Get Started' button, association details (165 Cremorne Street, VIC, AUSTRALIA, 3121), contact information for the President (Darryl Monk) and Administrator (Sophie Jones), and a 'Stats' section with charts for Members, Coaches, Umpires, New Members, and Members registered via forms. The charts are currently empty, showing only axes and labels.

### Step 2: View the Paid transaction you wish to refund

In the Transactions tab, click the **VIEW** icon next to the transaction you wish to refund to open the transaction details

Manage Finances

TransactionsSettlement Payouts

Transactions listed below will display any transactions processed within the last 12 months. To find transactions more than 12 months, please utilise the finance transaction reports.

Transaction Status

Payment Ref Number

Payment For

All

Transactions

	Payment Reference Number	Transaction Date	Payment For	Amount	Payment Method	Status
	24581804	04/03/2025	Jumpin Jacks	200.00 AUD	Stripe Payment Gateway	Paid
	24581800	04/03/2025	Karasu, Halil Ibrahim	1230.00 AUD	Stripe Payment Gateway	Paid
	24581796	04/03/2025	Divit, Ates	170.00 AUD	Stripe Payment Gateway	Paid
	24581792	04/03/2025	Crosby, Sidney	600.00 AUD	Stripe Payment Gateway	Partial Refund

### Step 3: Open the Refund screen

In the top-right corner of the screen, click the **REFUND** button

GAMEDAY

Search...

Transaction Record

RefundBack

Transaction Details

Payment Status

Paid

Payment Reference Number

24581804

Payment For

Jumpin Jacks

Amount Paid

\$ 200.00

Date Paid

04/03/2025 10:40 AM

Payment Type

Stripe Payment Gateway

Payment Method

Visa Credit ending in 1111

Payment Settlement Date

Payment Gateway Reference

pl\_30yiaof2mgWphYIJInQBIdwq

Items making up this Transaction

Order Item ID	Product	Product Owner	Payment For	Quantity	Total Amount	Status
1182171375	team rego fee	Passport Training	Jumpin Jacks	1	\$ 200.00	Paid

### Step 4: Review your Current Refund Balance

In the top-right corner of this screen, you will notice the **Current Refund Balance**. This represents the total amount your organisation has available in it's account (based on payments processed online) with which to process direct refunds. Any transaction items that exceed this amount will not be refundable from the platform

**Manage Refund**

**Current Refund Balance: \$2693.09**

**Payment Status**
Paid

**Payment Reference Number**
24581804

**Payment By**
Jumpin Jacks

**Amount Paid**
\$200.00

**Date Paid**
04/03/2025 10:40 AM

**Products to Refund**

Refund	Order Item ID	Product	Product Owner	Payment For	Quantity	Total Amount	Status
<input checked="" type="checkbox"/>	1182171375	team rego fee	Passport Training	Jumpin Jacks	1	\$ 200.00	Paid

**Refund Reason \***

a

Total Refund Amount: \$200.00 AUD

Cancel
Confirm and Issue Refund

### Step 5: Select the transaction items to refund

Use the checkbox to the left of the transaction items within this order to add them to the refund list, provide aRefund Reason, then click **Continue > CONFIRM & ISSUE REFUND**

**Manage Refund**

**Current Refund Balance: \$2693.09**

**Payment Status**
Paid

**Payment Reference Number**
24581804

**Payment By**
Jumpin Jacks

**Amount Paid**
\$200.00

**Date Paid**
04/03/2025 10:40 AM

**Products to Refund**

Refund	Order Item ID	Product	Product Owner	Payment For	Quantity	Total Amount	Status
<input checked="" type="checkbox"/>	1182171375	team rego fee	Passport Training	Jumpin Jacks	1	\$ 200.00	Paid

**Refund Reason \***

a

Total Refund Amount: \$200.00 AUD

Cancel
Confirm and Issue Refund

Once the refund has been issued, the member will receive an email notification confirming the refund:



## Refund Summary

Passport Training

Refund ID: 24581792

### Refund Notification

A refund has been initiated for transaction 24581792. Please allow up to 10 business days for the refund to appear on the statement for your original payment method.

Refund Date: 03/04/2025

### Items Refunded

Refund Gateway Reference: re\_3QyiVUF2mgWphY1J1y5YQLjs

Order Item ID: 18217132

Product: (Qty 1) - Insurance fee

Amount: \$500.00 GST inc

Related to: Sidney Crosby

Total Refund Amount: \$500.00

Original Payment Method: Visa Credit ending in 1111

This email was sent to



## Watch

Your browser does not support HTML5 video.