How do I issue a refund?

27/08/2025 11:20 am 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 had the funds settled to the relevant account 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

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|-----------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------|
| Silverwood Sports Association Association | Silverwood Sports | Association Get Started | | |
| Dashboard | De | tails Edit | Contacts Edit | |
| Finances Manage Finances Financial Settings | Add/Edit Logo | Cremorne Street morne AUSTRALIA, 3121 DO01000 (Phone) hie@email.com | President (Primary Contact) Darryl Monk 0400300200 daz@ernail.com | Administrator Sophie Jones 0400100000 sophie⊛email.com |
| 유역 Members · | | | | |
| ♀ Competitions * | | | | |
| 🛱 Clubs 🔹 | Stats Configure | | | |
| 🗭 Teams 🔹 | Members | Players by Gender | Players by Gender | Players |
| Dommunications | 0.8 | | 0.8 | 0.8 |
| 😫 Registrations 🔹 | 0.6 | | 0.6 | 0.6 |
| 🐑 Courses 🔹 | 0.4 | | 0.4 | 0.4 |
| C Reports | 0.2 | | 0.2 | 0.2 |
| 🕀 Marketplace | 0.0 May 12 | | 0.0 May 12 | 0.0 May 12 |
| | Coaches | Umpires | New Members | Members registered via forms |
| 28요 12 프로 모 Members Teams Clubs Comps | 1.0 | 0.8 | 1.0 | 0.8 |

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

| Manaç | je Finances 🧕 | | | | | |
|----------|-------------------------------|----------------------------------|-----------------------------------------|-------------------------------|------------------------------------------------|-----------------------------|
| Transact | ions Settlement Payouts | | | | | |
| | | | | | | |
| 0 | Transactions listed below wil | l display any transactions proce | essed within the last 12 months. To fin | d transactions more than 12 r | nonths, please utilise the finance transaction | n reports. |
| | | | | | Transaction Status Paym | nent Ref Number Payment For |
| Tuen | | | | | | |
| Trans | Payment Reference Number | Transaction Date | Payment For | Amount | Payment Method | Status |
| đ | 24581804 | 04/03/2025 | Jumpin Jacks | 200.00 AUD | Stripe Payment Gateway | Paid |
| ā | 24581800 | 04/03/2025 | Karasu, Halil Ibrahim | 1230.00 AUD | Stripe Payment Gateway | Paid |
| đ | 24581796 | 04/03/2025 | Divit, Ates | 170.00 AUD | Stripe Payment Gateway | Paid |
| ā | 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

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|-------------------------|-------------------------|----------------|-------------------|-----------------------------|----------|--------------|--------|------------|
| -> | Transaction Red | cord | | | | | Refund | ← Back |
| â | Transaction Details | | | | | | | |
| \$ * | * Payment Status | | | Paid | | | | |
| <u>888</u> - | Payment Reference Num | per | 24 | 81804 | | | | |
| Q. | Payment For | | Ju | npin Jacks | | | | |
| 点, | Amount Paid | | | \$200.00 | | | | |
| 572 | Date Paid | | | 04/03/2025 10:40 AM | | | | |
| | Payment Type | | | Stripe Payment Gateway | | | | |
| <u></u> | Payment Method | | Vis | a Credit ending in 1111 | | | | |
| Payment Settlement Date | | | | | | | | |
| * | Payment Gateway Referen | nce | pi_ | pi_30yiaoF2mgWphYlJ1n0Bidwq | | | | |
| ¢ | Items making up th | is Transaction | | | | | | |
| | Order Item ID | Product | Product Owner | Payment For | Quantity | Total Amount | Status | \bigcirc |
| | 1182171375 | team rego fee | Passport Training | Jumpin Jacks | 1 | \$ 200.00 | Paid | |
| | | | | | | | | (Cap) |

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

| | | | | | | | * | • - • • |
|---|-------------------|-------------------|--------------------|-------------------|--------------|----------|--------------|------------------------|
| ٢ | lanage Ref | und | | | | | Current F | Refund Balance: \$2693 |
| > | | | | | | | | |
| | Payment Status | | Paid | | | | | |
| Ŧ | Payment Referenc | e Number | 24581804 | | | | | |
| | Payment By | | Jumpin Jacks | | | | | |
| ÷ | Amount Paid | | \$200.00 | | | | | |
| Ţ | Date Paid | | 04/03/2025 10:40 / | AM | | | | |
| | Products to Re | fund | | | | | | |
| ? | Refund | Order Item ID | Product | Product Owner | Payment For | Quantity | Total Amount | Status |
| Ŧ | | 1182171375 | team rego fee | Passport Training | Jumpin Jacks | 1 | \$ 200.00 | Pald |
| | Refund Reason* | | | | | | | |
| | a | | | | | | | |
| | | | | | | | | |
| | | mt. \$200.00 AUD | | | | | | |
| | Total Refund Amou | JIIL: 5200.00 AUD | | | | | | |

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

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|--------------|-------------------------------------------------------------------|---------------|---------------------|-------------------|--------------|----------|----------------|--------------------|
| | Manage Ref | fund | | | | | Current Refund | Balance: \$2693.09 |
| - > | | | | | | | | |
| â | Payment Status | | Paid | | | | | |
| \$ * | Payment Referen | ce Number | 24581804 | | | | | |
| <u>888</u> - | Payment By | | Jumpin Jacks | | | | | |
| Q. | Amount Paid | | \$200,00 | | | | | |
| ń | Date Paid | | 04/03/2025 10:40 AM | | | | | |
| 12 | Products to Re | əfund | | | | | | |
| <u>@</u> | Refund | Order Item ID | Product | Product Owner | Payment For | Quantity | Total Amount | Status |
| 80 - | | 1182171375 | team rego fee | Passport Training | Jumpin Jacks | 1 | \$ 200.00 | Paid |
| 6-0 v | Refund Reason* | | | | | | | |
| B | а | | | | | | | |
| Ô | | | | | | | | |
| Ť | 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:

| GAMED | AY | Refund Summary Passport Training |
|-----------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------|
| Refund ID: 24581792 | | |
| Refund Notificatio | n | |
| A refund has been initiated fo to appear on the statement fo | r transaction 24581792 .PI r your original payment me | ease allow up to 10 business days for the refund thod. |
| Refund Date: | 03/04/2025 | |
| Items Refunded | | |
| Refund Gateway Reference Order Item ID: | : re_3QyiVUF2mgWphY1 18217132 | J1y5YQLjs |
| 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 | |
| | G GAMI | EDAY |

Watch

Your browser does not support HTML5 video.