



How do I issue a refund?

Last Modified on 27/03/2025 2:58 pm AEDT

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](#)

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

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 menu is visible, with 'Manage Finances' highlighted. The main content area displays the association's details, including contact information for the President and Administrator, and a section for statistics with several empty charts.

Silverwood Sports Association [Get Started](#)

Details [Edit](#)

165 Cremorne Street
Cremorne
VIC, AUSTRALIA, 3121
0390010000 (Phone)
sophie@email.com

Add/Edit Logo

Contacts [Edit](#)

President (Primary Contact)
Darryl Monk
0400300200
daz@email.com

Administrator
Sophie Jones
0400100000
sophie@email.com

Stats [Configure](#)

Members, Players by Gender, Coaches, Umpires, New Members, Members registered via forms

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

Transactions Settlement 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: All Payment Ref Number: Payment For:

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, Haili Ibrahim	1230.00 AUD	Stripe Payment Gateway	Paid
	24581796	04/03/2025	Divit, Ates	170.00 AUD	Stripe Payment Gateway	Paid
	24581782	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... [Settings] [Notifications] [Help] [Logout]

Transaction Record Refund ← Back

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_30yiaoF2mqWphYlJIn0Bidwq

Items making up this Transaction

Order Item ID	Product	Product Owner	Payment For	Quantity	Total Amount	Status
1162171375	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

GAMEDAY Search... RS

Manage Refund Current Refund Balance: \$2693.09

Payment Status: **Paid**

Payment Reference Number: 24581804

Payment By: Jumplin 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	Jumplin Jacks	1	\$ 200.00	Paid

Refund Reason *

Total Refund Amount: \$200.00 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 a **Refund Reason**, then click **Continue** > **CONFIRM & ISSUE REFUND**

GAMEDAY Search... RS

Manage Refund Current Refund Balance: \$2693.09

Payment Status: **Paid**

Payment Reference Number: 24581804

Payment By: Jumplin 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	Jumplin Jacks	1	\$ 200.00	Paid

Refund Reason *

Total Refund Amount: \$200.00 AUD

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



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.