



Refund Reporting

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Overview

If you need to pull a report of any refunds you have processed through your Passport database, you can do so by adding refund-related fields onto a **Transaction Report**.

Step-by-Step

Step 1: Open the Transaction report

In your GameDay Passport database, go to **Reports > Finance >** find the **Transaction** report, then click **CONFIGURE**

A screenshot of the GameDay Passport database interface. On the left is a sidebar menu with options: Dashboard, Finances, Members, Competitions, Clubs, Teams, Communications, Registrations, Programs, and Reports (highlighted). The main content area shows a 'Finance' tab selected, with sub-tabs for Members, Non-Members, Refunds (Braintree Gateway), Team App, and Teams. Below these are five report cards: 'Quick Report: Funds Received From Braintree' with a 'Run' button; 'Quick Report: Transactions' with a 'Run' button; 'Transactions' with a 'Configure' button (highlighted with a red box); 'Transactions Sold' with a 'Configure' button; and 'Funds Received' with a 'Configure' button.

Step 2: Add any refund-related field to the report

In the Refunds tab, you will find some refund-related fields that you can add to the report. You can add fields to the report by clicking the **+** button on the left-hand side to add each field into the **Selected Fields** section.

Tip: If you want to refine the list to only show transactions that have been refunded, apply a filter of **'Is Not Blank'** on any of the refund fields

Find A Field

Details

Refunds

+ Refund Amount

+ Refund Date

+ Refund Reason

+ Refund Transaction ID

+ Refund Gateway Reference

+ Order Item Refund Status

Selected Fields

Run Report

Options

Show

☒ Unique Records Only
 ☐ Summary Data
 ☐ All Records

Sort by

Transaction ID

Ascending

Secondary sort by

None

Ascending

Group By

No Grouping

Report Output

Choose how you want to receive the data from this report.

☒ Display
 ☐ Email

Open the report for viewing on the screen.

Email the report in a format suitable to be imported into another product. Select format below.

Report Format

Tab Delimited

Step 3 (optional): Add any other fields you might want to report on

In the **Details** tab, you can add any other transaction-related fields to the report if necessary

Find A Field

Details

+ Transaction ID

+ Product

+ Payment For

+ Item Cost

+ Quantity

+ Line Item Total

+ Promo Code

Selected Fields

☒ Refund Amount
 Filter :

Remove

☒ Refund Date
 Filter :

Remove

☒ Refund Reason
 Filter :

Remove

☒ Refund Transaction ID
 Filter :

Remove

☒ Refund Gateway Reference
 Filter :

Remove

Step 4: Run the report

Once you're satisfied with your report, click **RUN REPORT**, and it will open in a new tab

<div><div>+ Manual Receipt Reference</div><div>+ Payment Type</div><div>+ Payment Method</div><div>+ Payment Gateway Reference</div><div>+ Payment Log ID</div><div>+ Payment Notes</div><div>+ Order Total</div><div>+ Order Discount</div><div>+ Transaction Date</div><div>+ Payment Date</div></div>	<div><div><div><input checked="" type="checkbox"/> Refund Gateway Reference</div><div>Filter : <input type="text"/></div><div>Remove </div></div><div><div><input checked="" type="checkbox"/> Order Item Refund Status</div><div>Filter : <input type="text"/></div><div>Remove </div></div><div><div><input checked="" type="checkbox"/> Transaction ID</div><div>Filter : <input type="text"/></div><div>Remove </div></div><div><div><input checked="" type="checkbox"/> Product</div><div>Filter : <input type="text"/></div><div>Remove </div></div><div><div><input checked="" type="checkbox"/> Payment For</div><div>Filter : <input type="text"/></div><div>Remove </div></div><div><div>Run Report</div></div><div>Options</div></div>
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Step 5 (optional): Export and/or save the report

You can export your report by setting the **Report Output** to '**Email**', then choosing **CSV** as the file format and entering your email address in the space provided - [Learn More](#)

If you want to save the report to use on an ongoing basis without having to rebuild the whole thing again, you can use the save option at the bottom of the report builder - [Learn More](#)

Watch

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