

How do I change a member's payment method for an instalment plan?

01/12/2025 11:29 am AEDT

Overview

This guide outlines the process for changing the payment method for a member's instalment schedule within Passport. Instalments refer to a payment arrangement where a total amount due is divided into several smaller, regular payments over a set period, rather than being paid in one lump sum. This offers flexibility to members, allowing them to spread the cost of their fees over time. For organisations, managing these instalment plans efficiently, including the ability to change payment methods, is crucial for smooth financial operations and member satisfaction.

Step-by-Step

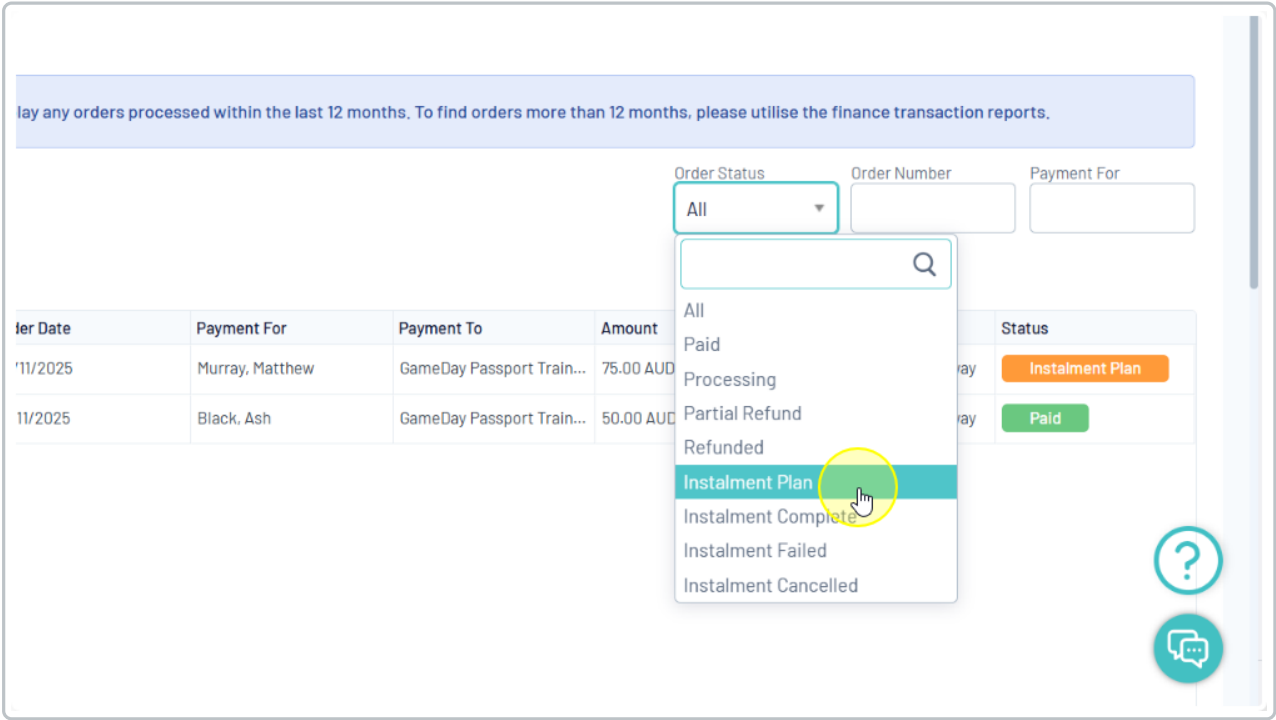
Step 1: Navigate to your Order List

Click on **Finances > MANAGE FINANCES** in the left-hand menu



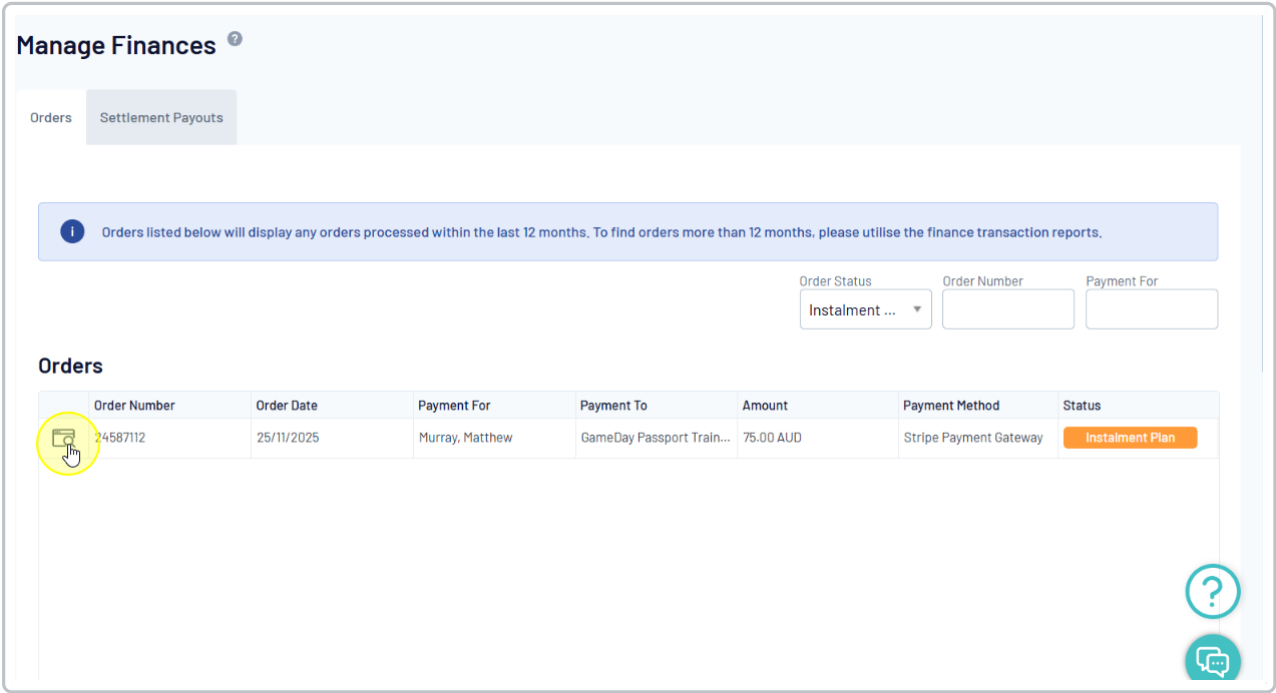
Step 2: Filter by Instalment Plan

In the **Order Status** dropdown filter, select **INSTALMENT PLAN** to display orders with active instalment schedules



Step 3: View the Order

Locate the order for which you want to change the payment method, then click the **VIEW** button next to that order



Step 4: Change the Payment Method

On the order details page, select **CHANGE PAYMENT METHOD**

Order Record

RefundChange Payment MethodCancel← Back

Order Details

Order Status	Instalment Plan
Order Number	24587112
Payment For	Matthew Murray
Total Amount	\$ 75.00
Date Paid	25/11/2025 12:30 PM
Payment Method	Visa Credit ending in 0006 (Link)
Saved Payment Method	Mastercard Credit ending in 4444 (Card)

A pop-up box will appear allowing you to change the current payment method attached to the instalment plan. To change to a new method, enter the details of the desired payment method and click **PAY ANOTHER WAY**

Order Record

RefundChange Payment Method

Order Details

Change Payment Method

Secure, fast checkout with Link

Card number

1234 1234 1234 1234

VISA

Expiry date

MM / YY

Security code

CVC

123

Country

Australia

By providing your card information, you allow GameDay to charge your card for future payments in accordance with their terms.

Change Payment Method

A confirmation message will appear, indicating that the payment method has been successfully changed for the instalment schedule. This instalment schedule will now process any remaining payments using the new payment method.