

How do I refund a paid order?

04/06/2025 1:43 pm AEST

Overview

Organisations collecting payments through GameDay's registration and payment features have the ability to refund the whole amount or a partial amount of any order where payment was processed online using GameDay's integrated payment gateway (Credit Card or PayPal).

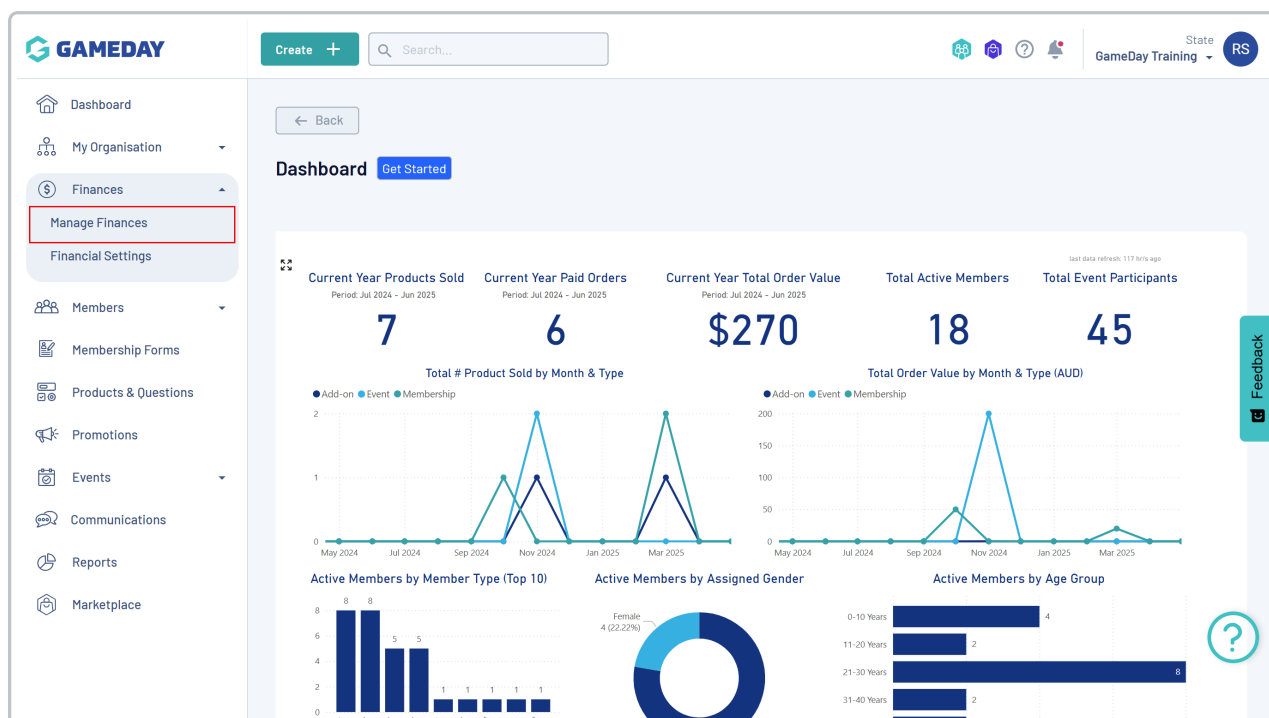
Be aware that:

- Refunds can only be issued for products purchased from your organisation. If the order contains products from another organisation in the hierarchy, those organisations will need to process the refund for those particular products that are part of the order
- Your organisation's **Refund Period** will determine if an order can be refunded
- Refunds can only be processed for those orders that have been **Paid** online
- Orders will be available for refund **the day after** being processed, as they first need to be transferred to the relevant account
- Payments made via BECS Direct Debit will only be available to refund after the payment has cleared; if the status of an order is listed as 'Processing', they will not yet be available to refund

Step-by-Step

Step 1: Navigate to the Finances screen

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



Step 2: Select the Order list and view the relevant order

On the **Orders** tab, click **VIEW** next to the order you wish to refund

The screenshot shows the GAMEDAY dashboard. On the left is a sidebar with navigation links: Dashboard, My Organisation, Finances (selected), Members, Membership Forms, Products & Questions, Promotions, Events, Communications, and Reports. The 'Finances' section is active, showing a 'Manage Finances' sub-menu. The main content area has a 'Back' button and a 'Finances' header. Below this are tabs for 'Orders' and 'Settlements'. The 'Orders' tab is active, displaying a table of orders. The table has columns: Date, Order Details, Order Number, Amount, Status, and Source. One order is listed: April 24th 2025, 2:04 pm (AEST), Frank Overton, 1904624, \$75.00 AUD, Paid, Membership Form. A 'View' button is next to this order, highlighted with a red box. Above the table are filters: Send Email, Send Payment Request, Date Range, All Sources, All Status, and a search bar with '1904624'. A 'Feedback' button is on the right.

Step 3: Refund the order

On the order details page, open the menu in the top-right corner and click the **REFUND OR CANCEL ORDER** button

The screenshot shows the GAMEDAY order details page for order 1904624. The page has a 'Back' button and a 'Paid' status. The order details show the date April 24th 2025, 2:04 pm (AEST) and the account email sal.mystic7763@eagereverest.com. The main content area has tabs for 'Order Items' and 'Transactions'. The 'Order Items' tab is active, displaying a table of order items. The table has columns: Order Item Number, Product Name, Product Type, Quantity, Unit Price, Total Price, Promotional Discount, Total Discounted Price, and Status. One item is listed: 2424378, Senior Membership Fee, Membership, 1, \$75.00 AUD, \$75.00 AUD, -, \$75.00 AUD, Paid. A 'Feedback' button is on the right. A menu in the top-right corner is open, showing 'Refund or Cancel Order' and 'Email Payment Receipt'. The 'Refund or Cancel Order' option is highlighted with a red box.

A pop up box will appear, asking you to select the relevant product(s) you want to refund. Tick the **CHECKBOX** on the left-hand side under the **Refund** column to select one or more products to refund. You can also issue a partial refund by manually updating the amount in the **Refund Amount** column.

Create +

Search...

GameDay Training

State

RS

Order - 1904624

Amount: \$ 75.00 AUD

Confirm Refund/Cancel

Paid

Frank Overton - April 24th 2025, 2:04 pm (AEST)

Order: 1904624

Order amount: \$ 75.00 AUD

Items to Refund/Cancel

Refund	Cancel	Items	Member	Item Number	Price	Refundable Amount	Refund Amount	Organisation	Today's Refund Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Senior Membership Fee	Frank Overton	2424378	\$ 75.00 AUD	\$ 75.00 AUD	\$ 75	GameDay Training	\$ 114.14 AUD

Refund/Cancel reason

Cancel

Continue

By selecting Continue, I acknowledge this refund will not exceed the Total refund balance for my organisation.



Note: The **Total Refund Order Balance** column will display the remaining funds you have available in your account to process this refund. If you are attempting to refund an amount exceeding your balance, you will receive an error message and will be unable to proceed with the refund until additional funds are processed into your database through other paid orders.

Click **Continue**, then click **CONFIRM & ISSUE REFUND**

Create +

Search...

GameDay Training

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RS

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Amount: \$ 75.00 AUD

Confirm Refund/Cancel

Paid

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<input checked="" type="checkbox"/>	<input type="checkbox"/>	Senior Membership Fee	Frank Overton	2424378	\$ 75.00 AUD	\$ 75.00 AUD	\$ 75	GameDay Training	\$ 114.14 AUD

Refund/Cancel reason

Back

Confirm & Issue Refund

By selecting Continue, I acknowledge this refund will not exceed the Total refund balance for my organisation.

A confirmation message will then appear if your refund was processed successfully.



Note: Please allow 5-10 business days after processing the refund for the funds to be received by the member. This timeframe can vary depending on bank transfer times

Watch

Your browser does not support HTML5 video.
