



How do I refund a paid order?

Last Modified on 13/12/2023 10:21 am AEDT

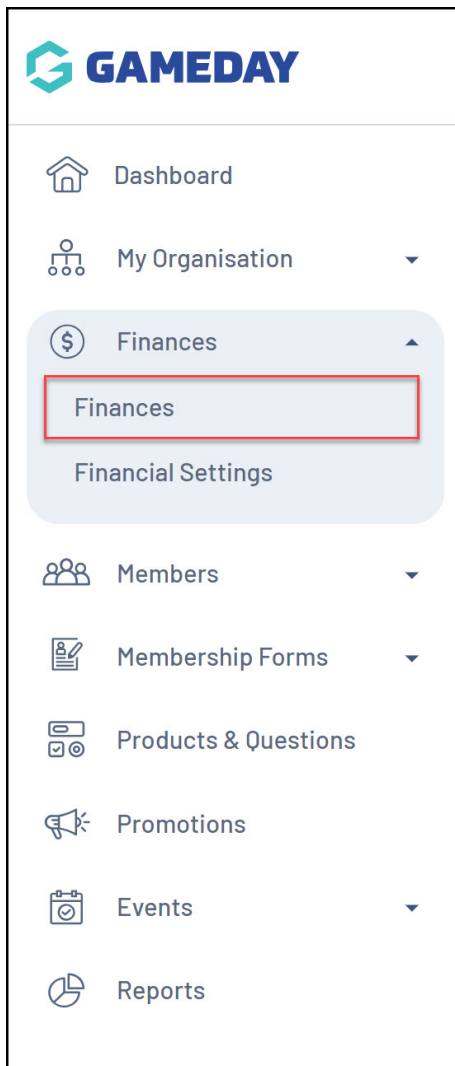
Organisations collecting payments through GameDay's registration and payment features have the ability to refund the whole amount or a partial amount of any order where payment was processed online using GameDay's integrated payment gateway (Credit Card or PayPal).

Note:

- 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

To refund a paid order through your database:

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



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

The screenshot shows the Orders tab in the GAMEDAY dashboard. The 'View' button for the first order is highlighted with a red box. The table displays the following data:

| <input type="checkbox"/> | Date | Order Details | Order Number | Amount | Status | Source | Action(s) |
|--------------------------|--------------------------------|---------------|--------------|---------------|--------|-----------------|-----------|
| <input type="checkbox"/> | June 15th 2022, 5:32 pm (AEST) | | 1671264 | 0.00 | Paid | Membership Form | View |
| <input type="checkbox"/> | June 15th 2022, 4:36 pm (AEST) | | 1671260 | 0.00 | Paid | Membership Form | View |
| <input type="checkbox"/> | June 9th 2022, 4:57 pm (AEST) | | 1670746 | 0.00 | Paid | Membership Form | View |
| <input type="checkbox"/> | June 9th 2022, 4:50 pm (AEST) | | 1670743 | \$ 20.00 AUD | Paid | Membership Form | View |
| <input type="checkbox"/> | June 7th 2022, 10:58 am (AEST) | | 1670448 | \$ 215.00 AUD | Paid | Event Form | View |

3. On the order details page, click the **REFUND ORDER** button.

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Refund Order

Email Payment Receipt

Order - 1892313

Paid

November 17th 2023, 1:40 pm (AEDT)

Amount: \$ 0.02 AUD

Source: Membership Form

4. 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.

Confirm Refund/Cancel

Paid

November 17th 2023, 1:40 pm (AEDT)

Order: 1892313

Order amount: \$ 0.02 AUD

Items to Refund/Cancel

| Refund | Cancel | Items | Member | Item Number | Price | Refundable Amount | Refund Amount | Organisation | Rem. Balance |
|-------------------------------------|--------|-------|--------|-------------|-------------|-------------------|---------------|-------------------|---------------|
| <input checked="" type="checkbox"/> | | | | 2400918 | \$ 0.01 AUD | \$ 0.01 AUD | \$ 0.01 | PVT National Body | \$ 329.96 AUD |
| <input checked="" type="checkbox"/> | | | | 2400917 | \$ 0.01 AUD | \$ 0.01 AUD | \$ 0.01 | PVT National Body | \$ 329.96 AUD |

Refund/Cancel reason

Cancel

Continue

Note: The **Rem 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.

You can issue a partial refund by manually updating the amount in the **Refund Amount** column.

5. Click **CONTINUE**

Confirm Refund/Cancel

Paid

November 17th 2023, 1:40 pm (AEDT)

Order: 1892313

Order amount: \$ 0.02 AUD

Items to Refund/Cancel

| Refund | Cancel | Items | Member | Item Number | Price | Refundable Amount | Refund Amount | Organisation | Rem. Balance |
|-------------------------------------|--------|-------|--------|-------------|-------------|-------------------|---------------|-------------------|---------------|
| <input checked="" type="checkbox"/> | | | | 2400918 | \$ 0.01 AUD | \$ 0.01 AUD | \$ 0.01 | PVT National Body | \$ 329.96 AUD |
| <input checked="" type="checkbox"/> | | | | 2400917 | \$ 0.01 AUD | \$ 0.01 AUD | \$ 0.01 | PVT National Body | \$ 329.96 AUD |

Refund/Cancel reason

Cancel

Continue

6. Confirm the refund details, then click **CONFIRM & ISSUE REFUND**

Confirm Refund/Cancel

Paid

Faiza Umer - November 17th 2023, 1:40 pm (AEDT)

Order: 1892313

Order amount: \$ 0.02 AUD

Items to Refund/Cancel

| Refund | Cancel | Items | Member | Item Number | Price | Refundable Amount | Refund Amount | Organisation | Rem. Balance |
|-------------------------------------|--------|------------------|------------|-------------|-------------|-------------------|--------------------------------------|-------------------|---------------|
| <input checked="" type="checkbox"/> | | product national | Abc Pal | 2400918 | \$ 0.01 AUD | \$ 0.01 AUD | <input type="text" value="\$ 0.01"/> | PVT National Body | \$ 329.96 AUD |
| <input checked="" type="checkbox"/> | | product national | test smith | 2400917 | \$ 0.01 AUD | \$ 0.01 AUD | <input type="text" value="\$ 0.01"/> | PVT National Body | \$ 329.96 AUD |

Refund/Cancel reason

Back

Confirm & Issue Refund

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

Note: Please allow 3-5 business days after processing the refund for the funds to be received by the member

Related Articles