



How do I refund event entrants?

Last Modified on 01/11/2023 11:13 am AEDT

As an event manager running an event through GameDay in which entrants are required to make payment, you also have the ability to refund an event order after it has been paid.

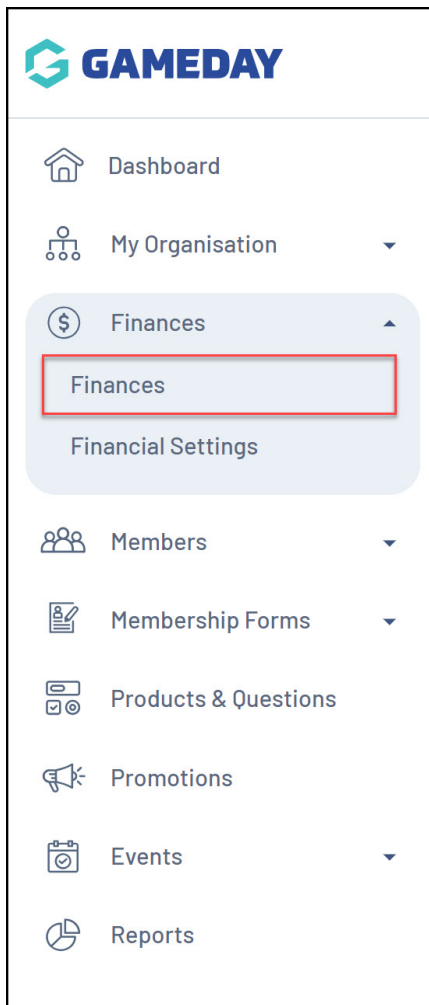
Refunding an order sends the specified amount back to the original payment method that the entrant used to register. Entrants can either be refunded their full order amount - therefore withdrawing them from the event - or a partial amount.

Note: Please allow up to 5 business days for a refund to reach the original payment method, as bank processing times may vary.

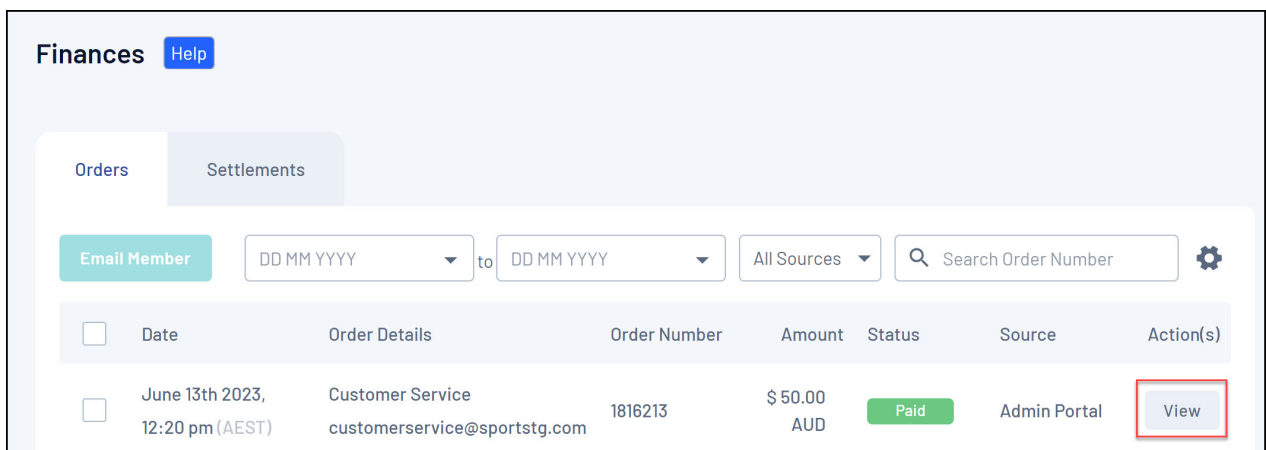
Full Refunds

To refund a full Order:

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



2. In the **Orders** tab, find the relevant paid order for the entrant you want to refund, then click **VIEW**



3. Click **REFUND OR VOID ORDER** at the top of the screen

← Back

Refund or Void Order

Email Payment Receipt

Order - 1877183

Paid

November 1st 2023, 10:49 am (AEDT)

Amount: \$ 105.00 AUD

Source: Event Form

Login Account Email: [r.stewart@supporting.com](#)

Order Items

Transactions

Q

Type to Search

⚙

	Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
▼	2356131	GameDay Cap	Add-on	1	\$ 5.00 AUD	\$ 5.00 AUD	-	\$ 5.00 AUD	<div>Paid</div>
▼	2356130	Season Package	Event	1	\$ 100.00 AUD	\$ 100.00 AUD	-	\$ 100.00 AUD	<div>Paid</div>

NOTE: You will only be able to refund this order if it was processed within the Refund Period set by your organisation.

4. Tick the **REFUND** and/or **VOID** checkboxes against all items within this order.

Confirm Refund/Void

Paid

Rory Stewart - November 1st 2023, 10:49 am (AEDT)

Order: 1877183

Order amount: \$ 105.00 AUD

Items to Refund/Void

Refund	Void	Items	Member	QR Code ID	Price	Refundable Amount	Refund Amount	Organisation	Rem. Balance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GameDay Cap	Con Stanley	I+YIJJ0mPTtV9TNi0+LP4Bv2PlmT2EywG6rsKkJxoZG43alwvn6yGVqLfDRVETno	\$ 5.00 AUD	\$ 5.00 AUD	\$ 5	GameDay Training	\$ 201.80 AUD
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Season Package	Con Stanley	vGp8a83PBTvr02UBGOJWibciRxqZYs5eh6FY5lWKg3IkW6d4seTgYUIp8H02zck	\$ 100.00 AUD	\$ 100.00 AUD	\$ 100	GameDay Training	\$ 201.80 AUD

Refund/Void reason

Cancel

Continue

Ticking the **VOID** box against these product items will void the QR Codes attached to these products so they cannot be scanned on event day.

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.

5. Once all checkboxes have been checked, click **CONTINUE**.

Confirm Refund/Void

Paid

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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GameDay Cap	Con Stanley	I+YiJJ0mPTtV9TNI0+LP4Bv2PimT2EywG6rsKkJxoZG43alwvnGyGVqLfDRVETno	\$ 5.00 AUD	\$ 5.00 AUD	<div>\$ 5</div>	GameDay Training	\$ 201.80 AUD
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Season Package	Con Stanley	vGp6a83PBTvr02UBG0JWlbcIRxqZYs5eh6FYY5lWKg3IkW6d4seTgYUip8H02zck	\$ 100.00 AUD	\$ 100.00 AUD	<div>\$ 100</div>	GameDay Training	\$ 201.80 AUD

Refund/Void reason

Cancel

Continue

6. Click **CONFIRM AND ISSUE REFUND & VOID ORDER**.

Confirm Refund/Void

Paid

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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GameDay Cap	Con Stanley	I+YiJJ0mPTtV9TNI0+LP4Bv2PimT2EywG6rsKkJxoZG43alwvnGyGVqLfDRVETno	\$ 5.00 AUD	\$ 5.00 AUD	<div>\$ 5</div>	GameDay Training	\$ 201.80 AUD
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Season Package	Con Stanley	vGp6a83PBTvr02UBG0JWlbcIRxqZYs5eh6FYY5lWKg3IkW6d4seTgYUip8H02zck	\$ 100.00 AUD	\$ 100.00 AUD	<div>\$ 100</div>	GameDay Training	\$ 201.80 AUD

Refund/Void reason

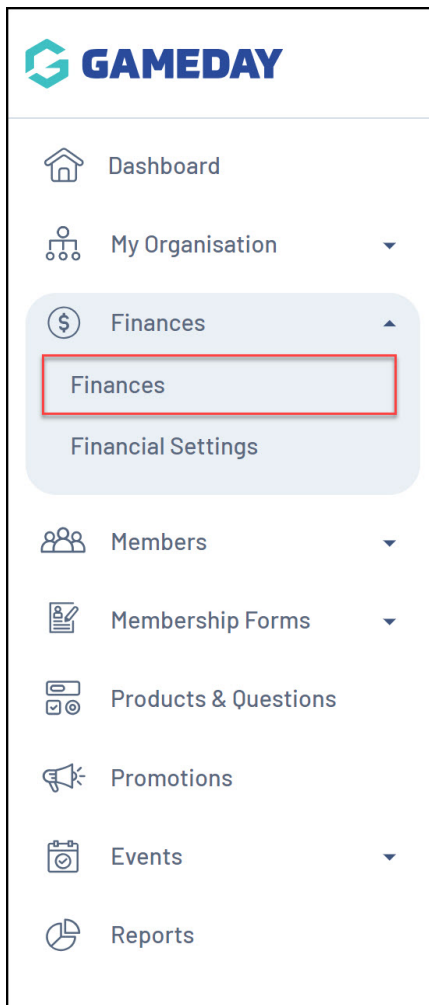
Back

Confirm Issue Refund & Void Order

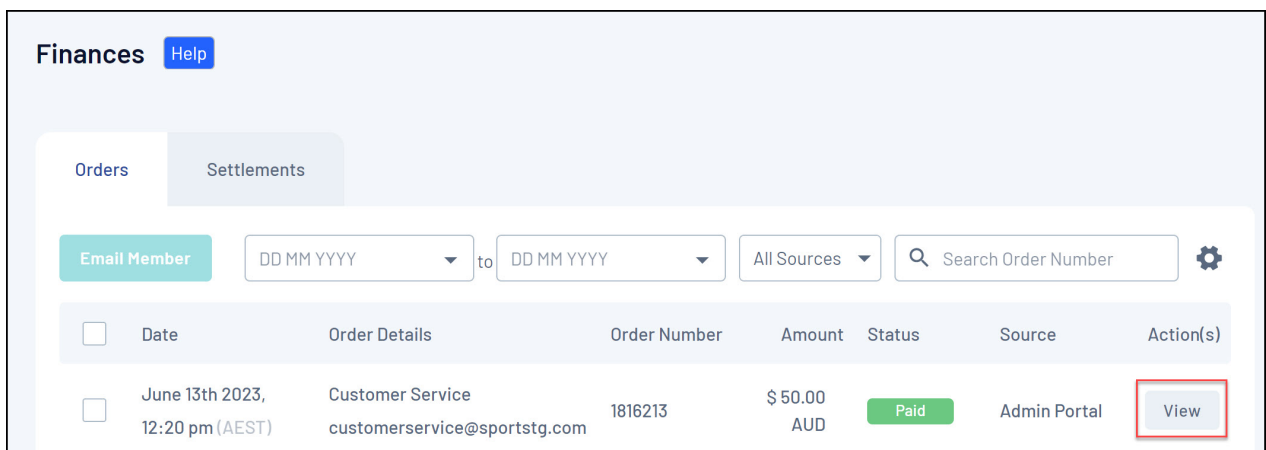
Partial Refunds

To partially refund an order:

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



2. In the **Orders** tab, find the relevant paid order for the entrant you want to refund, then click **VIEW**



3. Click **REFUND OR VOID ORDER** at the top of the screen

← Back

Refund or Void Order

Email Payment Receipt

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Amount: \$ 105.00 AUD

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Login Account Email: [r.stewart@supporting.com](#)

Order Items

Transactions

Type to Search

	Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
▼	2356131	GameDay Cap	Add-on	1	\$ 5.00 AUD	\$ 5.00 AUD	-	\$ 5.00 AUD	Paid
▼	2356130	Season Package	Event	1	\$ 100.00 AUD	\$ 100.00 AUD	-	\$ 100.00 AUD	Paid

4. To partially refund the order, check the **REFUND** and **VOID** checkboxes against the relevant item(s) in this order. For example, in the image below, we want to refund the *GameDay Cap* product, but leave the *Season Package* intact.

Confirm Refund/Void

Paid

Rory Stewart - November 1st 2023, 10:54 am (AEDT)

Order: 1877184

Order amount: \$ 105.00 AUD

Items to Refund/Void

Refund	Void	Items	Member	QR Code ID	Price	Refundable Amount	Refund Amount	Organisation	Rem. Balance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GameDay Cap	Billy Thompson	VEmaDlqUnoZsFUPmvOBIAKwzk4PZZx405aFVeVsHuISAVbiOp+JuVs/hX2Yre3cn	\$ 5.00 AUD	\$ 5.00 AUD	\$ 5	GameDay Training	\$ 96.80 AUD
<input type="checkbox"/>	<input type="checkbox"/>	Season Package	Billy Thompson	RqdU32TtKaG6k0IdEOUpd3kgxvAo01FXLzTxVjwo6E+VG2rJ0cbTVWq0IsZrRbhe	\$ 100.00 AUD	\$ 100.00 AUD		GameDay Training	

Refund/Void reason

Cancel

Continue

Alternatively, you can specify an amount to refund using the **REFUND AMOUNT** text field:

Confirm Refund/Void

Paid

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Order amount: \$ 105.00 AUD

Items to Refund/Void

Refund	Void	Items	Member	QR Code ID	Price	Refundable Amount	Refund Amount	Organisation	Rem. Balance
<input type="checkbox"/>	<input type="checkbox"/>	GameDay Cap	Billy Thompson	VEmaDlqUnoZsFUPmvOBIAKwzk4PZZx405aFVeVsHuISAVbiOp+JuVs/hX2Yre3cn	\$ 5.00 AUD	\$ 5.00 AUD		GameDay Training	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Season Package	Billy Thompson	RqdU32TtKaG6k0IdEOUpd3kgxvAo01FXLzTxVjwo6E+VG2rJ0cbTVWq0IsZrRbhe	\$ 100.00 AUD	\$ 100.00 AUD	\$ 50	GameDay Training	\$ 96.80 AUD

Refund/Void reason

Cancel

Continue

5. Click CONTINUE once you've defined your refund amount

Confirm Refund/Void

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<input type="checkbox"/>	<input type="checkbox"/>	GameDay Cap	Billy Thompson	VEmaDlqUnoZsFUPmvOBIAKwzk4PZZx405aFVeVsHuISAVbiOp+JuVs/hX2Yre3cn	\$ 5.00 AUD	\$ 5.00 AUD		GameDay Training	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Season Package	Billy Thompson	RqdU32TtKaG6k0ldE0Upd3kgxvAo01FXLzTxVjwo6E+VG2rJ0cbTVWq0Is2zRbhe	\$ 100.00 AUD	\$ 100.00 AUD	<div>\$ 50</div>	GameDay Training	\$ 96.80 AUD

Refund/Void reason

Cancel

Continue

6. Click **CONFIRM AND ISSUE REFUND**

Confirm Refund/Void

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Order: 1877184

Order amount: \$ 105.00 AUD

Items to Refund/Void

Refund	Void	Items	Member	QR Code ID	Price	Refundable Amount	Refund Amount	Organisation	Rem. Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Season Package	Billy Thompson	RqdU32TtKaG6k0ldE0Upd3kgxvAo01FXLzTxVjwo6E+VG2rJ0cbTVWq0Is2zRbhe	\$ 100.00 AUD	\$ 100.00 AUD	<div>\$ 50</div>	GameDay Training	\$ 96.80 AUD

Refund/Void reason

Back

Confirm & Issue Refund

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