

How do I process payment for an unpaid order?

15/01/2026 1:27 pm AEDT

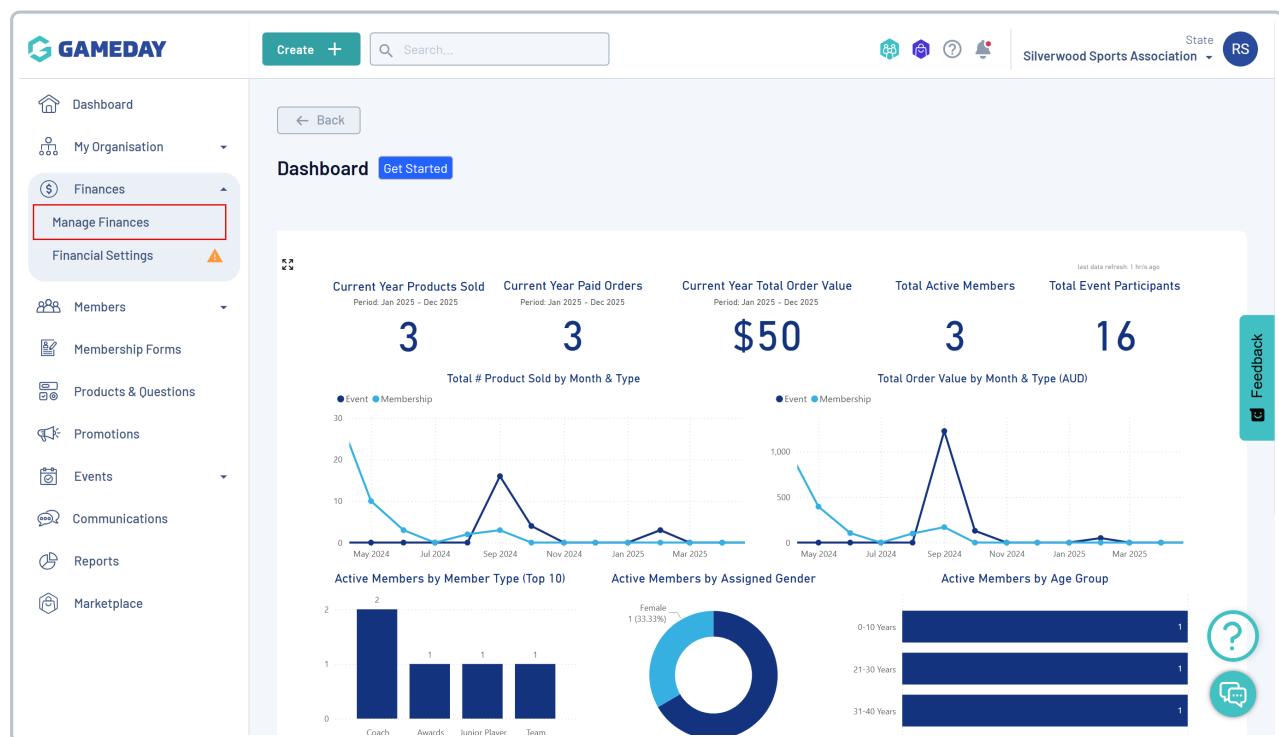
Overview

As an administrator running a membership program or event through GameDay in which members and entrants are required to make payment, you also have the ability to manually pay an unpaid order through the back-end GameDay database using a secure online payment gateway. This process is generally used if your organisation takes payment over the phone or in-person for members who were unable to complete payment through the form.

Step-by-Step

Step 1: Open your order list

From your GameDay Dashboard, select **Finances > MANAGE FINANCES** from the left-hand menu



Step 2: View an unpaid order

Find the unpaid order you want to pay and click **VIEW**

Finances

Orders

Date	Order Details	Order Number	Amount	Status	Source
February 7th 2025, 9:56 am (AEDT)		2063162	\$ 100.00 AUD	Unpaid	Admin Portal
December 18th 2024, 3:29 pm (AEDT)		2047311	\$ 60.00 AUD	Unpaid	Membership Form
October 7th 2024, 3:22 pm (AEDT)		2008496	\$ 10.00 AUD	Unpaid	Event Form
August 13th 2024, 1:35 pm (AEST)		1964146	\$ 50.00 AUD	Unpaid	Membership Form
July 4th 2024, 2:27 pm (AEST)		1956291	\$ 50.00 AUD	Unpaid	Event Form
April 9th 2024, 3:20 pm (AEST)		1936771	\$ 65.00 AUD	Unpaid	Membership Form

Step 3: Start the payment process

In the menu in the top-right corner, click **PAY ORDER**

Order - 2047311

unpaid December 18th 2024, 3:29 pm (AEDT)

Pay Order

Cancel Order

Send Payment Request

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
2731664	T-Shirt	Add-on	1	\$ 10.00 AUD	\$ 10.00 AUD	-	\$ 10.00 AUD	unpaid
2731663	2024 Junior Membership (State Levy)	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	unpaid

Step 4: Confirm details

Confirm that the order details are correct, then click **PROCESS PAYMENT NOW** option

Review items for this order

Order Item Number	Product Name	Quantity	Price	Total Discounted Price	Promotion
2731664	T-Shirt	1	\$ 10.00 AUD	\$ 10.00 AUD	
2731663	2024 Junior Membership (State Levy)	1	\$ 50.00 AUD	\$ 50.00 AUD	

Show 10 Showing rows 1-2 of 2

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How would you like to pay?

Payment option is Payment Gateway or Manually set Product as Paid

Mark as

Total Price (Inclusive of Transaction and Processing Fee)

\$ 60.00 AUD



Click **PROCEED TO PAYMENT**

How would you like to pay?

Payment option is Payment Gateway or Manually set Product as Paid

Mark as

Total Price (Inclusive of Transaction and Processing Fee)

\$ 60.00 AUD



Step 5: Pay for the order

Enter payment details, then click **PAY NOW**

Make a Payment
Total due: \$ 60.00 AUD

Card AU Direct Debit

Card number
4444 3333 2222 1111 

Expiry date 12 / 25 Security code 123 

Country Australia

Pay Now

Powered by **stripe**

Feedback 

Cancel **Pay Now** 

If the payment is successful, the order will then be recognised in the system as paid, and the funds will be included in your next settlement



NOTE: For orders paid offline, select "Paid" in Step 4 of the process. Users can then enter an optional payment note to support record-keeping and reporting within the system

2954714 Club Donation - \$50 \$ 50.00 AUD \$ 50.00 AUD

2954713 Cap 1 \$ 15.00 AUD \$ 15.00 AUD

Show 10  Showing rows 1-2 of 2     

How would you like to pay?

Payment option is Payment Gateway or Manually set Product as Paid

Mark as

Unpaid Paid Process payment now

Payment Note (optional)
e.g., Bank transfer ref, cash payment, processed by...

Total Price (Inclusive of Transaction and Processing Fee)
\$ 65.00 AUD

Cancel **Mark order as Paid** 

Watch

Your browser does not support HTML5 video.
