# How do I process payment for an unpaid order?

16/04/2025 2:12 pm AEST

## 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

GAMEDAY	Create + Q. Search (B) (C) (C) (C) (C) (C) (C) (C) (C) (C) (C
Dashboard 유규 My Organisation ~	Einances
S Finances	
Manage Finances	
Financial Settings 🔒	Orders Settlements
And Members -	Send Email Send Payment Request Date Range V All Sources V Unpaid V Q Search
Membership Forms	g
Products & Questions	Date Order Details Order Number Amount Status Source
द्धाः Promotions	February 7th 2025, 9:56 am (AEDT) 2063162 \$100.00 AUD Unpaid Admin Portal View
🙆 Events 🔻	December 18th 2024, 3:29 pm (AEDT) 2047311 \$ 60.00 AUD Unpaid Membership Form View
፼ Communications	October 7th 2024, 3:22 pm (AEDT) 2008496 \$ 10.00 AUD Unpaid Event Form View
🕑 Reports	
🗇 Marketplace	August 13th 2024, 1:35 pm (AEST) 1964146 \$50.00 AUD Unpaid Membership Form View
	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 View

## Step 3: Start the payment process

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

GAMEDAY	Create + Q						🏟 🖗	) 🗳	Silverwood Sports Ass	State RS
Dashboard	← Back									
📆 My Organisation 👻	Order - 204731	1						Pay Orc	der	
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828 Members -	Order Items	Transactions								_
Membership Forms									C Type to Search	gack 🔅
e Products & Questions	Order Ite	em Number Product N	ame Product Type	Quantity	Unit Price	Total Price	Promotional	Discount	Total Discounted Price	Status
CF Promotions	✓ 2731664	T-Shirt	Add-on	1	\$ 10.00 AUD	\$ 10.00 AUD	-		\$ 10.00 AUD	unpaid
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### Step 4: Confirm details

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

Review items for tl	his order					
Order Item Number	Product Name		Quantity	Price	Total Discouted 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	
howing rows 1-2 of 2 <b>How would you like</b> Payment option is Payment Ga	t <b>o pay?</b> Iteway or Manually set Product as Paid	14 4				
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otal Price (Inclusive of Transaction	n and Processing Fee)					

## Click PROCEED TO PAYMENT

How would you like to pay?	19
Payment option is Payment Gateway or Manually set Product as Paid	
Mark as	
Unpaid Paid Process payment now	
Total Price (Inclusive of Transaction and Processing Fee)	
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Cancel	Proceed to Payment

Step 5: Pay for the order

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

Maka a Daumant				
Take a Payment Fotal due: \$ 60.00 AUE	D			
🖬 Card	<b>û</b> AU Direct Debit			
Card number				
4444 3333 2222 111	11	VISA		
xpiry date	Security code			
12 / 25	123			
Country				
Australia		~		
Po	Pay wered by <b>stripe</b>	y Now		

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

# Watch

Your browser does not support HTML5 video.