

How do I refund a paid order?

24/04/2025 2:09 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).

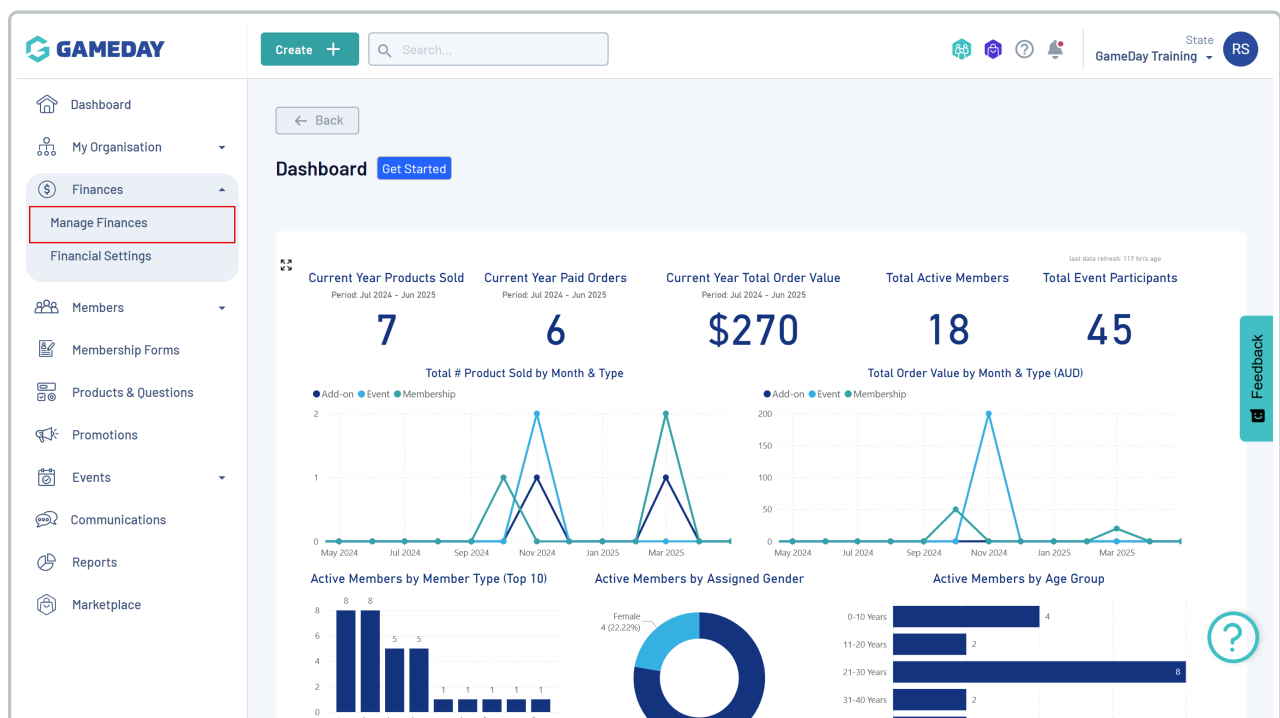
Be aware that:

- 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

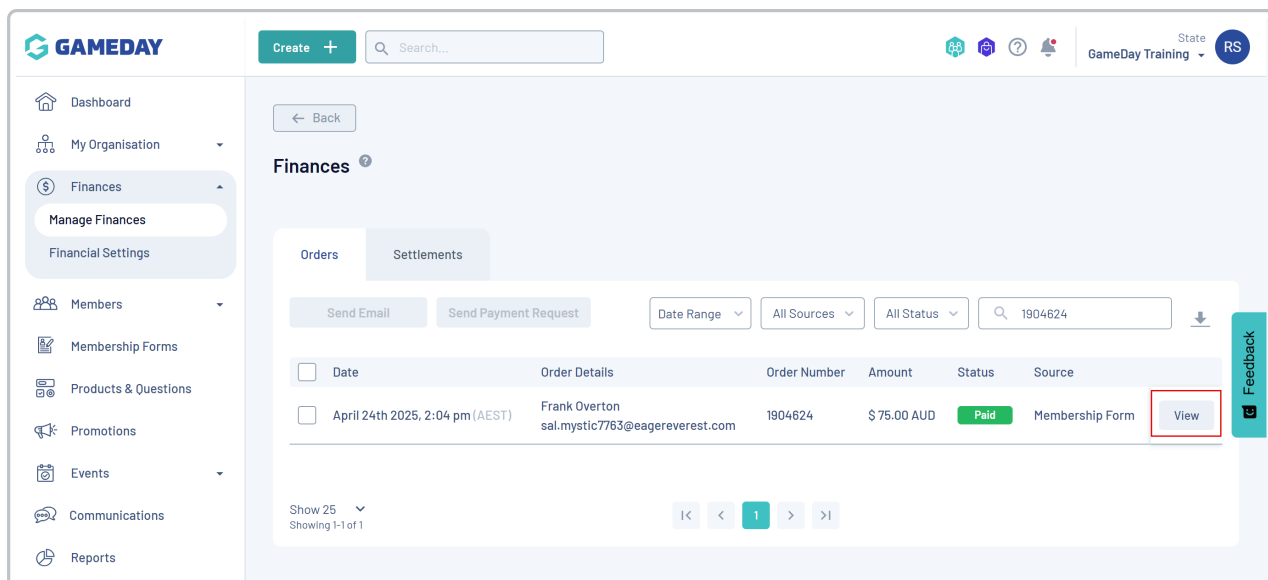
Step 1: Navigate to the Finances screen

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



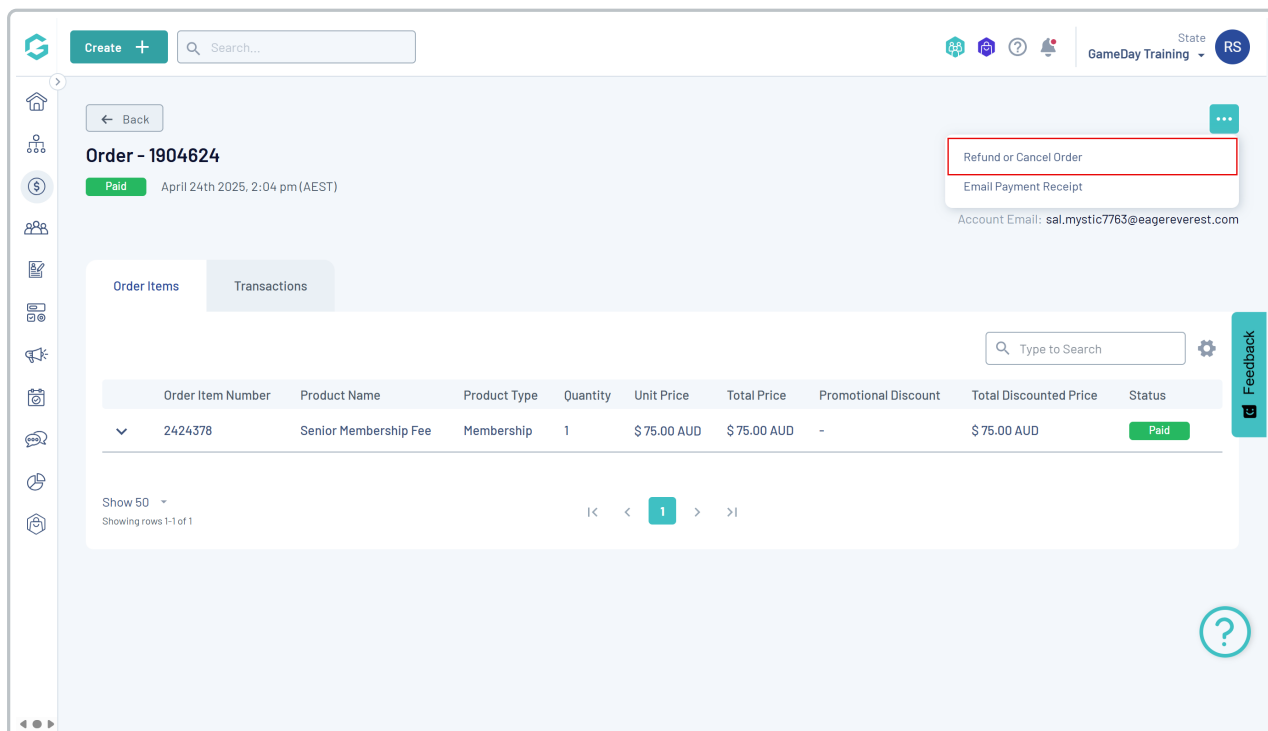
The screenshot shows the GameDay interface. On the left is a sidebar with navigation options: Dashboard, My Organisation, Finances (selected), Members, Membership Forms, Products & Questions, Promotions, Events, Communications, and Reports. The 'Finances' section is expanded, showing 'Manage Finances' and 'Financial Settings'. The main area is titled 'Finances' and has two tabs: 'Orders' (selected) and 'Settlements'. Below the tabs are buttons for 'Send Email' and 'Send Payment Request', followed by filters for 'Date Range', 'All Sources', and 'All Status'. A search bar contains '1904624'. Below this is a table of orders:

<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	
<input type="checkbox"/>	April 24th 2025, 2:04 pm (AEST)	Frank Overton sal.mystic7763@eagereverest.com	1904624	\$ 75.00 AUD	Paid	Membership Form	View

At the bottom of the table, it says 'Show 25' and 'Showing 1-1 of 1'. There are navigation arrows and a page number '1'. On the right side of the interface, there is a 'Feedback' button.

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 interface for the 'Order - 1904624' details page. The order is marked as 'Paid' and dated 'April 24th 2025, 2:04 pm (AEST)'. The account email is 'sal.mystic7763@eagereverest.com'. The page has two tabs: 'Order Items' (selected) and 'Transactions'. Below the tabs is a search bar 'Type to Search' and a settings gear icon. Below this is a table of order items:

	Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
▼	2424378	Senior Membership Fee	Membership	1	\$ 75.00 AUD	\$ 75.00 AUD	-	\$ 75.00 AUD	Paid

At the bottom of the table, it says 'Show 50' and 'Showing rows 1-1 of 1'. There are navigation arrows and a page number '1'. On the right side of the interface, there is a 'Feedback' button. In the top-right corner, there is a menu icon (three dots) with a dropdown menu containing '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 TrainingRS

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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	<div>\$75</div>	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.

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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 TrainingRS

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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	<div>\$75</div>	GameDay Training	\$114.14 AUD

Refund/Cancel reason

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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 3-5 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.