GAMEDAY

How do I cancel an unpaid order?

Last Modified on 27/02/2025 3:49 pm AEDT

Overview

If an existing member has an unpaid order listed against their name in your GameDay database, you can cancel the order.

> **Note:** An order can only be cancelled if its status is **Unpaid**. To deal with orders that have been paid, you can to process a refund.

Step-by-Step

Step 1: Navigate to the Finances screen

In the left-hand menu, click **Finances**, then click **MANAGE FINANCES**

Step 2: Find the relevant unpaid order

Find the **Unpaid** order you want to cancel and click **VIEW**

| | October 7th 2024, 3:18 pm (AEDT) | Tony Raymond yew.lotus7121@eagereverest.com | 2008491 | $ 20.00 AUD | Unpaid | Event Form | View |

Step 3: Cancel the Order

Expand the **Actions arrow** and click the **CANCEL ORDER** button in the top-right corner
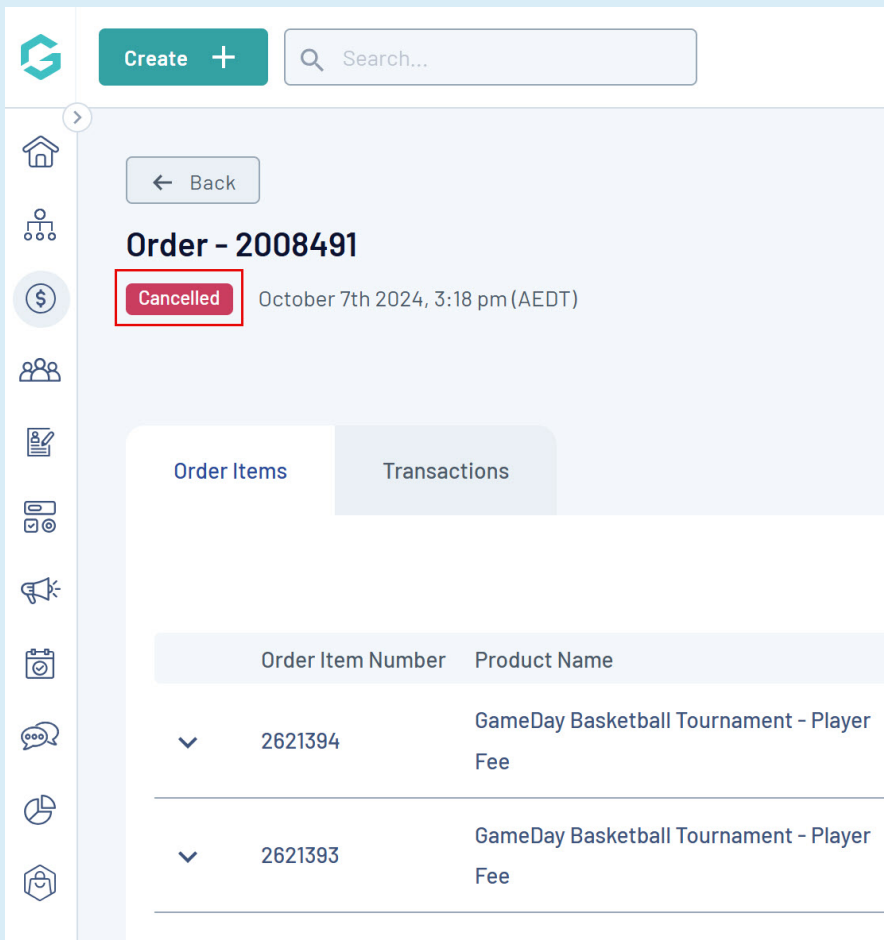
Step 4: Confirm Cancellation

Confirm you want to cancel the order by clicking **YES**
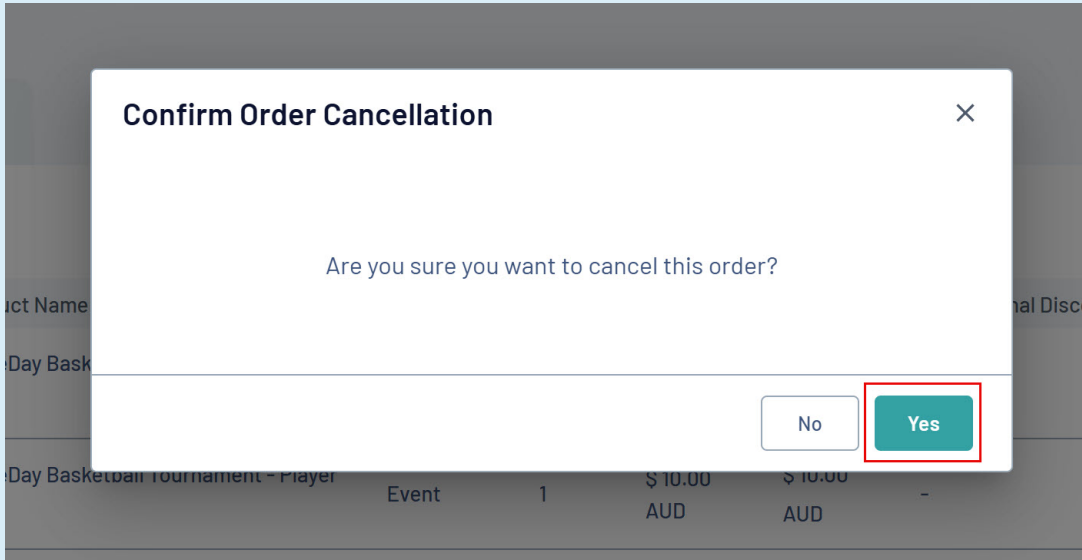
Step 5: Order status confirmation

The order is now cancelled and will update to a **Cancelled** status

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