How do I cancel an order?

24/04/2025 2:25 pm AEST

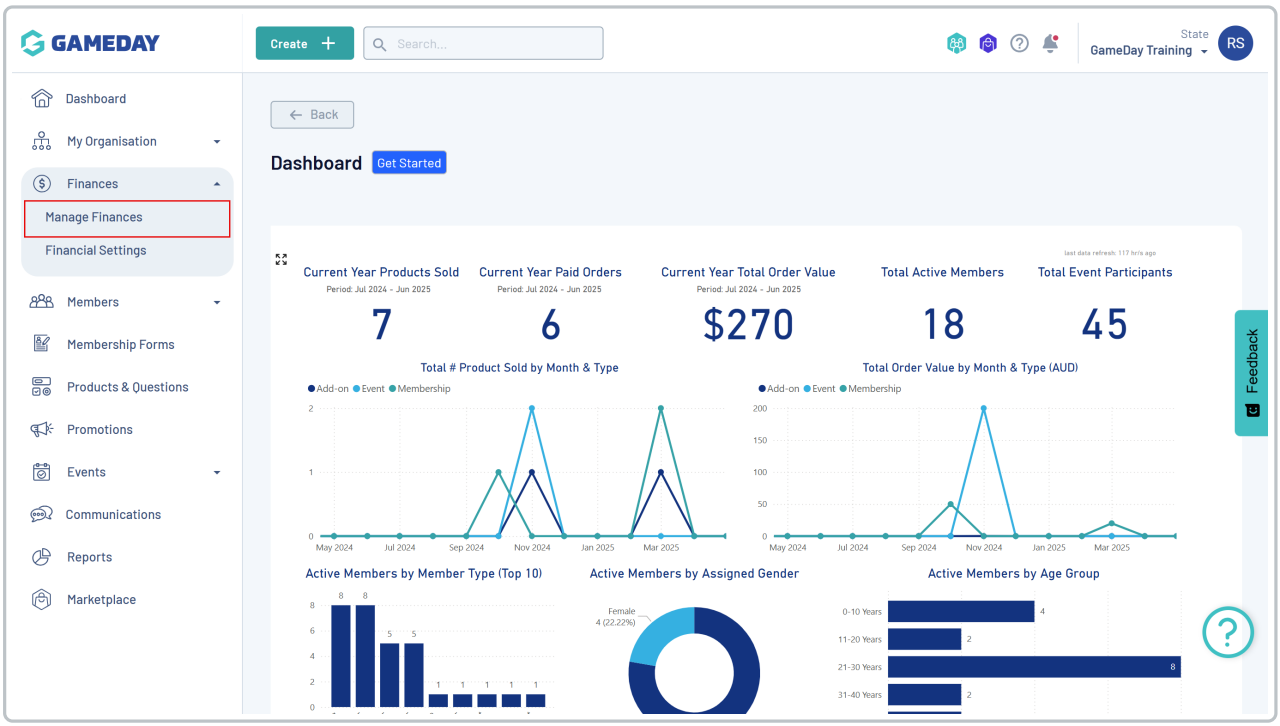
Overview

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

Step-by-Step

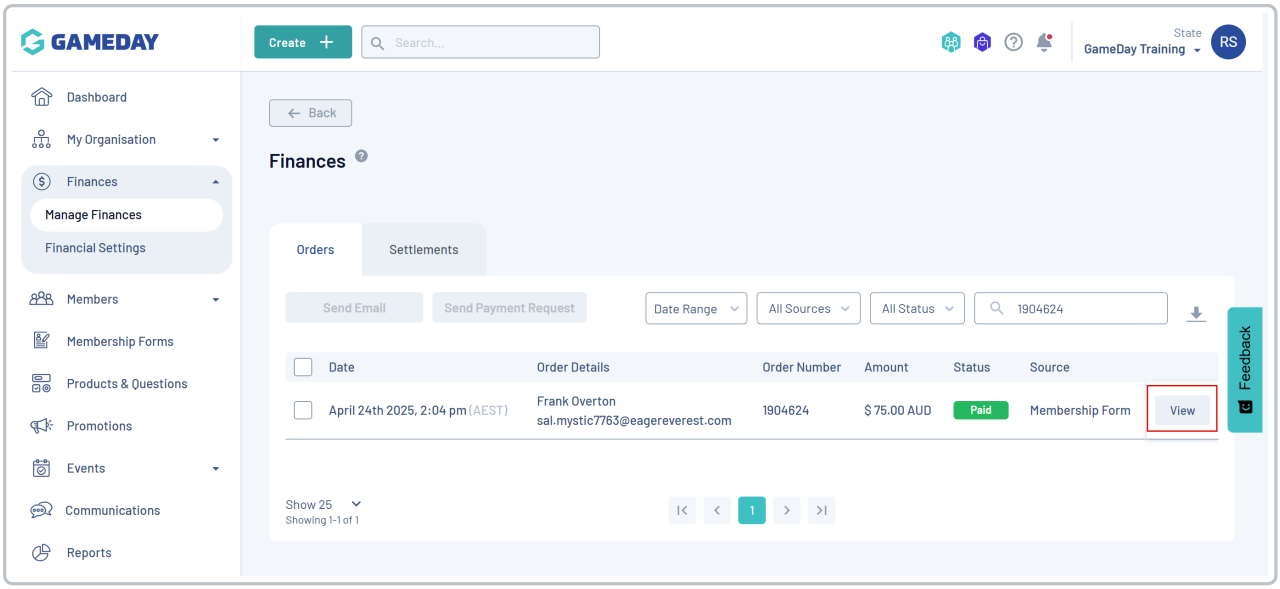
Step 1: Navigate to the Finances screen

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



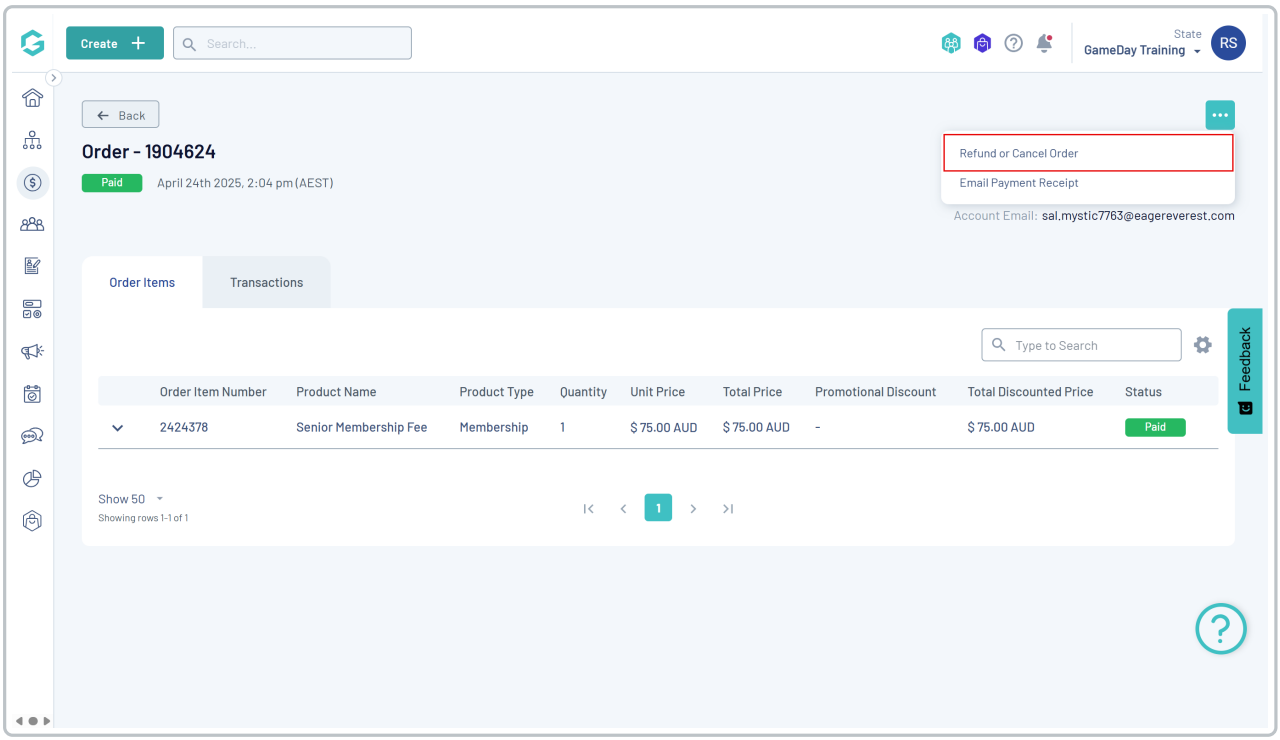
Step 2: Select the Order list and view the relevant order

On the **Orders** tab, click **VIEW** next to the order you wish to refund

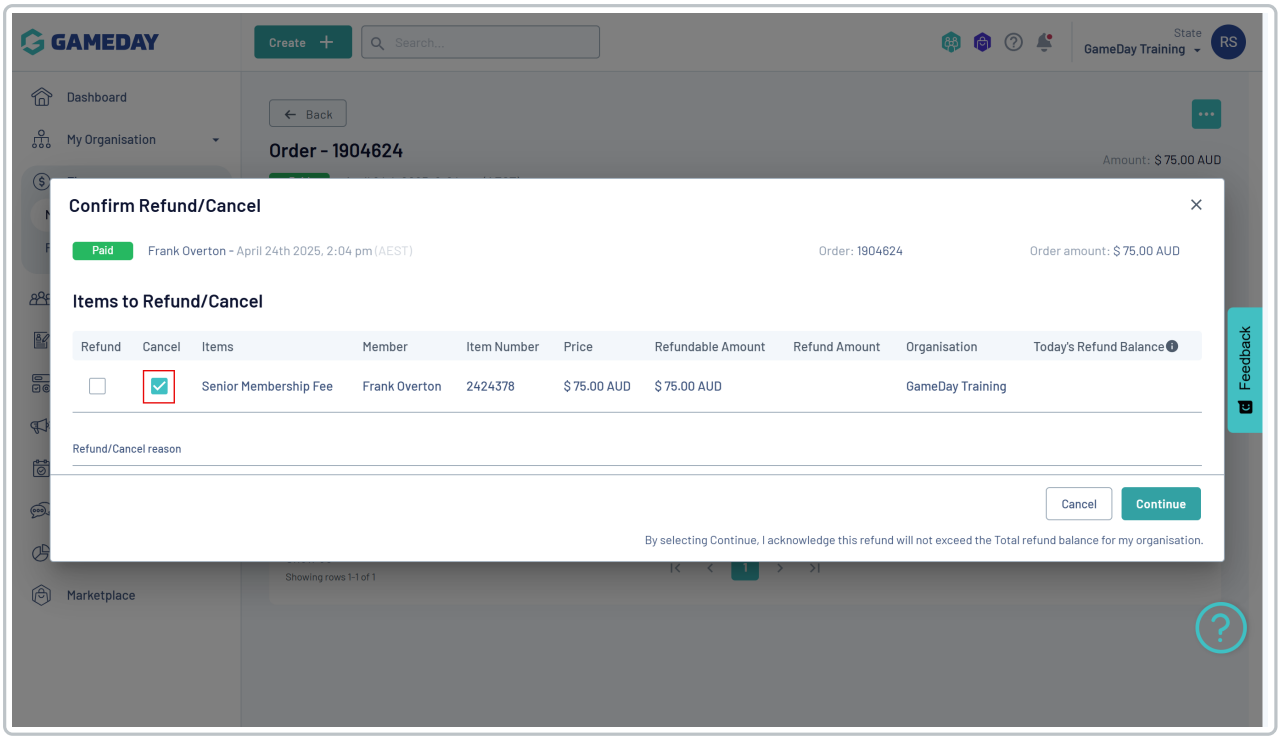


Step 3: Cancel the order

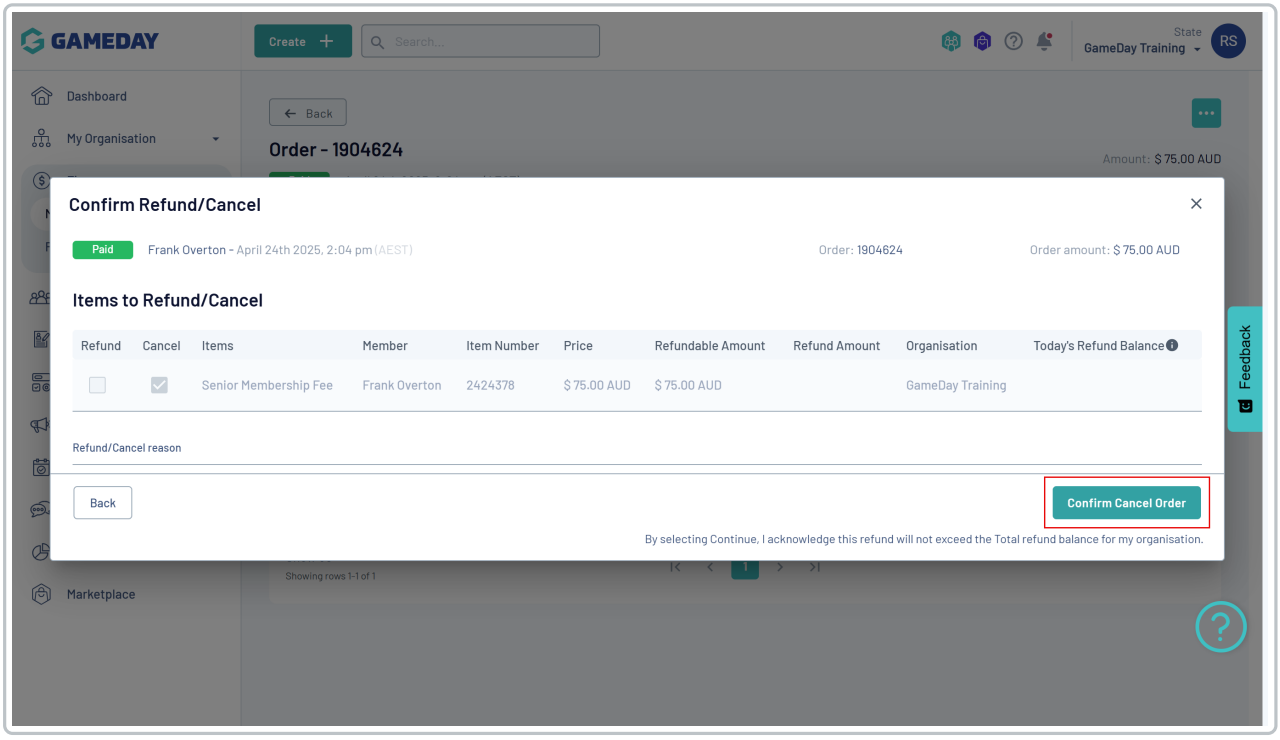
On the order details page, open the menu in the top-right corner and click the **REFUND OR CANCEL ORDER** button



A pop up box will appear, asking you to select the relevant product(s) you want to cancel and/or refund. Tick the **CHECKBOX** on the left-hand side under the **Cancel** column to select one or more products to cancel. As part of the cancellation, you can use the **Refund** checkbox to refund a specified amount back to the registrant while you're at it (this option is only available if the order was paid online)



Click **Continue**, then click **CONFIRM CANCEL ORDER** (or if refunding, click **CONFIRM & ISSUE REFUND**)



A confirmation message will then appear if your refund was processed successfully.

For unpaid orders, or orders that were manually marked as paid, you can follow this same process to cancel the order without issuing a refund

Watch

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