



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**

- Dashboard
- My Organisation
- Finances
 - Manage Finances**
 - Financial Settings
- Members
- Membership Forms
- Products & Questions
- Promotions
- Events
- Communications
- Reports
- Marketplace

Step 2: Find the relevant unpaid order

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

<input type="checkbox"/>	October 7th 2024, 3:18 pm (AEDT)	Tony Raymond yew.lotus7121@eagereverest.com	2008491	\$ 20.00 AUD	Unpaid	Event Form	View
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Step 3: Cancel the Order

Expand the **Actions** arrow and click the **CANCEL ORDER** button in the top-right corner

Create + Search...

Silverwood Sports Association State RS

← Back Pay Order

Order - 2008491 unpaid October 7th 2024, 3:18 pm (AEDT) Cancel Order Send Payment Request

Account Email: yew.lotus7121@eagereverest.com

Order Items Transactions

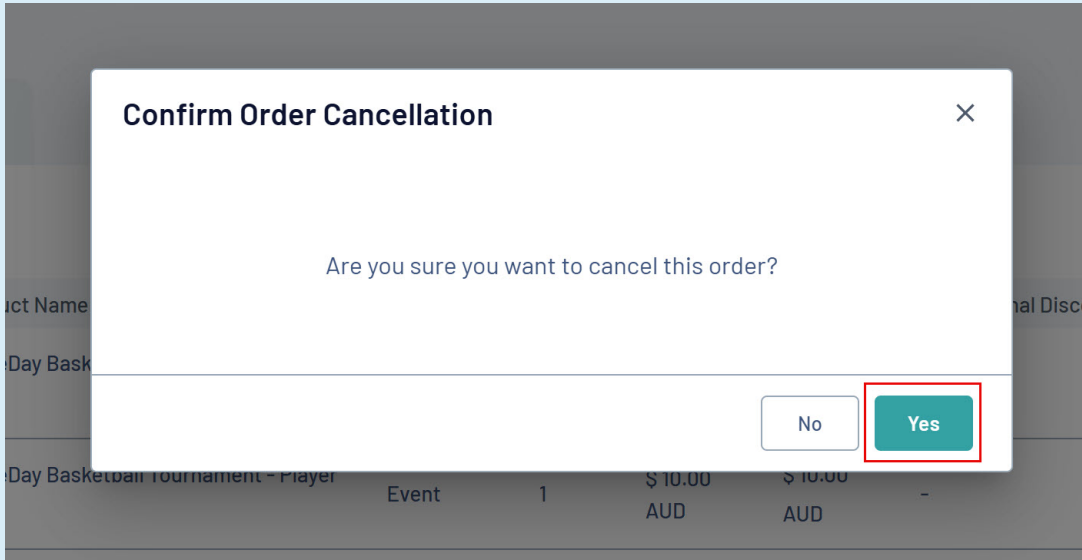
Type to Search

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
2621394	GameDay Basketball Tournament - Player Fee	Event	1	\$10.00 AUD	\$10.00 AUD	-	\$10.00 AUD	unpaid
2621393	GameDay Basketball Tournament - Player Fee	Event	1	\$10.00 AUD	\$10.00 AUD	-	\$10.00 AUD	unpaid

Feedback

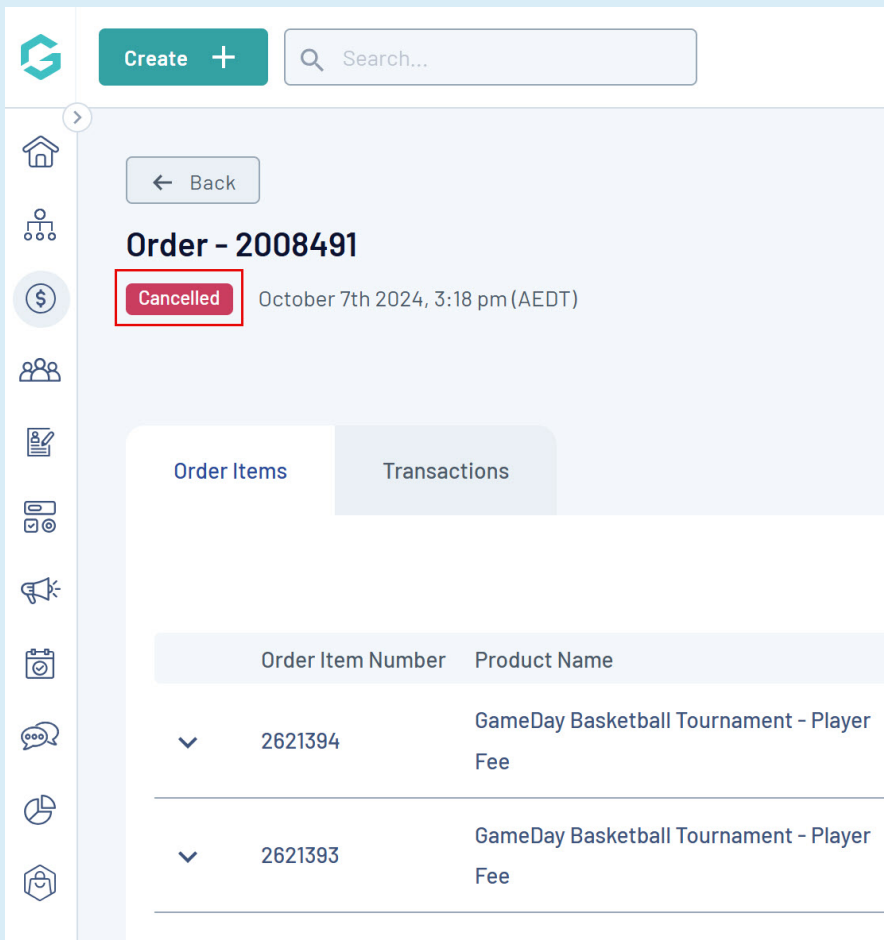
Step 4: Confirm Cancellation

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



Watch

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