



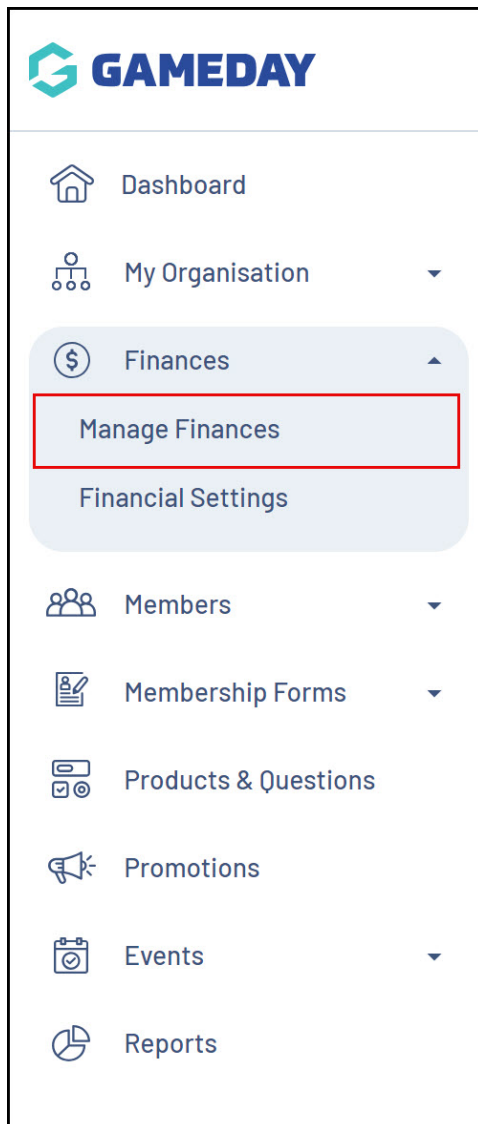
How do I cancel an unpaid order?

Last Modified on 19/09/2024 2:51 pm AEST

If an existing member has an unpaid order listed against their name in your GameDay database, you can cancel the order by following the steps below:

Note: You can only cancel an order if it has an **Unpaid** status. If the order has been paid, you will need to refund this order instead.

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



2. Find the relevant **Unpaid** order and click **VIEW**

Finances [Help](#)

Orders **Settlements**

Send Email Start Date → End Date All Sources Unpaid

Send Payment Request Search...

<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	December 13th 2023, 9:41 am (AEDT)		1899049	\$ 50.00 AUD	Unpaid	Membership Form	View
<input type="checkbox"/>	December 12th 2023, 11:35 am (AEDT)		1898816	\$ 20.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	December 5th 2023, 3:37 pm (AEDT)		1897317	\$ 50.00 AUD	Unpaid	Admin Portal	View
<input type="checkbox"/>	November 1st 2023, 2:51 pm (AEDT)		1883080	\$ 40.00 AUD	Unpaid	Membership Form	View

3. Expand the **ARROW** to the right of the **Pay Order** button

← Back **Pay Order** ▾

Order - 1899049 Amount: \$ 50.00 AUD

Unpaid December 13th 2023, 9:41 am (AEDT) Source: Membership Form

Account Email: _____

Order Items **Transactions**

Search: Type to Search ⚙️

4. Click the **CANCEL ORDER** button

← Back **Pay Order** ▾

Order - 1899049 Amount: \$ 50.00 AUD

Unpaid December 13th 2023, 9:41 am (AEDT) Source: Membership Form

Account Email: _____

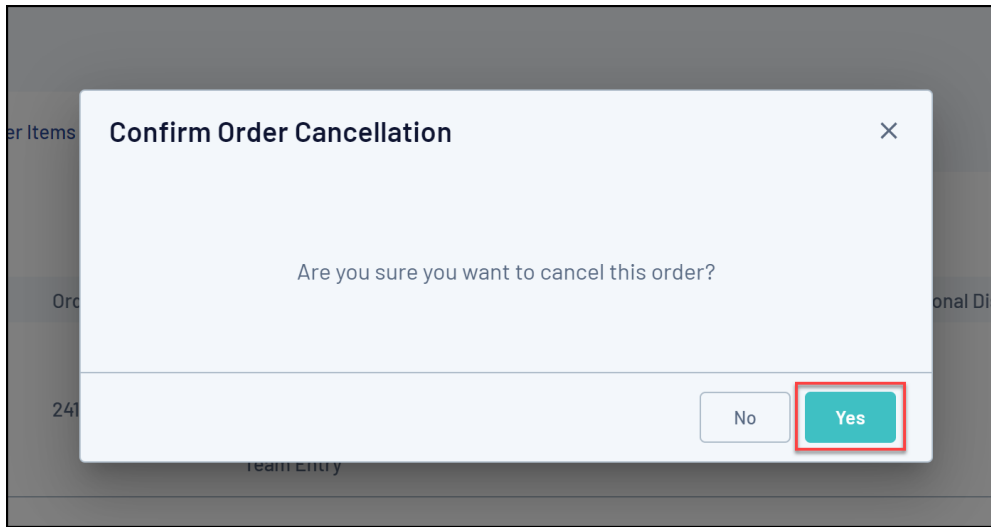
Order Items **Transactions**

Search: Type to Search ⚙️

Cancel Order

Send Payment Request

5. You will be asked to confirm if you want to cancel this order; click **YES**



5. The order has now been cancelled, and the order will update to a **Cancelled** status

← Back Email Payment Receipt

Order - 1899049 Amount: \$ 50.00 AUD

Cancelled December 13th 2023, 9:41 am (AEDT) Source: Membership Form

Account Email:

Order Items Transactions

🔍 Type to Search ⚙️

	Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
✓	2414906	FREE Club Jersey	Add-on	1	\$ 0.00 AUD	\$ 0.00 AUD	-	\$ 0.00 AUD	Cancelled
✓	2414905	Junior Registration Fee	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	Cancelled

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