

# Finances | FAQs

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## Orders

### Why am I not able to process a refund?

If you are unable to process a refund on an order (either a Full Refund or Partial Refund), it could be due to one of the following reasons:

- 1. Insufficient Funds:** When refunding, if you see that the issue refund screen indicates that you have *Insufficient Funds*, you will not be able to process the refund until there are sufficient funds available to process the refund. In order to have sufficient funds to refund, you will need the settlement balance to be greater than the refund amount before you can process the refund. A settlement balance will build up for any paid orders from the date of the last settlement date for your organisation. So if attempting a refund immediately after a settlement has been distributed to your organisation, it is likely that you will not have adequate funds available to process a refund.
- 2. The order date is outside the Refund Period set for your organisation:** Each organisation has a Refund Period which can be set to determine the number of days after an order has been paid that you can issue a refund for that order through GameDay. If the order you are trying to refund was first processed more than the number of days set in your Refund Period, the Issue Refund button will be greyed out. Click [here](#) for more information on setting your Refund Period.
- 3. The product is owned by a different organisation:** 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
- 4. The order has not yet been transferred to the connect account** Orders will be available for refund **the day after** being processed, as they first need to be transferred to the relevant account. Similarly, 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
- 5. The order has an active instalment plan:** Orders that have an instalment plan active which has not yet been completed cannot be refunded. In order to refund the collected payments from an active instalment plan, you'll first need to [cancel the order](#). Once the order is cancelled, any previously paid instalments can be refunded through the [normal refunding process](#).

### What does *Funds Available* mean when refunding?

Funds Available is the maximum amount of money available for your organisation to process a refund.

For example, if you have Funds Available of \$100, you can process refunds up to a maximum of \$100.

If you need to refund more than the available funds, you will need to wait until the organisation receives its next settlement, at which point this will increase your available funds.

## How is each Order Status defined?

In your Orders menu, you will see different status' for certain orders. Below is a definition for each different Order Status that appears within GameDay:

- **Unpaid/Committed** - The member did not complete the payment before completing the registration.
- **Paid** - The member has paid for the registration. This can occur either online via a registration form payment, or as a manual payment applied by administrators in the GameDay database.
- **Refunded** - The fee paid for the registration has been fully refunded.
- **Partial Refund** - The fee paid for the registration has been partially refunded (only some of the order items were refunded).
- **Cancelled** - An unpaid order was cancelled and is not linked to the member anymore.

## How can I easily collect payments for outstanding orders?

There are a couple of ways to process payments for unpaid orders:

- If you have the credit card details on hand, you can process a payment directly through GameDay by navigating to the **Finances** module, selecting **Manage Finances**, find the specific unpaid order and click **View**, click **Pay Order**, then choose the **Process Payment Now** option and follow the prompts to enter the credit card details - [Learn More](#)
- You can also send payment requests to the customer for single or multiple unpaid orders by navigating to the **Finances** module, selecting **Manage Finances**, find the specific unpaid order(s) and tick the checkbox to the left, then click the **Send Payment Request(s)** button at the top of the page - [Learn More](#)

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# Settlements

## How often are settlements distributed to an organisation?

Settlement funds are distributed to organisations once a week.

The settlement period is from Saturday (00:00am) to Friday (23:59pm) AEST/AEDT each week. Settlements will be created each week for the preceding week's settlement period.

Settlements are distributed each Tuesday for the settlement period ending the previous Friday. Depending on your banking institution, the settlement amounts will appear in your Organisations nominated bank account within 1-3 business days.

A settlement amount will be offset by any refunds processed in that particular settlement period.

Once settlement funds have been distributed, your settlement balance will revert to zero, meaning that your ability to process a refund will be restricted until you have a sufficient settlement balance to cover the refund amount.

If you have not received funds into your account, it may be due to one of the following:

- There were no paid orders with products from your organisation within the settlement period
- Your organisation has processed refunds to the value of your settlement balance for the settlement period
- Your organisations bank details have not been added or are out of date.

Check that you have a bank account listed for your organisation and the correct bank account is listed as the

default.

Ask your treasurer to [add or review your nominated bank account details](#) and funds will be sent out via the next weekly settlement distribution.

If the bank account is added and the details are accurate, please get in contact with us via [support@mygameday.app](mailto:support@mygameday.app) and we can verify if any funds have bounced back.

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## Financial Settings

### How can I find out what my organisation pays in processing fees?

Each organisation using GameDay can check what they pay in processing fees easily through the platform by navigating to Finances > Financial Settings > Processing Fees. For more information on the information displayed in the Processing Fees page, click [here](#).

### Can I restrict other users from adding or editing our organisation's default bank account?

Yes, to restrict a certain administrator from being able to add or edit your organisation's bank account details, go to My Organisation > Admins & Contacts > Edit the relevant admin > Remove the 'Treasurer' role from their record > Click Save.

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## Instalment Plans

### How do I enable instalments for a registration form?

On Membership Forms, Events and Shop Forms, you will see two options relating to instalments:

- **Allow Instalments:** Grants the use of instalment payments for the form and all shared versions of the form
- **Enable Instalments:** Enables instalments specifically for the hierarchy-level version of the form you are accessing. For example, if you are editing the form from National level, applying the Enable option will turn on the instalments functionality for that level only. Lower levels can set their option to Enable or Disable on their inherited version of the form, so long as the highest level owner sets the 'Allow Instalments' option to Yes

### Are there any eligibility requirements for a member to opt into an instalment plan?

Instalment plans, if enabled, can be used for anyone purchasing a membership, event or shop product and the order total is at least:

- \$50.00 AUD
- \$50.00 NZD

- £25.00 GBP
- €25.00 EUR
- \$40.00 SGD
- \$250.00 HKD

### **Can I choose the instalment schedule and timing?**

No. All instalment plans are payable over four (4) equal instalments every two (2) weeks, with the first instalment due on the original order date where an instalment plan has been selected as the desired payment method

### **How are instalment plans calculated?**

Instalment plans are based on the **total order amount** at the time of registration. This means that the instalment plan will take into account any products added to a registrant's cart as part of their registration session - including scenarios where multiple individuals are being registered at once. For example, if a registrant completes registration for two members and purchases a \$50 membership fee and a \$20 T-Shirt for each member as part of the same registration, the instalment plan will be calculated on the full \$140; not on each product - or member - separately.

### **How often are payments taken out on an instalment plan?**

As per industry standard, all instalment plans on GameDay are payable over four (4) equal instalments every two (2) weeks, with the first instalment due on the original order date where an instalment plan has been selected as the desired payment method.

### **Can registrants review the instalment schedule before paying?**

Yes, instalment schedules - including the date and amount of each payment to be made - will be displayed to you on the checkout page before any payment details are required. Registrations can also see a confirmation of the instalment schedule after payment is made by checking the payment confirmation invoice, or by logging into the Member Profile Portal.

### **Which payment methods can be used with instalments?**

Instalment plans can be used with any of the following payment methods:

- Credit Card (Visa & Mastercard)
- Debit Card
- Apple Pay
- Google Pay
- Link Wallet

### Will registrants be notified of upcoming scheduled payments?

Yes, anyone with an active instalment plan will be notified by email the day before each payment is scheduled to be taken

### What happens if a payment fails in an instalment plan?

If any of the scheduled payments of an instalment plan fails - for example, if the original payment method has insufficient funds, or has since been closed - the following sequence of events will take place:

- A notification will be sent to the order email address and the organisation's super user administrators advising that the payment has failed, and that the payment will be re-tried the following day
- The payment will be re-tried automatically the following day
- If the payment fails again, the instalment plan will be put on hold and the order email and organisation's super user administrators will receive an email notification advising that the payment has failed for a second time, that the plan is on hold, and that the payment method needs to be updated before the plan resumes. A link will also be provided in this email for the orderer to update their payment method via the Member Profile Portal

### How can I keep track of active instalment schedules in my database?

Any orders with an active instalment schedule will be assigned a designated status labelled 'Instalment Plan'. To find a list of all your active instalment plans, go to **Finances > Manage Finances > Filter the Order Status to Instalment Plan**

### Can active instalment plans be refunded?

In order to refund the collected payments from an active instalment plan, you'll first need to [cancel the order](#). Once the order is cancelled, any previously paid instalments can be refunded through the [normal refunding process](#).

### Can I update the payment method on an active instalment plan through my GameDay database?

Yes, as an administrator of GameDay, you can update the payment method of any active instalment schedule. [Click here](#) for a detailed walkthrough.

### Can members update their own payment method on an active instalment plan?

Yes, members can update the payment method associated with their instalment plan by logging into the Member Profile Portal. [Click here](#) for a detailed walkthrough

If a registrant chooses to pay by instalments, but doesn't complete their payment, how does the instalment plan

## commence?

If a registrant reaches the final stage of the registration form and chooses instalments as their desired payment method, but exits the form before entering any payment details, the order will come through to your database and appear on the member's profile portal as **Unpaid**. From here, there are two options available to commence the instalment plan:

### Option #1: Add a payment method to the order through GameDay

As an administrator, you can add a payment method to an unpaid instalment plan. To do this, go to **Finances > Manage Finances > View** the unpaid order > open the **three dots menu** in the top-right corner > Select **Add Payment Method** > Enter the payment details and confirm.

### Option #2: Have the registrant add the payment method through the Member Profile Portal

The registrant can also add the payment method themselves through the Member Profile Portal, by logging in and navigating to **Orders** > finding the unpaid order and selecting **Add Payment Method**, then entering the details of the new payment method

## How are instalment payments settled?

Instalment payments that are cleared and paid as part of an instalment schedule will be paid out as per the existing weekly settlement process. If an instalment is scheduled for a future date but has not been paid yet, it will not be settled until it is paid

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