

How do I send a Payment Request for an unpaid order?

15/04/2025 2:57 pm AEST

Overview

If you are an administrator for an organisation collecting payments online through GameDay, you have the ability to send an automated email to any members with an **Unpaid** order, prompting them to complete their payment online.

Step-by-Step

Step 1: Navigate to the Finances screen

In the left-hand menu, open the **Finances** option and select **Manage Finances**, then click the **ORDERS** tab

GAMEDAY

Dashboard

My Organisation

Finances

Manage Finances

Financial Settings

Members

Membership Forms

Products & Questions

Promotions

Events

Communications

Reports

Marketplace

Create

Search...

State Silverwood Sports Association

RS

Back

Finances

Orders

Settlements

Send Email

Send Payment Request

Date Range

All Sources

All Status

Search...

	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	December 18th 2024, 3:29 pm (AEDT)	Rory Stewart rory.stewart@mygameday.app	2047311	\$ 60.00 AUD	Unpaid	Membership Form	View
<input type="checkbox"/>	October 7th 2024, 3:23 pm (AEDT)	Azalea Tanoak azalea.tanoak7059@eagereverest.com	2008498	\$ 10.00 AUD	Paid	Event Form	View
<input type="checkbox"/>	October 7th 2024, 3:22 pm (AEDT)	Rory Stewart rory.stewart@stacksports.com	2008496	\$ 10.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	October 7th 2024, 3:20 pm (AEDT)	Rory Stewart rory.stewart@mygameday.app	2008493	\$ 20.00 AUD	Paid	Event Form	View

Step 2: View an unpaid order

Find the relevant order, then click **VIEW**

The screenshot shows the GAMEDAY interface. On the left is a sidebar with navigation options: Dashboard, My Organisation, Finances (selected), Members, Membership Forms, Products & Questions, Promotions, Events, Communications, Reports, and Marketplace. The 'Finances' section is expanded, showing 'Manage Finances' and 'Financial Settings'. The main area is titled 'Finances' and has tabs for 'Orders' and 'Settlements'. Below the tabs are buttons for 'Send Email' and 'Send Payment Request'. A table lists orders with columns: Date, Order Details, Order Number, Amount, Status, Source, and Action(s). The first order is highlighted with a red box around the 'View' button in the 'Action(s)' column.

Date	Order Details	Order Number	Amount	Status	Source	Action(s)
December 18th 2024, 3:29 pm (AEDT)	Rory Stewart rory.stewart@mygameday.app	2047311	\$ 60.00 AUD	Unpaid	Membership Form	View
October 7th 2024, 3:23 pm (AEDT)	Azalea Tanoak azalea.tanoak7059@eagereverest.com	2008498	\$ 10.00 AUD	Paid	Event Form	View
October 7th 2024, 3:22 pm (AEDT)	Rory Stewart rory.stewart@stacksports.com	2008496	\$ 10.00 AUD	Unpaid	Event Form	View
October 7th 2024, 3:20 pm (AEDT)	Rory Stewart rory.stewart@mygameday.app	2008493	\$ 20.00 AUD	Paid	Event Form	View

Step 3: Send the Payment Request

In the top-left corner, expand the **Actions Arrow**, then click **SEND PAYMENT REQUEST**

Review the details to ensure they are correct, then click **SEND PAYMENT REQUEST**

The screenshot shows the GAMEDAY interface for a specific order. The top bar includes a 'Create +' button, a search bar, and user information for 'Silverwood Sports Association'. The main area is titled 'Order - 2047311' and shows the order is 'unpaid' with a timestamp of 'December 18th 2024, 3:29 pm (AEDT)'. Below the title are tabs for 'Order Items' and 'Transactions'. A 'Pay Order' button with a dropdown arrow is highlighted with a red box. The dropdown menu is open, showing 'Cancel Order' and 'Send Payment Request', with 'Send Payment Request' selected and highlighted with a red box. Below the menu, the 'Account Email' is listed as 'rory.stewart@mygameday.app'. The 'Order Items' tab is active, showing a table with columns: Order Item Number, Product Name, Product Type, Quantity, Unit Price, Total Price, Promotional Discount, Total Discounted Price, and Status.

Order Item Number	Product Name	Product Type	Quantity	Unit Price	Total Price	Promotional Discount	Total Discounted Price	Status
2731664	T-Shirt	Add-on	1	\$ 10.00 AUD	\$ 10.00 AUD	-	\$ 10.00 AUD	unpaid
2731663	2024 Junior Membership (State Levy)	Membership	1	\$ 50.00 AUD	\$ 50.00 AUD	-	\$ 50.00 AUD	unpaid

Step 4: The account holder can then submit payment directly for the relevant orders

An email will then be sent to the orderer's **Account Email** address prompting them to complete payment for their unpaid order

To learn how to send multiple Payment Requests in bulk, click [here](#)

Watch

Your browser does not support HTML5 video.
