



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

Last Modified on 28/01/2025 1:49 pm AEDT

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

The screenshot shows the GameDay interface. The left-hand menu is open to the 'Finances' section, with 'Manage Finances' selected. The 'ORDERS' tab is highlighted in the main content area. Below the tabs, there are buttons for 'Send Email' and 'Send Payment Request'. A table of orders is displayed with the following data:

<input type="checkbox"/>	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**

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

← 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)
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 'Order - 2047311' page. The order is 'unpaid' and dated 'December 18th 2024, 3:29 pm (AEDT)'. The account email is 'rory.stewart@mygameday.app'. The 'Pay Order' dropdown menu is open, showing options for 'Cancel Order' and 'Send Payment Request'. Below the order details, there is a table of 'Order Items'.

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.

Related Articles
