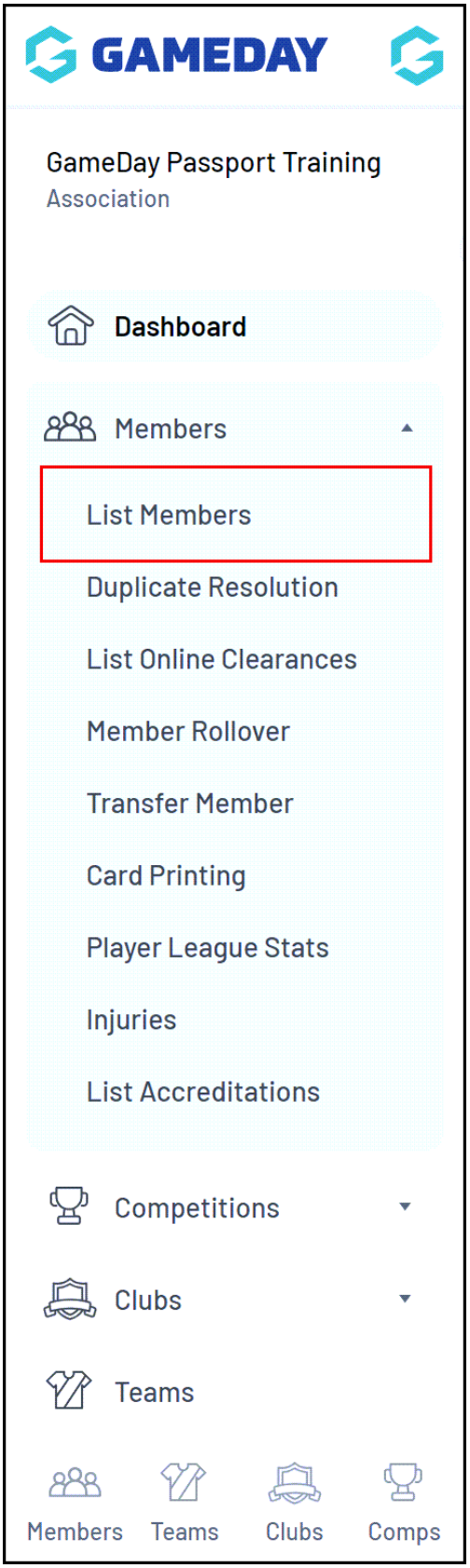
How do I manually add a payment to a member's record?

Last Modified on 15/04/2024 10:22 am AEST

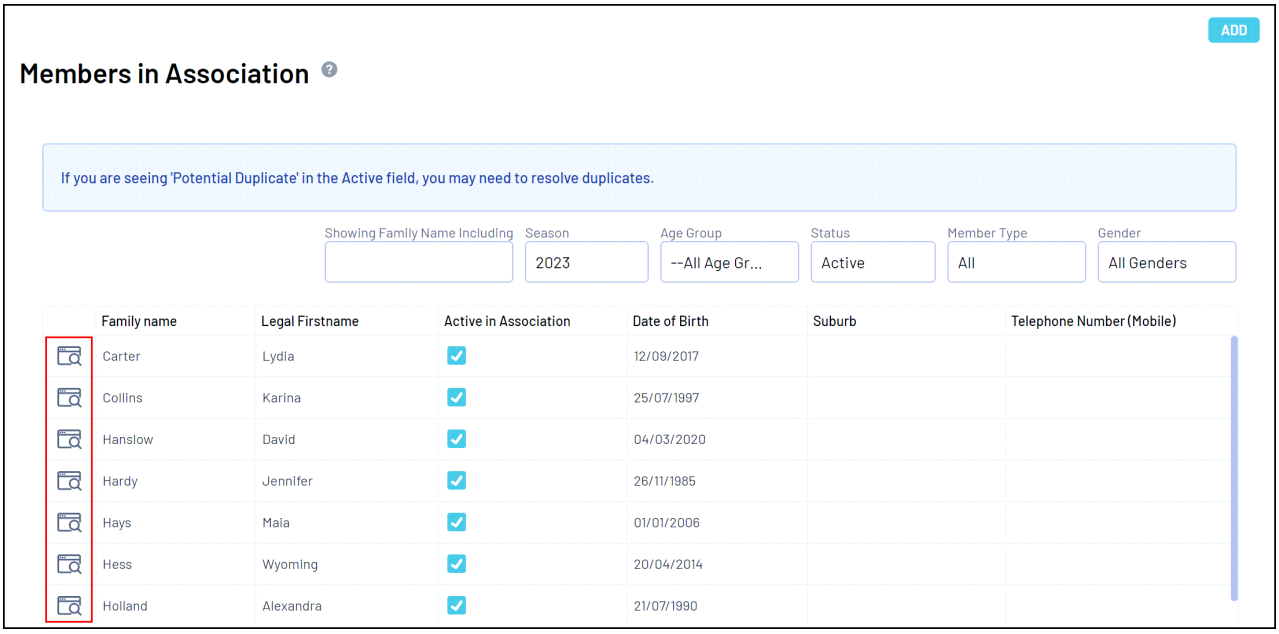
GameDay allows administrators to manually record a payment against a member's record, should they be unable to complete a payment through a registration form, and already existing in your membership database.

To manually record a payment on a member record:

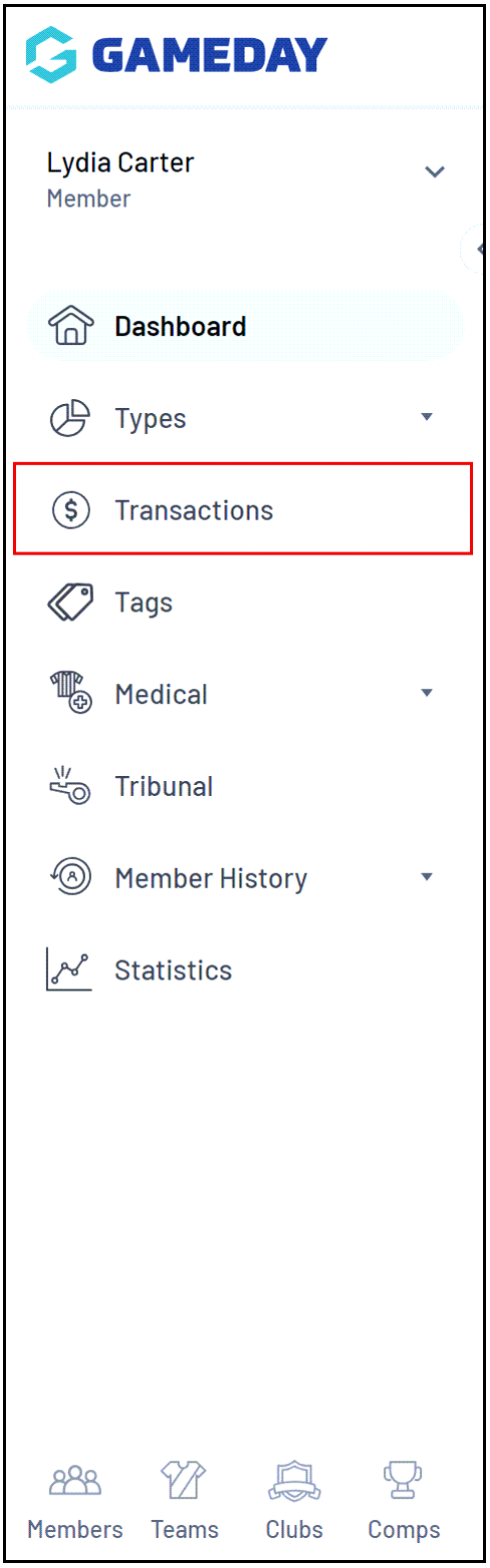
1. In the left-hand menu, click **Members** > **LIST MEMBERS**



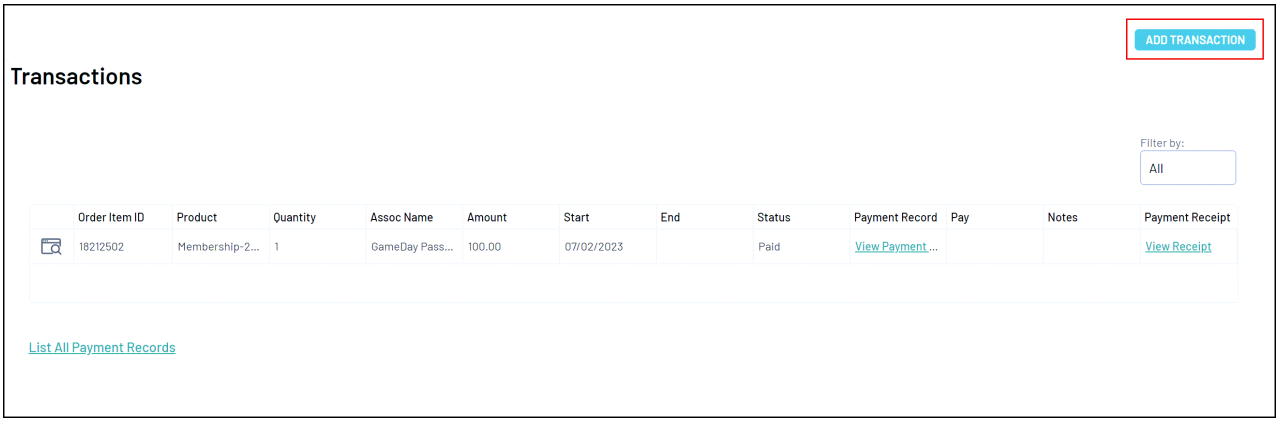
2. Find the applicable member, then click the **VIEW** (magnifying glass) icon to open their record



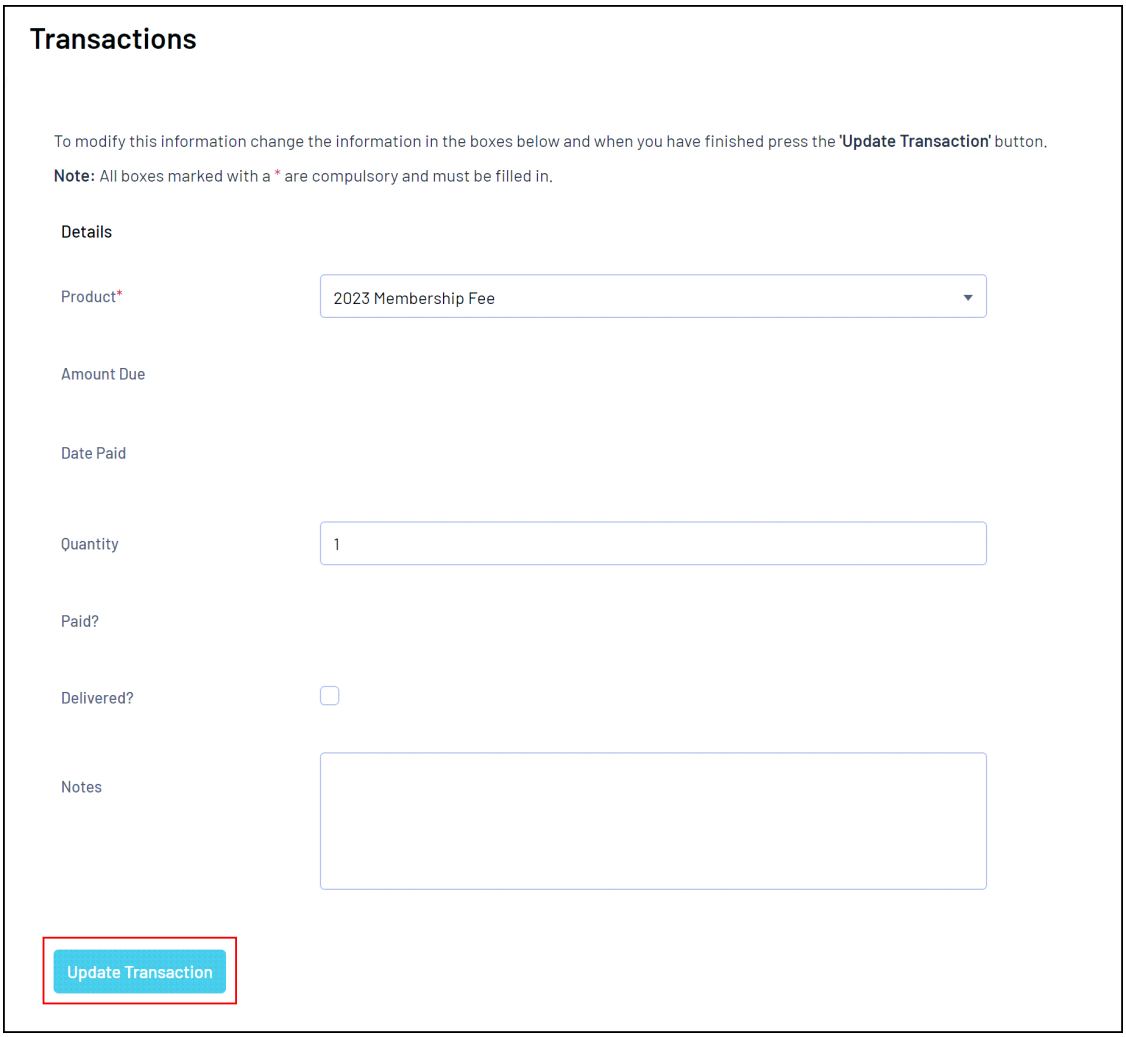
3. On the member record, select **TRANSACTIONS** in the left-hand menu



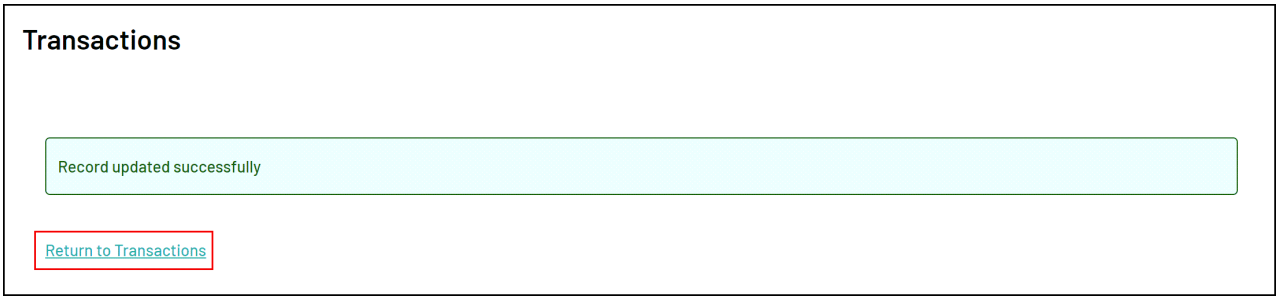
4. Click **ADD TRANSACTION**



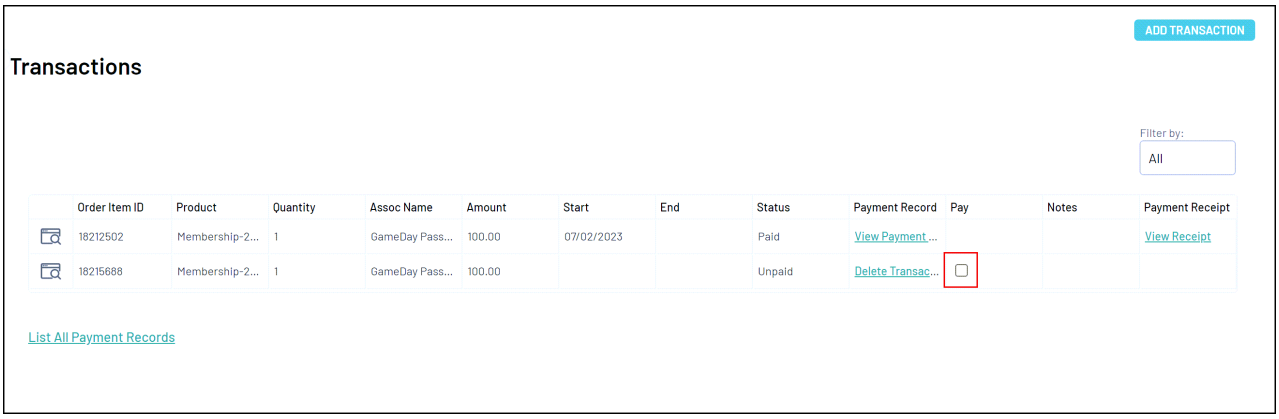
5. Select the **Product** that you want to assign to the member, then click **UPDATE TRANSACTION**



6. Click **RETURN TO TRANSACTIONS**



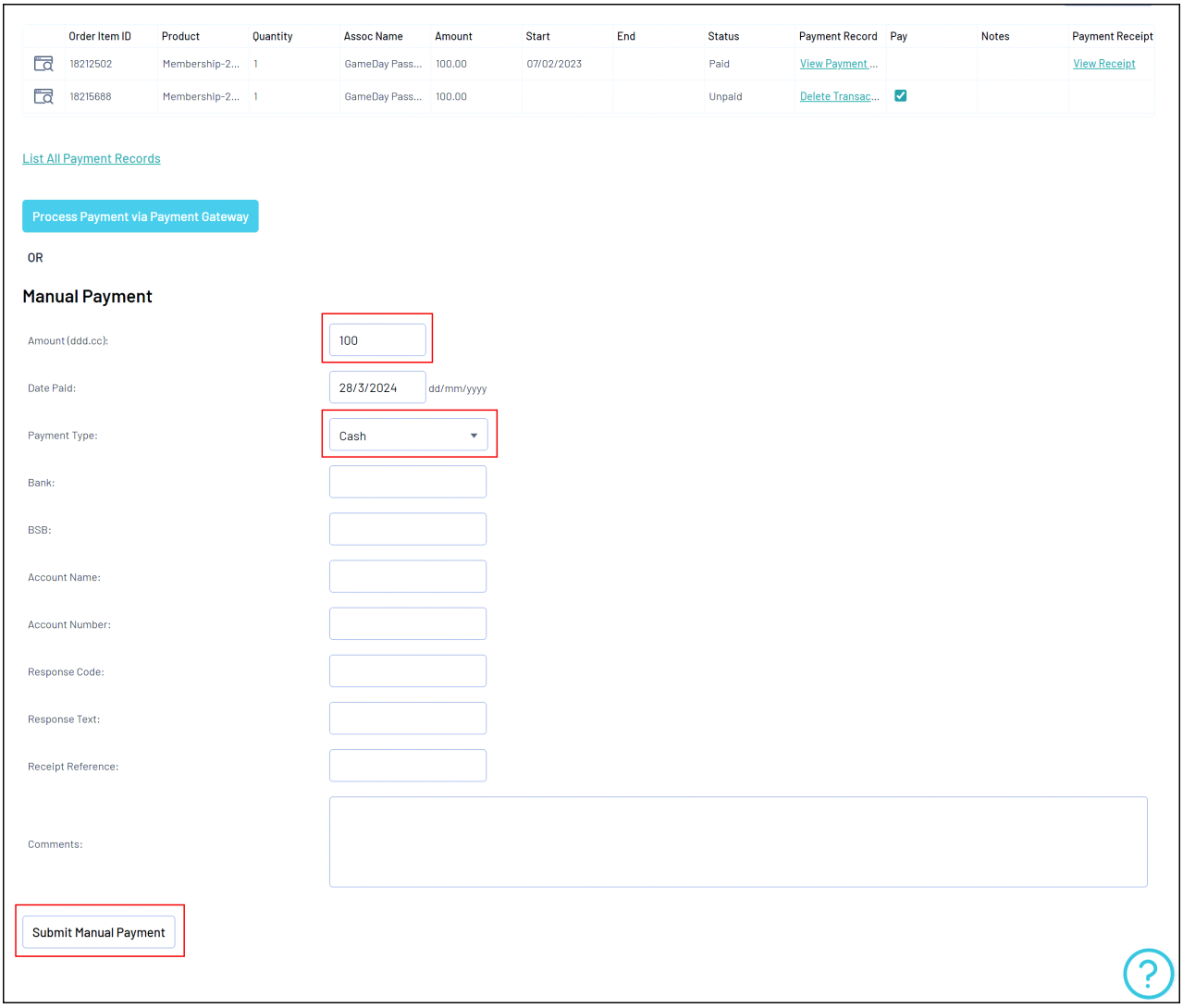
7. Tick the **PAY** checkbox for the unpaid order



8. From here, you have two options:

Option A: Submit a Manual Payment

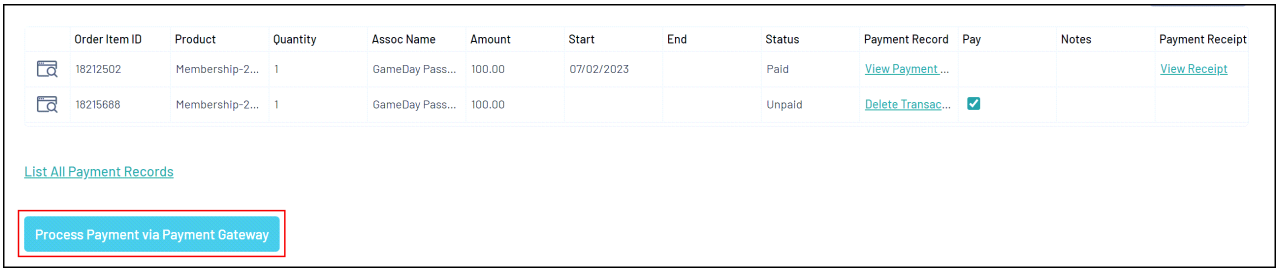
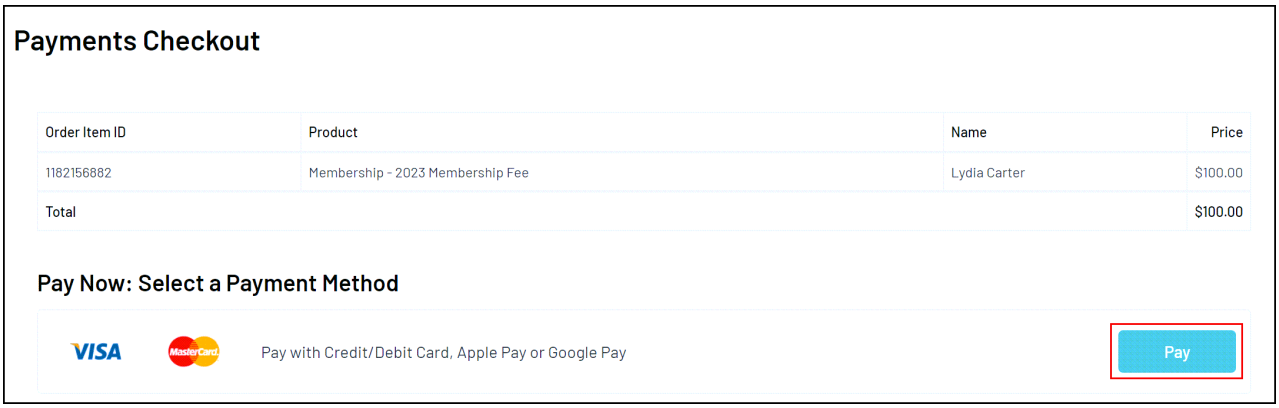
If you've already received the payment by other means (i.e. Cash, EFTPOS, Bank Transfer etc), you can submit a manual payment by entering the **Amount**, selecting a **Payment Type**, then clicking **SUBMIT MANUAL PAYMENT**.



This will mark the transaction as Paid within the database.

Option B: Process the payment online

You can also process the payment online through our online credit card gateway by selecting **PROCESS PAYMENT VIA PAYMENT GATEWAY**:



Click **PAY**, then enter the credit card details to process a live payment: