



How do I delete a transaction from a member's record?

Last Modified on 05/12/2023 5:00 pm AEDT

Delete a Transaction

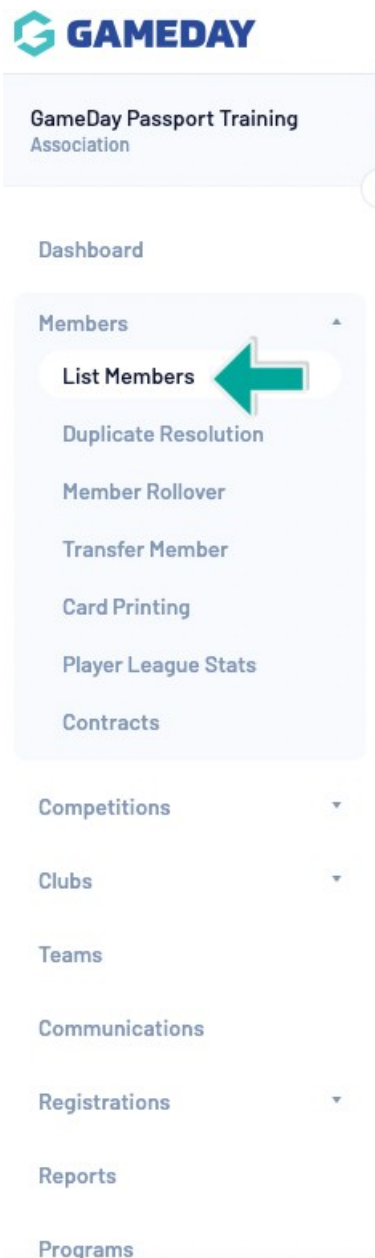
If you need to delete a transaction from a member or team record, ensure that you select the right transaction to delete, as once it is deleted it cannot be recovered. Please note that you can only delete a transaction that has been manually added. The process for deleting transactions from member and team records is the same. The below instructions take you through how to delete a member transaction.

This is editable at Club and Association level.

To delete a member transaction:


Firstly, login to your [Online Membership Database](#) - If you don't have your login details please contact your State Governing Body or Association.












1. Click on Members in the menu and select List Members.




2. Locate the member you want to update and click on the View Record button next to their name.

Members in Club



	Active in Association	Legal Firstname	Family name	Date of Birth
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			
	<input checked="" type="checkbox"/>			

3. The member's 'dashboard' will appear. Click on Transactions in the menu.



Cecilia
Member

Dashboard

Selections

Types


Transactions

Cecilia

Member Summary [Edit](#)

Assigned Gender at Birth:

Date of Birth:



4. The member's 'Transactions' page will appear, showing their transaction history. Locate the transaction you want to delete and click on Delete Transaction to permanently delete the transaction. If you are attempting to delete a transaction that has been paid for, skip to step 6.

Add Transaction

Transactions

Filter by: All

	Invoice Number	Item Name	Quantity	Assoc Name	Amount	Start	End	Status		Pay	Notes	View Receipt
	1914761	Demo Product	1	GameDay Passpor...	25.00			Unpaid	Delete Transaction	<input type="checkbox"/>	Test Transaction	

[List All Payment Records](#)

5. A message will appear confirming that the transaction has been deleted.

Transaction deleted

Transaction has been deleted

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6. Transactions that have been paid for do not provide an option to be deleted. In order to delete a paid transaction, you firstly need to delete the payment record. Click on View Payment Record next to the paid transaction.

Transactions

Filter by: All

	Invoice Number	Item Name	Quantity	Assoc Name	Amount	Start	End	Status
	19147353	Sample Federation I...	1	GameDay Passport ...	100.00	18/03/2022		Paid

7. The payment record will open. Click on the trash can icon in the top right corner.

Payment Record

Payment Summary