

Cancelling Unpaid Subscription - Single

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Quick Steps: Subscriptions > Transactions > Unpaid

Cancelling an unpaid transaction can be done if a payment has been generated for a member and they have either already reregistered through the Members portal, or they have chosen not to renew their membership with your organisation.

1. Within the Management Console, select **Subscriptions** from the top menu, then **Transactions** from the left menu.
2. Select **Unpaid** from the expanded left menu.
3. Find the transaction that you wish to cancel in the Unpaid Transactions listing. Use the **Search** function if you have more than one page of transactions.
4. Click **Cancel** next to the transaction you wish to cancel.

The screenshot shows the Management Console for 'STG SAMPLE - Club'. The user is logged in as 'System Administrator'. The navigation menu includes Home, Website, Members, Subscriptions, Shop, Auctions, TicketDesq, Events, Registrations, Competitions, Tools, Administration, and SportsTG Noticeboard. The left sidebar shows a tree view with 'Subscriptions' expanded to 'Unpaid'. The main content area displays 'Transactions Unpaid (01-Jan-2014 To 31-Dec-2014)'. There are buttons for Report, Export, Template, and Cancel All. A search bar is present with 'Search For:' and 'In: Name'. Below the search bar, it says 'Records: 1-5 of 5'. A table lists the transactions:

Ref	Date	Member	Total	View	Pay	Cancel	Remind
7775062	08-Mar-2014	Argetto, Marisa	\$305.13				
7784699	18-Mar-2014	Selwood, Joel	\$314.50				
7785653	19-Mar-2014	Sample, Samantha	\$314.50				
7785682	19-Mar-2014	Test, Tommy	\$314.50				

A tooltip 'Cancel Transaction' is visible over the 'Cancel' button for the transaction with Ref 7785653.

5. Complete the comments with the reason for cancelling, then click on **Submit**.

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Transaction Cancellation

Member:	Samantha Sample
Title:	Full Year
Details:	Here are the details for the "Full Year" registration type. This is where you can tell your members what they get if they make this selection.
Total:	\$314.50

Comments:

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Note: If you can't find the transaction you need to cancel, then check your date settings in **Subscriptions > Options** to ensure that your date range includes the date of the transaction you wish to cancel.

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