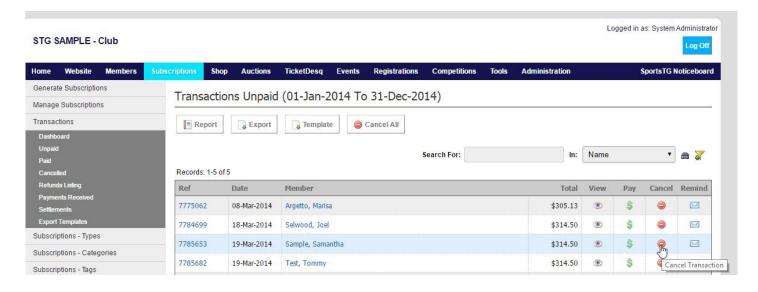# Cancelling Unpaid Subscription - Single

Last Modified on 15/09/2016 12:04 pm AEST
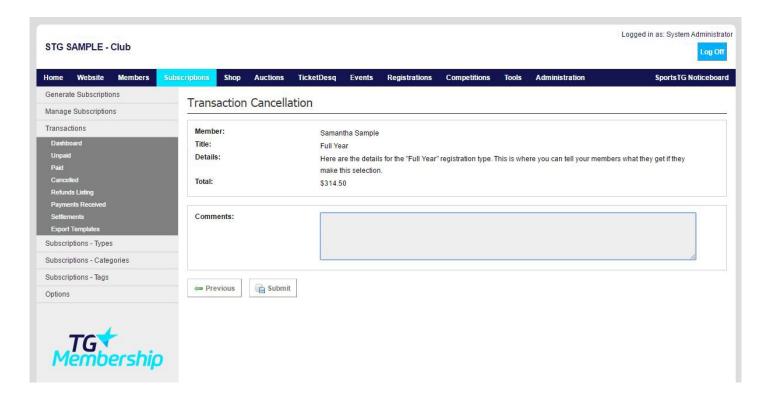
Quick Steps: Subscriptions > Transactions > Unpaid

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.

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

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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