

# Checkout a User

Last Modified on 03/06/2023 1:41 pm EST

Checkout a user's full or partial balance with various payment methods. User's with a valid email added to their account receive an email of their statement once their outstanding balance is paid in full.

## Watch a Video

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## Checkout a user

Review the user's outstanding balance and secure their payment in their method of choice: cash, check, credit, other, or mark as pledged to pay at a later date. For more information, visit [Payment Information](#).

1. From the Admin Navigation, click Checkout & Payments > Checkout
2. Enter the user's name and click Search.
3. Select Begin Checkout.
4. Details of their orders appear on the page.
  - Item question answers can be edited.
  - Items can be returned.
5. Select Make a Payment button.
6. Select one of the payment types available.
7. Click Pay.
8. Click Close to checkout the next user.

**Tip:** Follow the same steps to update a user from Pledged to Paid.

## Dashboard

## SETUP

- Settings
- Design
- Pages
- Users
- WAYS TO FUNDRAISE
- Donation
- Auction
- Items for Purchase
- Tickets
- P2P (Champions)

Help

## Dashboard

Hope for a Cure  
9/10/2021 6:00 pm

\$46,125.30  
TOTAL REVENUE

Live Activity

SITE		USERS			ITEMS																																		
Website URL	Gala2021.givesmart.com	17	159	63	21																																		
SMS	text Gala2021 to 76278	CHECKED IN	TOTAL USERS	TOTAL ITEMS	ITEMS - NO ACTIVITY																																		
Site Status	Live																																						
Site ID	52827																																						
Visit the <a href="#">Design Center</a> to customize your home page.		<table border="1"> <thead> <tr> <th>TYPE</th> <th>CHECKED IN</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Campaign Assistant</td> <td>0</td> <td>1</td> </tr> <tr> <td>Campaign Admin</td> <td>0</td> <td>4</td> </tr> <tr> <td>GiveSmart</td> <td>0</td> <td>45</td> </tr> <tr> <td>Volunteer</td> <td>0</td> <td>1</td> </tr> <tr> <td>Donor</td> <td>17</td> <td>108</td> </tr> </tbody> </table>			TYPE	CHECKED IN	TOTAL	Campaign Assistant	0	1	Campaign Admin	0	4	GiveSmart	0	45	Volunteer	0	1	Donor	17	108	<table border="1"> <thead> <tr> <th>TYPE</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Auction Items</td> <td>34</td> </tr> <tr> <td>Instant Items</td> <td>11</td> </tr> <tr> <td>Live Items</td> <td>4</td> </tr> <tr> <td>Donation Items</td> <td>7</td> </tr> <tr> <td>Vote Items</td> <td>5</td> </tr> <tr> <td>Raffle Tickets</td> <td>2</td> </tr> </tbody> </table>			TYPE	TOTAL	Auction Items	34	Instant Items	11	Live Items	4	Donation Items	7	Vote Items	5	Raffle Tickets	2
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PAYMENTS		TICKETS			REVENUE																																		
	\$17,575.45	\$5,374.85	74	20																																			

## Checkout a partial balance

Split a payment across two or more credit cards or payment methods by checking out a users partial outstanding balance.

1. Go to Users > Checkout.
2. Enter the user's name and click Search.
3. Select Begin Checkout.
4. Select Make Payment.
5. Select Edit to the right of the outstanding amount.

Select      Confirm      **Payment**      Complete

< Back to Confirm

## Payment Information

Donor, Example  
balance: \$330.00

330.00 [Edit](#)

Select a Payment Type

 Enter Credit Card	 Check	 Cash
 Other	 Pledge	

6. Enter the payment amount.
7. Select the payment type.
8. Click Pay.

**Note:** All processed credit card payments are subject to 3.95% processing fee for AMEX and 3.5% for all other cards