Add an Item for Purchase to a Supporters Account Using Immediate Checkout

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Add Instant, raffle, and vote items to a supporter's account using Immediate Checkout.

Note: This applies to all instant, raffle or vote items with the Checkout Type set to: Immediate Checkout. When Checkout Type is set to: Add to Cart, item will be added to the purchaser's cart for later payment.

Items can be removed from a user's account by an admin If needed as well.

Enhanced Security: Momentive Software continues to invest in providing the latest security technology for your safety. This includes enabling additional reCAPTCHA on payment forms to further protect your organization and donors.

Watch a video

Add an immediate checkout item

Add via browser

Supporters with a valid mobile number receive a text the item is added to their account.

1. Go to the **View Site** > **Items.**
2. Locate and select the item.
3. Enter the first three letters of the supporter's name or assigned bid number.
    - Select the supporter from the dropdown to pre-populate.
    - If the supporter does not appear in the dropdown, manually enter their information.
    - Check the **Add user without phone** box to bypass the requirement if a mobile number is not provided.
4. Enter or select the answer to the question if one is needed (optional).
5. Select or enter the **Amount.**
6. Click **Purchase, Buy,** or **Vote**.
7. Enter credit card information or select existing card on file.
8. Select to save card on file.
9. Click **Pay**.

Add via app

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    - Check the **Add user without phone** box to bypass the requirement if a mobile number is not provided.
4. Enter or select the answer to the question if one is needed (optional).
5. Select or enter the **Amount.**
6. Click **Purchase, Buy,** or **Vote**.
7. Choose credit card payment method.
    - Enter credit card information or select existing card on file.
        - Select to save card on file.
        - Click **Pay.**
        - Receive payment confirmation modal.

NOTE: The address of a user on file in the event site should be the mailing/billing address associated with the actual credit card that is being used. Using a different address that is not associated with the credit card may result in a decline due to the AVS (address on file) being a required security setting.