

Settle Remaining Balances

Last Modified on 09/08/2025 11:49 am EDT

Process payment for all unpaid supporters with a remaining balance who are not marked as a Pledge, within a threshold range set by you, who have a credit card on file by running payments automatically. For supporters with **multiple cards on file**, the more recent one added to their account will be charged. The most recent credit card will be listed as the bottom credit card in the list of the user's details. For users with a balance greater than the set threshold, visit [Checkout](#) to process payment.

Campaign Details

Check-in Time 08-19-2024 2:59 PM J. M. [REDACTED]
Bidder Number
Seating Group [?]
Role User
Text Engine Short Code USA - 76278 (SMART)

Credit Cards on File

VISA **434 [REDACTED] Exp: 08/29 Remove
VISA **867 [REDACTED] Exp: 04/28 Remove

Tip: Run Unpaid Cards also appears in the **Payments** container on the **Dashboard** when there is at least one person with an unpaid balance within the threshold range set or less and has a credit card on file.

The screenshot shows the GiveSmart interface with a teal header. The main content area is titled 'Close & Wrap Up Settings'. It includes a 'WARNING!' box stating that changes to these settings may not be undone. Below this, there are 'Auction Status' controls with 'Open' and 'Closed' buttons. The 'Open' button is currently selected. At the bottom of the settings panel, there is a 'Settle Remaining Balances' section with a description and a 'Run All Credit Cards' button.

Steps to run all remaining balances

Note: If transaction fees are set to **Paid by Purchaser**, the fees are included in the remaining balance. If transaction fees are **Optional for Purchaser**, the option to add the fees to a remaining balance is bypassed and the fees will be paid by the organization.

1. From the **Admin Navigation Menu**, select **Settings > Close & Wrap Up**.
2. Scroll down to **Settle Remaining Balances**.
3. Click **Run All Credit Cards**. Users who are marked as a Pledge will not have their balances settled by selecting this option.

Settle Remaining Balances
For users with a credit card on file

Apply a credit card payment for all users with a remaining balance of \$1,000 or less and a card on file by running the credit cards automatically.

Note: Users with multiple cards will be charged on the last card added to the account.

[Run All Credit Cards](#)

4. Adjust the default threshold amount and click **Set**.
 - The threshold amount must be within the \$1 to \$100,000 range.

Bulk Run Credit Cards

There is 1 user with a card on file and a remaining balance of \$1,000 or less.

Set New Threshold?

[Set](#)

5. Click **Run all Credit Cards**.

Are you sure you want to run the credit cards for all users that have a remaining balance of \$1,000 or less?

[No, Cancel](#) [Run all Credit Cards](#)

6. A second module appears when all the credit cards have been processed, which shows:
 - The number of successful payments.
 - The number of errors (declined credit cards).

Tip: Errors are most likely due to the Fraud Protection Purchase Limit on certain cards. The credit card company sends the cardholder a text asking them to verify the purchase. Once verified, the transaction will be processed.

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.