Return a Monetary Donation

Last Modified on 03/26/2025 4:43 pm EDT

If a donation added needs to be returned, it can be removed from the user's cart by an admin. Donations removed after payment will require a refund.

From the Donate page

Return a Click to Donate, Home page, and Champion donation

Donations made via the **Click to Donate**, **Home** page **Donate Now** form, or through a **Champion** personal fundraising pages must be deleted from the **Donate** page.

- 1. Go to the **View Site** > **Donate.**
- 2. Locate and select the donor with the donation to be deleted.
- 3. Click Delete Donation.



Return a donation made on a Donate item

Donations can be deleted either from the donate items history or activity.

Note: If additional information is captured through a custom Item question, the answer will be deleted from the site.

From the item history

Donations added can be deleted from the Donate item located on the **Donate** page.

- 1. Go to View Site > Donate.
- 2. Locate and select the **Donate** item.
- 3. Click the + to the left of **Item History**.
- 4. Locate the donor's name to delete the donation.
- 5. Select Delete.

< VIEW LIST			KATIE #212 ▼
<		Francescok Twitter End Sharedoe Link	>
	\$100	Item Certificate	
	\$100	Item Sheets	
		Basic 8.5x11 Portrait	
	Single Multiple	Basic 5x7 Portrait	
		Advanced 8.5x11 Portrait	
	Name	Advanced Tent	
	First Last	Advanced 5x7 Landscape	
	Mobile (area code first)		
		Item History CLICK HERE How Bidding W	orks
	Add user without phone	► 265 Taylor Swift \$100 De	lete
	Email		
		Zib Vanessa Constantina \$100 De	sete
	non	► 171 Michael Jordan \$100 De	lete
	Display as Anonymous	► 203 Jane Smith \$100 De	lete
	Donate	► 0 John Aldeir \$100 De	lete
		► 453 Riley Steinbach \$100 De	lete Delete
	🔶 Watch This Item	► 0 Amanda Aldeir \$100 De	lete
О неір	0 Watchers	► 0 Jane Doe \$100 De	lete
6. Click Yes, Delete.			

From the Users Checkout Cart

Return Donations from a user's cart while reviewing their orders from Checkout if needed.

When returning a donation from the **Checkout** page, they can be removed before or after payment.

Return before payment

- 1. From the Admin Navigation, select Users > Checkout
- 2. Locate the user.
- 3. Click **Begin Checkout**.
- 4. Locate the donation.
- 5. Click the blue **Return Donation.**

🕑 Tickets	~	Danding	
XECUTE & WRAP UP			4050.00
Communications	~	#101 Sweet Phone	\$250.00
		Previous Orders	
🗑 Checkout & Payments	~	Alvaroz lim	
II Reports	~	01-26-22	Balance \$0.00
3 Help		#104 Heavy Light Fixture Return	\$500.00
		#301 iPhone Return	\$100.00
GiveSmart		Donation	\$1,500.00
		Heturn donation	
		Tax	\$30.00

6. Click Return.

Return after payment

Applicable for donations paid by credit card.

1. From the Admin Navigation, select Users > Checkout

2. Locate the user.					
3. Click Begin Check	cout or View Order	History.			
4. Locate the item.					
5. Click the blue Ret	urn.				
#501 DONATE ITEM			\$25.00		
6. Select from the availab	pie options to comp	iele the return.			
			^		
	Return Donatio	on			
The following donation will be removed:					
	Sammy Donor				
	Donation	\$	100.00		
How would you like to apply the funds?					
	Refund to				
	 Leave as credit 				
	Cancel	Return			

Return Options

Decide what would you like to do with the payment before returning the donation.

Leave as Credit

Donation is cancelled. Payments remain on the user's account to apply to future purchases.

Refund to Card

Donation is cancelled. The payment is fully refunded to the card used for the payment. **Typically**, a refund will reflect on the purchaser's card statement within 5 - 7 banking days. <u>Credit cards</u> fees are not returned to the organization during a refund, however, when the purchaser opts to pay the credit card fees those fees will be refunded for the full purchase price + fees to the user.

Delete a recurring donation

The initial donation is deleted within the campaign from the **Donate** page. Subsequent scheduled donations are returned from **Org Hub** > **Transactions.**