

# Return a Monetary Donation

Last Modified on 06/14/2022 2:37 pm EDT

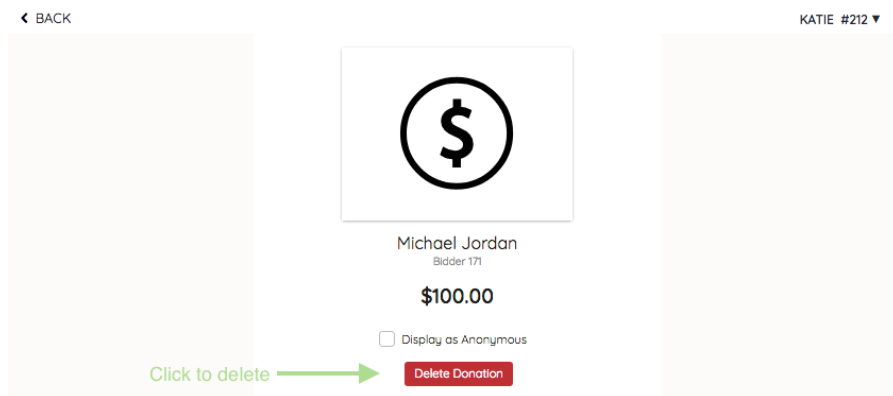
If a donation added needs to be returned, it can be removed from the user's cart by an admin. Donations removed after payment will require a [refund](#).

## 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**.



4. Click **Yes, Delete**.

## Return a donation made on a Donate item

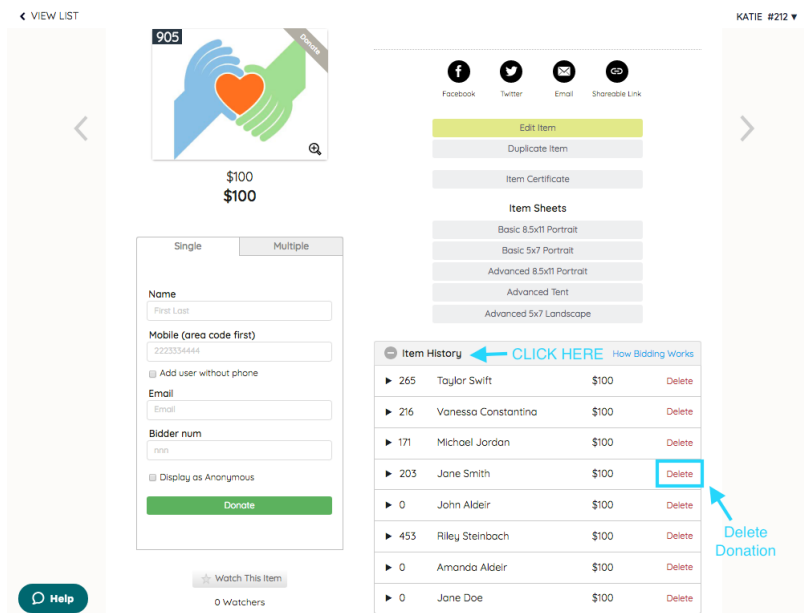
Donations can be deleted either from the donate items history or activity.

**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**.



6. Click Yes, Delete.

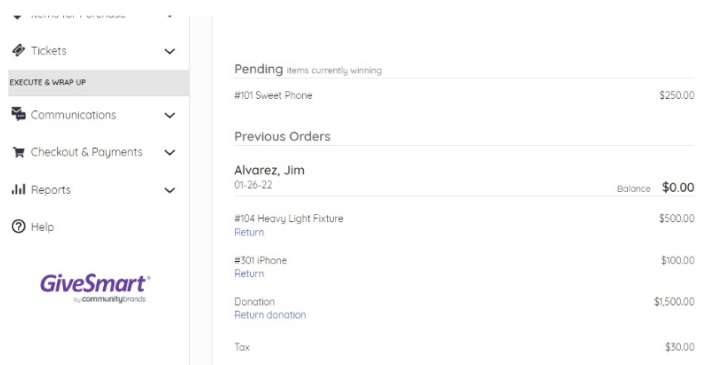
## From the Users Checkout Cart

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**.



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 Checkout** or **View Order History**.
4. Locate the item.
5. Click the blue **Return**.

#501 DONATE ITEM  
Return

\$25.00

6. Select from the available options to complete the return.

### Return Donation

The following donation will be removed:

**Sammy Donor**

**Donation** **\$100.00**

How would you like to apply the funds?

- Refund to XXXXXXXXXX
- 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.

## 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**.