

Remove an Item from a Supporter's Account

Last Modified on 06/14/2022 2:39 pm EDT

Remove an item from a user's account before payment. By default, the platform opts the admin out of sending a text to the user that the item was deleted, but you can opt for a text to be sent by checking the **Send Cancellation Message** prior to deleting.

Note: Item question answers are also deleted.

Watch a video

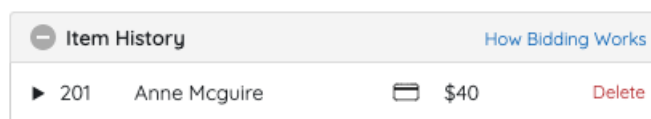
Remove an item

Items can be removed following one of the paths below.

From the Items page

Remove the item from a supporters account from the **Item History**.

1. Go to **View Site > Items**.
2. Locate and select the item.
3. Click the + to the left of **Item History**.
4. Locate user.
5. Click **Delete**.



Item History		How Bidding Works	
▶ 201	Anne Mcguire	📄 \$40	Delete

From Checkout

Remove an item from the **Checkout** page. Items can be removed before or after payment.

Return item before payment

1. From the **Admin Navigation**, select **Users > Checkout**
2. Locate the user.
3. Click **Begin Checkout**.
4. Locate the item.
5. Click the blue **Return Item**.
6. Click **Return**.

Cart

#1 Free Tuition for a Year (x3)

\$250.00

Answer:

[Edit Answer](#) | [Return item](#)

Return item after payment

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

\$25.00

[Return](#)

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

Return Item

The following item will be removed:

#581 Kirsten Primozic

#501 DONATE ITEM

\$25.00

Donation Item

How would you like to apply the funds?

- Refund to MC [REDACTED]
- Apply as Donation
- Leave as credit

[Cancel](#)

[Return](#)

Return Options

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

Leave as Credit

Item is returned. Payments remain on the user's account to apply to future purchases.

Refund to Card

Item is returned. The payment is fully refunded to the card used for the item payment.

Apply as Donation

Item is returned. The full payment is added to a Donate Item and added to the user's account.

From the Items tab

Remove the item from the item's **Activity** within the **Item Details**.

1. From the **Admin Navigation**, select **Auction > Manage All Items**.
2. Locate and select the item.
3. Scroll down to the items **Activity**.
4. Locate user.
5. Click **Delete**.

Activity

101 Shannon McGuire \$40 [Delete](#)