

Update a Pledge Payment

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Pledged payments are considered outstanding balances and located in the unpaid section of the [Outstanding Balances Report](#).

When the payment is received, it can be updated, no longer reflecting as an outstanding balance, but as [payment received](#).

Update from Pay Page

Admins can place ticket orders on behalf of a user, or check out event orders, and mark as Pledged. Later, the user can visit their Pay page to self-checkout with a credit card.

1. As an admin, mark a ticket or event order payment as Pledged.
2. Instruct the user to visit the campaign and select their Pay page.
 - Pledged ticket order - instruct the user to click on the blue link within the Welcome text received after the order was complete.
 - All other orders - instruct the user to click on the blue link within the payment instructions text.
 - From the **Admin Navigation**, select **Communications > Text**.
 - Select **+ New Text**.
 - From the Template dropdown, select **Payment Instructions**.
 - Click **Apply**.
 - In the Recipients dropdown, select **Individuals**.
 - In the To field, enter the user's name.
 - Choose the user's account.
 - The message field pre-populated but can be edited.
 - Select to **Save as a Draft** or **Send immediately**.
3. Have the User select the **Click to Pay Here** button.
4. The user will see the pledge in **Payments and Credits** and their outstanding balance.
5. They can use an existing credit card or attach a new one.
6. Instruct them to follow the prompts to secure payment.
7. Once complete, the pledge will fall off and update as paid.

HOME

ITEMS

DONATE

PAY

MY INFO



Annual Celebration for a Cure

July 01, 2019 - July 02, 2019

999 Oakmont Plaza Drive, Westmont, IL

Tickets Now Available

[Purchase Tickets](#)

[View Order History](#)

Browse, Bid and Buy

Dashboard

SETUP

Settings ▾

Design ▾

Pages ▾

Users ▾

WAYS TO FUNDRAISE

Donation ▾

Auction ▾

Items for Purchase ▾

Tickets ▾

P2P (Champions)

Help

Dashboard

Hope for a Cure
9/10/2021 6:00 pm

\$46,125.30
TOTAL REVENUE

Live Activity

SITE

Website URL: Gala2021.givesmart.com
 SMS: text Gala2021 to 76278
 Site Status: Live
 Site ID: 52827

Visit the [Design Center](#) to customize your home page.

USERS

15 CHECKED IN | 157 TOTAL USERS

TYPE	CHECKED IN	TOTAL
Campaign Assistant	0	1
Campaign Admin	0	4
GiveSmart	0	45
Volunteer	0	1
Donor	15	106

► SETTINGS

ITEMS

63 TOTAL ITEMS | 21 ITEMS - NO ACTIVITY

TYPE	TOTAL
Auction Items	34
Instant Items	11
Live Items	4
Donation Items	7
Vote Items	5
Raffle Tickets	2

► SETTINGS

PAYMENTS

\$17,350.45 PAYMENTS | \$5,599.85 FUNDS RAISED

TICKETS

74 | 27

REVENUE

Update from Checkout

Admins can mark tickets or event orders as Pledged at the time of purchase or checkout. When payment is received, visit Checkout to update the payment.

1. From the **Admin Navigation**, select **Checkout & Payments > Checkout**.
 2. Search and locate the user.
 3. Select **Begin Checkout**.
 4. Select **Make a Payment**.
 5. Confirm the amount.
 6. Select the form of payment.
 7. Follow the prompts to complete payment.
 8. Once complete, the pledge will fall off and update to paid.
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