

# Delete a Raffle Purchase for a Supporter

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Delete a raffle purchase from a user's account.

## How to delete

The raffle purchase is deleted from the user's account along with any possible answers provided at the time of purchase. The answer is deleted from the campaign. The raffle entry numbers that were assigned to that user will not be re-allocated to another user. The entries report will skip that number. It will not affect the number sold, but it will affect the numbering.

1. From the **Admin Navigation**, select **Items for Purchase > Manage Raffle Items**.
2. Locate and select the raffle item.
3. Scroll to the bottom of the **Item Detail** section on the right.
4. Under **Activity**, locate the purchaser.
5. Click **Delete**.

**Note:** User's with a mobile number on file, receive a text the raffle item was deleted from their cart.

The screenshot displays the 'Manage Raffle Items' interface. On the left is a table listing various raffle items, and on the right is a detailed view of item 2.

Item ID	Item Name	Status	Availability	Visibility
3	VIP Vinyl Band	In Hand	Open	Live
100	Blackhawks Tickets in Chicago	In Hand	Open	Hidden
101	Date Night in Chicago	In Hand	Open	Live
	A Night at the Ritz	Pledged		
	Night at the Redlead Piano Bar	Pledged		
102	Gala TShirt	In Hand	Open	Live
103	McCormick & Schmick's	In Hand	Open	Live
104	Hamilton Play tickets	Pledged	Open	Live
105	Kohler Spa Package	In Hand	Open	Live
106	Tshirts	In Hand	Open	Live
107	Cubs Fan Basket	Pledged	Open	Live
108	Golf for a Day	In Hand	Closed	Live
109	Baseball Bat	Pledged	Open	Live
110	A Day at the Races	In Hand	Closed	Live
111	Minnesota Vikings tickets	Pledged	Open	Live
112	Apple Watch	In Hand	Open	Live
113	Yeti Cooler	In Hand	Closed	Live
114	3 Flights Beers for a Year	Pledged	Open	Live
115	iFly Package	Pledged	Open	Live
116	Chicago Fire	Pledged	Open	Live

The detailed view for item 2 shows the following information:

- Item Number:** 2
- Type:** Raffle
- Description:** PURCHASE YOUR OPPORTUNITY TO WIN HERE  
VISIT YOUR MY INFO TAB AFTER YOUR PURCHASE TO SEE YOUR TICKET
- Categories:** (None listed)
- Status:** Open
- Visibility:** Live
- Additional Images:** (None listed)
- Numbering and Pricing:**

Quantity	Price	Remove
1	\$ 5	
5	\$ 10	Remove
20	\$ 25	Remove
- Starting Number:** 100
- Surcharge:** To allow surcharges, visit Settings>Global
- Activity:**

Item ID	Name	Amount	Action
0	Erin Phillips	\$10	Delete
102	Aidan McGuire	\$25	Delete
0	Annie McGuire	\$10	Delete