ALL OR NOTHING CAMPAIGNS – How to cancel a pledge

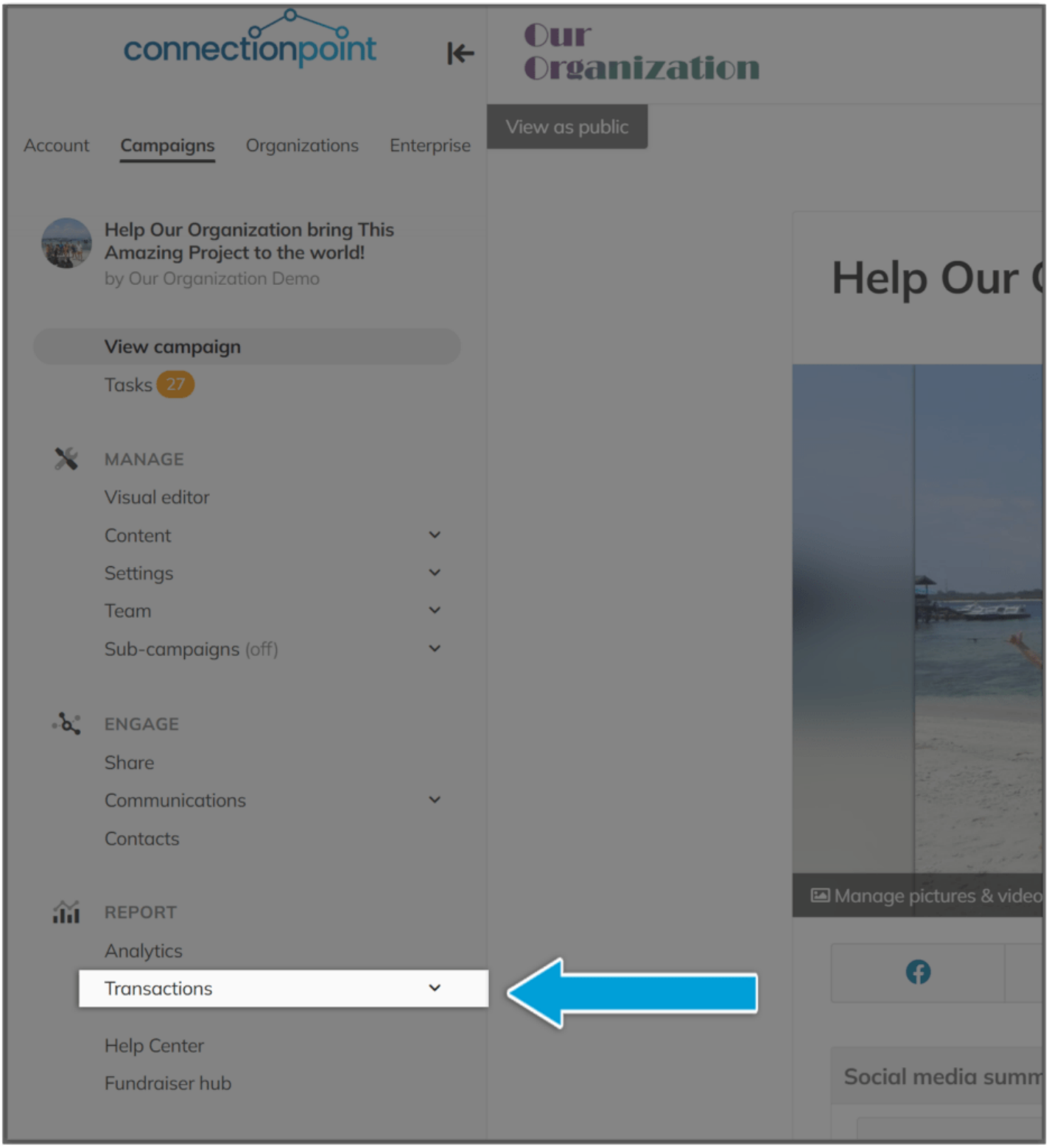
Campaign Pricing & Payments · https://connectionpoint.com/help/docs/all-or-nothing-campaigns-how-to-cancel-a-pledge/

If a supporter wants to change a pledge amount or reward, they or the campaign owners may cancel a pledge to allow a re-do of their contribution.

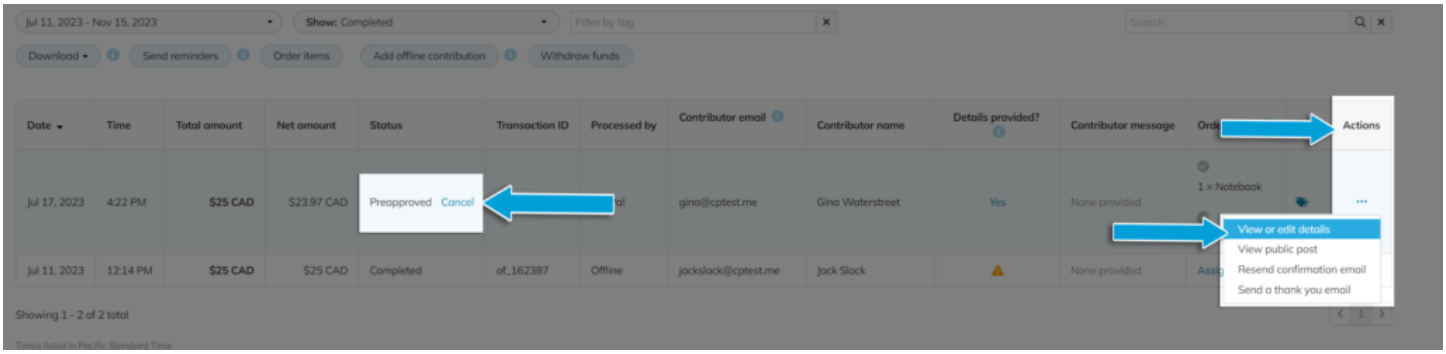
NOTE: Supporters may cancel their own pledges, OR campaign owners may cancel for them.

For campaign owners

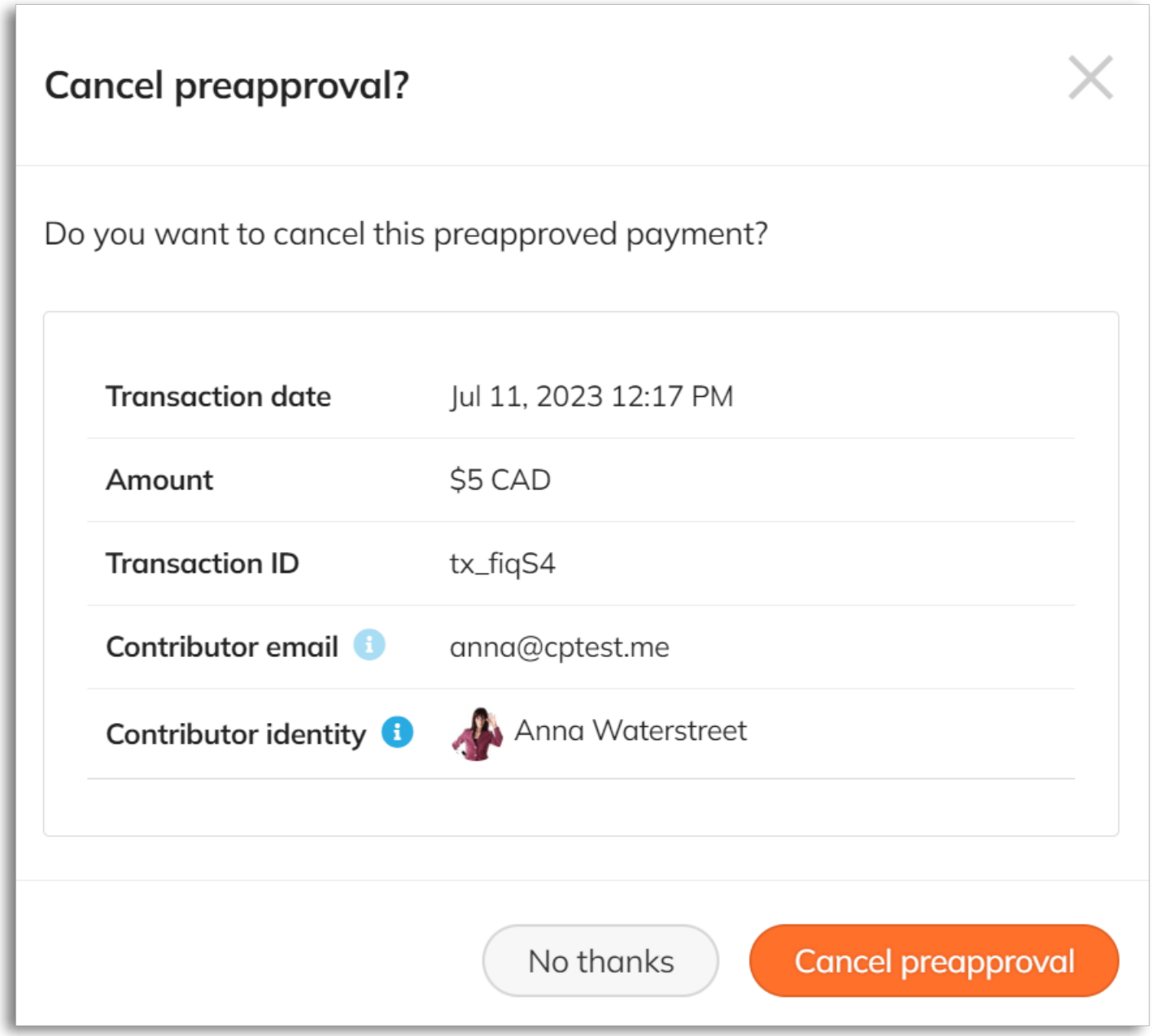
STEP 1 - Click 'Transactions' in the navigation menu.


connectionpoint
Our Organization
View as public
Account
Campaigns
Organizations
Enterprise
Help Our Organization bring This Amazing Project to the world!
by Our Organization Demo
View campaign
Tasks 27
MANAGE
Visual editor
Content
Settings
Team
Sub-campaigns (off)
ENGAGE
Share
Communications
Contacts
REPORT
Analytics
Transactions
Help Center
Fundraiser hub
Help Our
Manage pictures & video
Social media summ

STEP 2 - Under 'Status' is an option to cancel beside every pre-approved pledge. You may also click the three dots under "Actions", then "View and Edit details" (or just click anywhere on the table to open the dialogue box.)

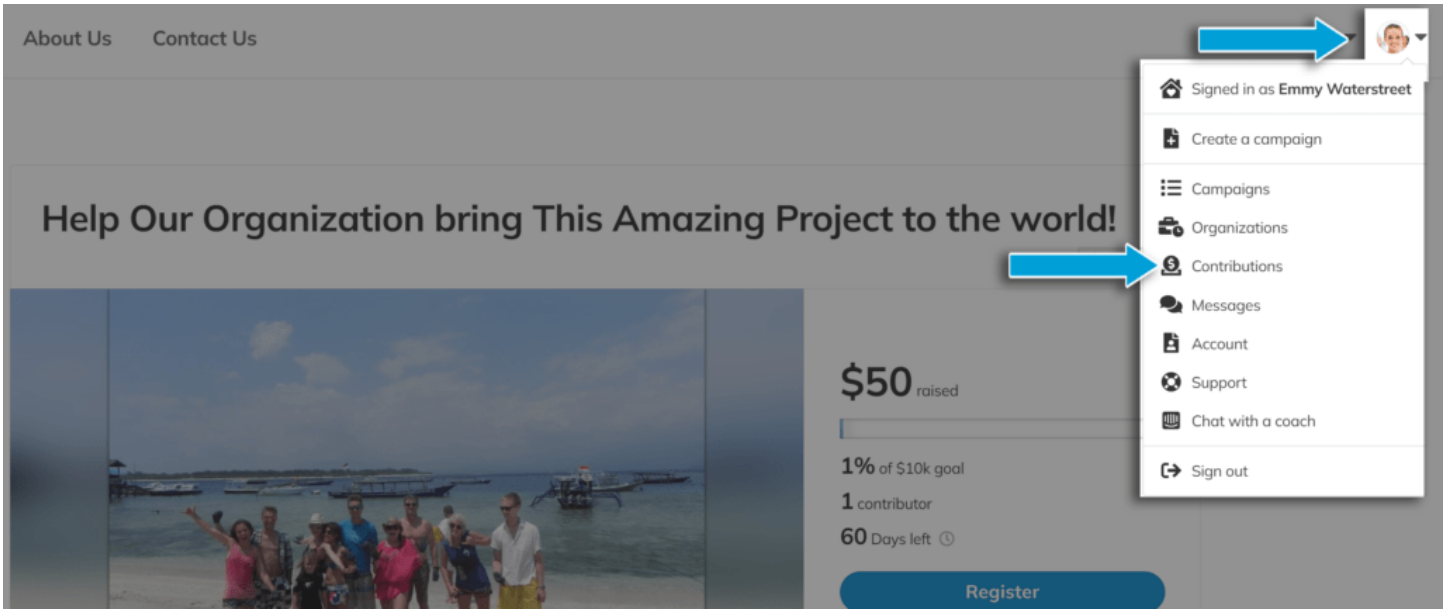


STEP 3 - Confirm.

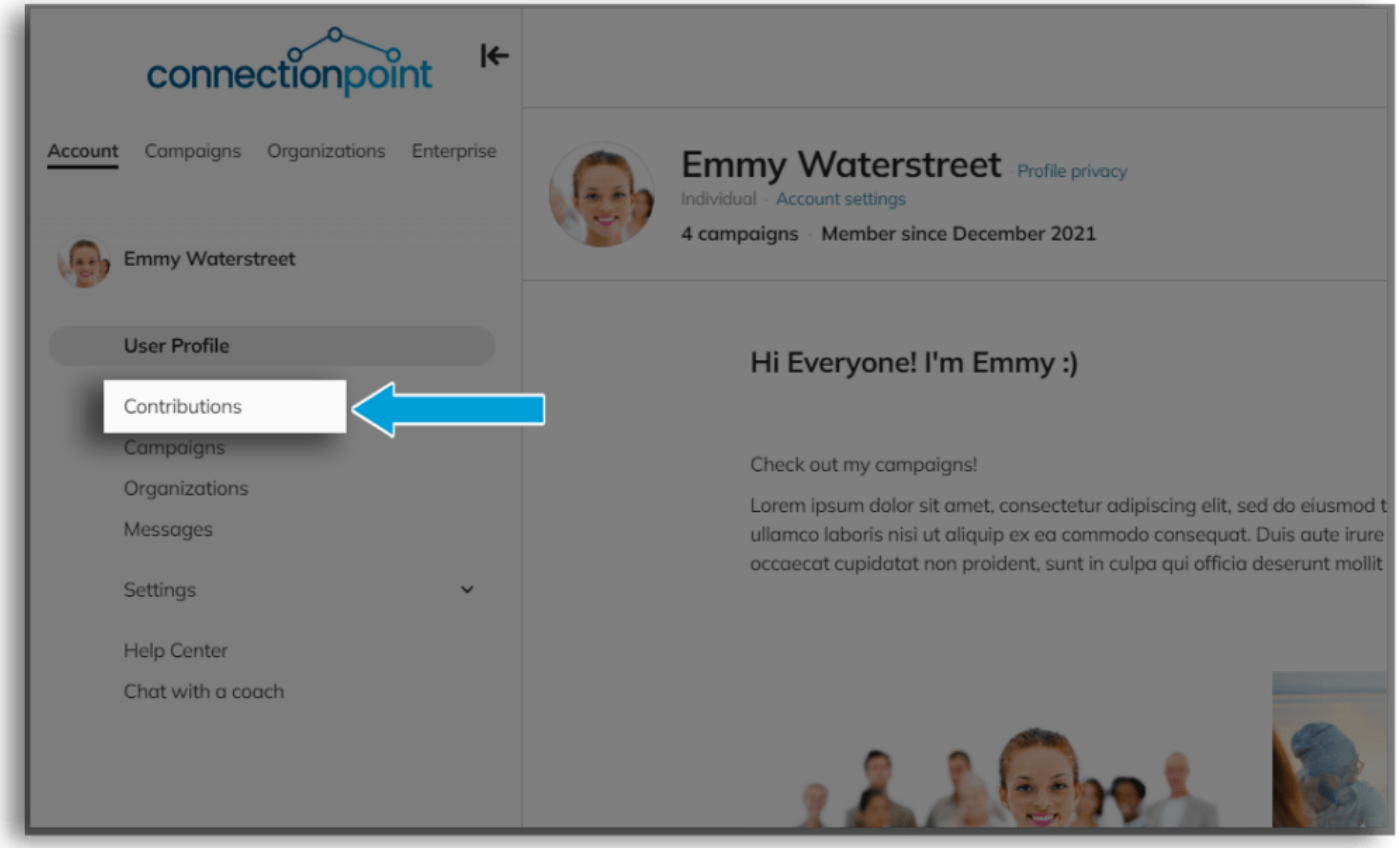


For supporters:

You can find your contribution list by clicking on your beautiful face (or initials) at the top right corner of the page, then ‘Contributions’.



Alternatively, if you're viewing your user profile, you can click the 'Contributions' option in your sidebar menu. If there are still tax receipts available for you to view, you can view them here.



From this list, you'll see your pledge and the 'Cancel' button beside it. Feel free to contact us if you need further help. Your menu looks much like the above. Cancel in line with the pledge item, or click anywhere on the line to open the options menu.


petfundr


crowdfundr


cocopay