How do I withdraw/receive my funds?

Campaign Pricing & Payments · https://connectionpoint.com/help/docs/how-do-i-withdraw-the-funds-raised/

Funds are NOT handled by ConnectionPoint or any of our platforms. You receive your funds directly into your Stripe and/or PayPal account.

PLEASE NOTE: This article does not apply to CoCoPay Professional. If you have any questions about reconciling your CoCoPay campaign, please contact your ConnectionPoint representative or email us at support@connectionpoint.com.

How does it work, then?

When the contribution checkout is complete, the funds are sent to the payment processor that is linked to your campaign, either PayPal or Stripe. What happens next depends on the type of campaign you are running:

Keep It All

After the supporter completes the checkout flow, funds are sent to payment processing immediately. After processing and approval by the payment service, the funds will be transferred to the bank account associated with your payment provider.

All or Nothing

Supporters are not charged until the goal of an All-or-Nothing campaign is reached. After reaching your goal, you can process the charges for the contributions/pledges made to your campaign (click here for details). The same processing time as the Keep It All model will apply, but the funds will come in over a short period rather than over the campaign's duration. Once you reach your goal and charge your customers, you can choose to keep the campaign open as a Keep-it-all campaign or finish it.

Note: Some regions cannot select the All or Nothing campaign type due to regional restrictions on pre-approval payments.

To see and withdraw the funds connected to your campaign, choose your payment processor and log in to your account below:

- PayPal: https://www.paypal.com/signin
- Stripe: https://dashboard.stripe.com/login

Important: ConnectionPoint does not have access to Stripe or PayPal's systems. Our support agents cannot see where your money went after it was deposited into your Stripe or PayPal account. We can only see which Stripe or PayPal account the money was sent to.

If you need assistance with a Stripe or PayPal account, please get in touch with their support teams:

- PayPal: https://www.paypal.com/us/smarthelp/contact-us
- Stripe: https://support.stripe.com/contact/login


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