How do I Move Pledges or Donations?

When and Why You Might Move a Donation or Pledge

You may occasionally need to move a donation or pledge after it has been submitted. This is most often done when a gift was made to the wrong page or activity. Some other use cases are listed below:

Assign a gift to a peer fundraiser or team

If a donor gives through your main Crowdfunding page but intended to support a specific peer fundraiser or team, you can move the donation to that fundraiser or team's personal keyword. This allows the gift to appear on their page and count toward their individual or team goal.

Move a gift to a different Campaign or Activity

If a donation is submitted through your Website Donation Form but needs to be reported under a different Campaign or Activity, you can move the gift to the correct location.

Remove a gift from a page

If you need to remove a donation from showing on a page, you can move it to a different keyword in your account. This removes the gift from the original page's donor wall, thermometer, and landing page.

> **Note**: If a pledge has not been collected and you'd like to remove it from your thermometer, you may use the "**Mark as Test**" action.

Moving Donations or Pledges

From the left navigation, select **Existing Reporting** > **Manage Pledges**.

Filter by Start/End Date, Keyword, or Phone Number to locate the pledge(s) to move.

> **TIP**: Filter by the Keyword and Phone Number associated with the pledge(s) to return the most accurate results.

After results are returned, on the right-hand side, use the checkbox to select the pledge(s) you wish to move. Check the first box to select all on the page.

Note: You may select multiple pledges per page. If moving pledges/donations in bulk, they can only be moved one page at a time.

Select **Action** in the column header -> **Move.**

You will be taken to the **Move Pledges** screen, which details the pledges you've selected from the previous page. Confirm these are the pledges you'd like to move before proceeding.

IMPORTANT: Once Donations/Pledges are moved, there will be no record of their original destination and your reports will reflect the new destination keyword/campaign. Consider exporting your pledge report prior to actioning a move in order to retain this data.

Under **Choose Destination**, enter the name of the Keyword you wish to move these pledges to. As you type, a drop down will show any existing keywords to choose from. Select the desired destination keyword.

Note: If an eligible keyword is not selected, you will receive an error message (below).

After selecting the Destination Keyword, click **Move Pledges**. The Processing Status column will update from Ready to Processing.

Wait until all statuses update with a green checkmark, indicating the move is complete.

Select **I'm Done** to be taken back to your Manage Pledges search.

Navigate to your destination activity to confirm the donation(s) are reflected as expected.

I've moved a donation, but it's not showing up on the destination page

In some cases, you've actioned a move but the donation is still not reflected on the destination page as expected. This can happen due to a web browser caching issue.

To rectify, follow the same steps above to move the donation *back* to its original keyword, and then once more to its destination keyword and observe if the donation appears as expected.

Still having trouble? Hit the Contact Us button above to open a support case. Be sure to include the donation details, original keyword, and destination keyword.