

# Resend and Download Receipts

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For any transaction paid via GiveSmart Fundraise, you can opt to either **resend the receipt** to a donor via email, or **download the receipt** as a PDF from Existing Reporting > [Search Transactions](#).

**Note:** Receipts can only be downloaded or re-sent for transactions originating from GiveSmart Fundraise. If a transaction was originally made via GiveSmart Events, the receipt would need to be **retrieved from the Events module**.

## Resend or Download Receipts

Build a transaction report as [outlined here](#). If you are looking for a specific individual, you filter by name, email, or phone number as needed.

On the results screen, locate the transaction and click on the **Actions** menu on the right-hand side.

Here, you can automatically **Resend Receipt** or **Download Receipt**. For Resend Receipt, a modal will pop up where you can click **OK** to send the receipt.

Receipts can also be downloaded for **Offline Donations** that were added or bulk-uploaded to GiveSmart Fundraise. If an email address was included when the Offline Donation was entered, it would be eligible for an email receipt using the *Resend Receipt* action.

## Download Receipt Error

It's possible you may receive the following error when attempting to download a receipt:

If the above error is returned, double-check the "Source" column in your report results. If the Source indicates "*Paid via GiveSmart Events*", you will need to navigate to the **GiveSmart Events**

module to **retrieve the receipt from there**.

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