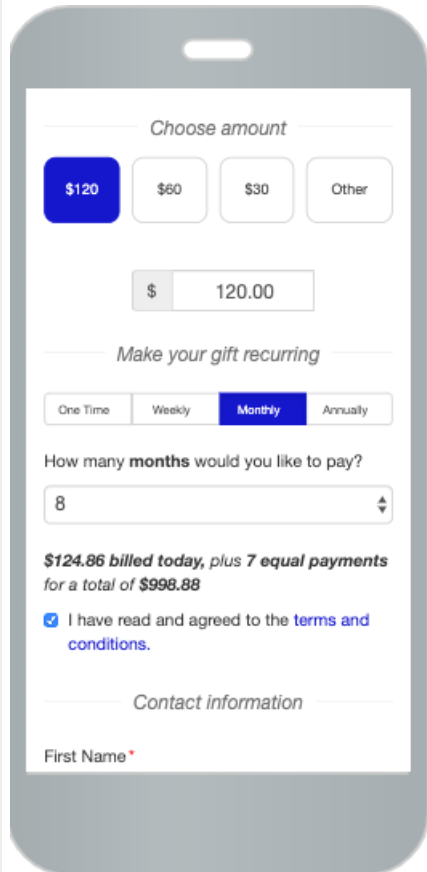


Manage recurring donations

Last Modified on 07/20/2021 1:07 pm PDT

This article defines and describes what you can and cannot modify on a Recurring Donation.



The screenshot shows a mobile app interface for managing recurring donations. It is divided into three main sections:

- Choose amount:** Features four buttons for selecting a donation amount: \$120 (highlighted in blue), \$60, \$30, and Other. Below these is a text input field showing "\$ 120.00".
- Make your gift recurring:** Includes a row of four buttons for frequency: One Time, Weekly, Monthly (highlighted in blue), and Annually. Below this is a question "How many months would you like to pay?" with a dropdown menu set to "8". A summary line reads: "\$124.86 billed today, plus 7 equal payments for a total of \$998.88". There is a checked checkbox for "I have read and agreed to the terms and conditions." with a link to "terms and conditions".
- Contact information:** Starts with a label "First Name" followed by a red asterisk, indicating a required field.

For security reasons, MobileCause Support Staff and Non-Profit Organizations cannot change or modify certain parts of an active Recurring Donation.

What **CANNOT** be changed:

- Frequency
- Email Address/Phone Number

If you need to change any of the above, you can cancel the Recurring Donation, and start a new one with the new frequency, email address, etc.

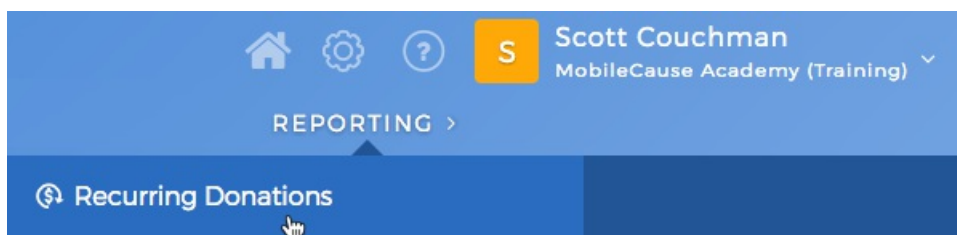
What **CAN** be changed:

- Credit Card Number
- Next Bill Date
- Amount
- Number of Payments
- Notifications

Video

Recurring Donations

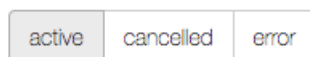
To modify a Recurring Donation, click on **Reporting**, then select **Recurring Donations**.



Search for the Donation you want to manage. For more on filtering and viewing Recurring Donations, [click here](#).

The Recurring Donation specific search criteria include the status:

Status



- **Active:** A Recurring Donation in good standing
- **Canceled:** A recurring donation that has been stopped in its cycle, either by the donor or by you, the organization, or by the MobileCause Support team.
- **Error:** A recurring donation that was not able to process the donation at the scheduled recurring time. This may be caused by such things as an expired card, a credit card over its limit, etc.
- **Completed:** For those Recurring Donations set with either a Fixed Term or Pay Over Time setting, this will show those that have ended. For more information on the Recurring Payment Types, [click here](#).

For more information about how and when the recurring donation is processed and what messages are sent, read [this article](#).




Filter your list of recurring donors by name, donation date, campaign, keyword, and/or phone number.


When you have found the correct donor, click on the **Action menu** to the far right of their information and choose what you would like to manage on the donation.





Recurring Donations

Type:

Status:

Name	Frequency	Next Billing Date	First Billing Date	Transactions Completed	Amount	Phone	Total given this year	Total remaining this year	Type	Status	Action
	Monthly	03/03/2021 17:42	02/03/2021 17:42	0	\$25.00		\$0.00	\$250.00	Fundraising	Active	

Type	Status	Action
Fundraising	Active	

-  Update Credit Card
-  Manage Payments
-  Text to Update
-  Cancel Recurring

Note: While any MobileCause user account can use the **Update Credit Card** and **Text to Update** features, only an Admin or a User with the Finance option enabled can use **Manage Payments** or **Cancel Recurring**. To enable the Finance Option, review your [User Account Settings](#) here.

Update Credit Card

When you click on Update Credit Card, it will take you to a screen that has the donor's information already filled out, but where you can enter new credit card information for the recurring donation.



Welcome, John Watson

Organization Name: MobileCause Academy (Training)

Donation Amount: \$25.64

Frequency: Yearly

Please update your credit card info here.

Card Number*

XXXX XXXX XXXX XXXX



Expiration Date*

MM / YY

CWV* What is this?

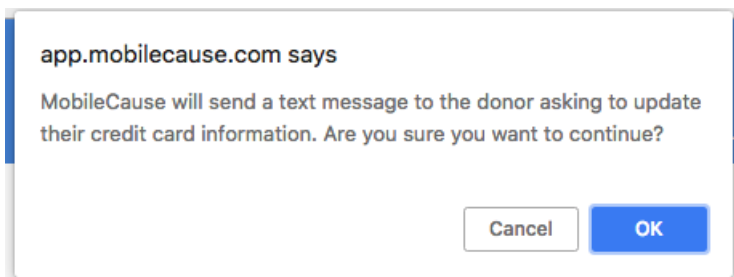
eg. 123

Save

Questions? You may contact customer support at (818) 296-0345 or (866) 976-7999.

Text to Update

You can send your donor a text with a link where they can update their information themselves. It will show a warning message before you send the text.



The text message will read:

Your credit card ending in 3232 expired. To continue your recurring donation for [Organization Short Name] please update your CC info here [link, like in the Update Credit Card section above]

Manage Payments

When you click on Manage Payments a window opens allowing you to change several items within the Recurring Donation.

×

Manage Payments

Scott Couchman | \$25.00 | Monthly | 0 transactions completed

Payment Amount

Number of Payments

Next Bill Date

Notifications:

Payment Receipt	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email
Upcoming Payment Reminder	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email
Credit Card expires in 30 days	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email
Credit Card expired	<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> Email

Payment Amount: If you have cultivated your donor into increasing their donation (or if they entered an incorrect amount, etc.) you can change the amount of their recurring donation without needing to cancel the current donation and having them create a new one. This makes upgrading their recurring donation simple and seamless.

Number of Payments: Where the donor can choose to donate for a number of months or years, you can change that number here (anywhere from 2 donations to 60), or switch it to No Limit, or ongoing donations.

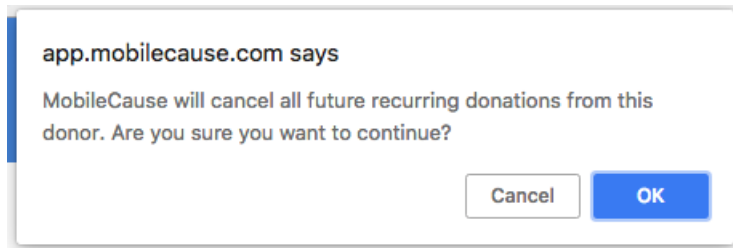
Next Bill Date: If a donor wishes their donation would be charged on a different date from when they made their donation, you can change it to their preferred date.

Notification: This information is copied in from the [Receipts and Notifications section](#) when you design your donation form. If the donor would like a change, such as only receiving texts or emails, not both, you can adjust their notifications here.

Cancel Recurring

You can cancel this donor's recurring donation. It will show a warning message before you cancel the

recurring donation.



Note: This is not a refunding process, it only cancels *future* donations from occurring. This will only stop the "recurring" portion of a donation, meaning, if a donation has already been charged, this process will NOT refund that charge, it only cancels any further donations.

To refund a donation, please follow the procedures as listed in the article: [How do I refund a donation?](#)