

Online Giving

User Guide for Donors

Temporarily Stopping Payments for a Gift


You can temporarily stop or suspend future payments for a gift or pledge. Suspended gifts are not processed again until you indicate that you want payments to resume (see "Resuming Payments for a Suspended Gift" on page 33 for details on reinstating a suspended gift).

Note

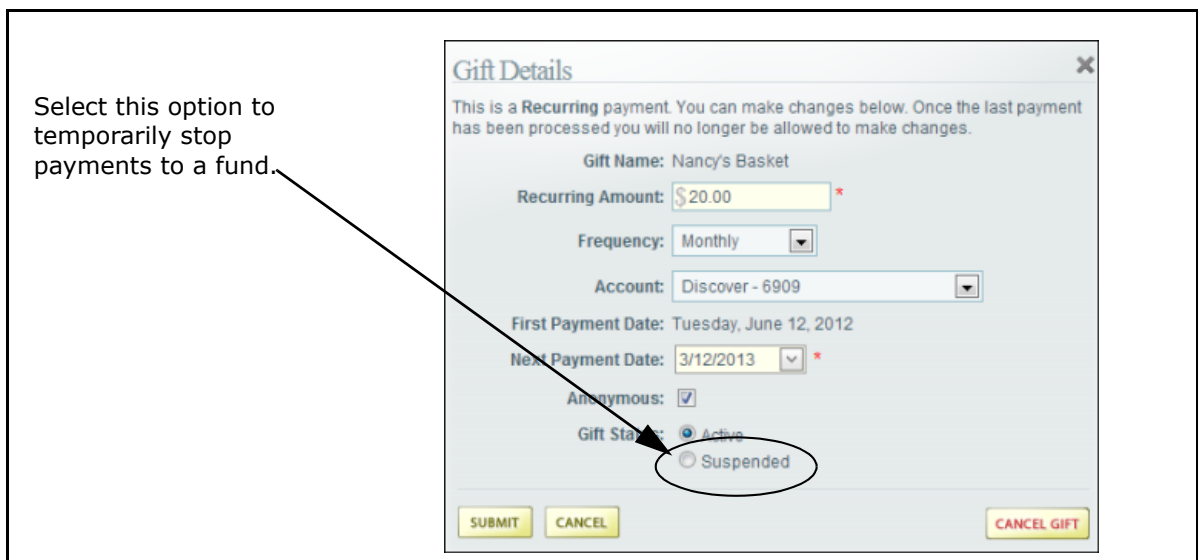
After you reinstate a suspended gift, you cannot make up past donations.

When you suspend payments, only the selected gift is affected. Therefore, if you have other Online Giving gifts for which you want to suspend payment, you must do so individually for each gift.

To suspend payments for a gift:

1. Display the **My Active Online Giving** page (Figure 15).
2. Click  (Edit) for the gift you want to suspend.

The details for the fund are displayed, for example:



Select this option to temporarily stop payments to a fund.

Gift Details

This is a **Recurring** payment. You can make changes below. Once the last payment has been processed you will no longer be allowed to make changes.

Gift Name: Nancy's Basket

Recurring Amount: \$20.00 *

Frequency: Monthly

Account: Discover - 6909


First Payment Date: Tuesday, June 12, 2012

Next Payment Date: 3/12/2013 *

Anonymous:

Gift Status: Active **Suspended**

SUBMIT CANCEL CANCEL GIFT

3. Select the **Suspend** option.
4. Click 

The **My Active Online Giving** page (Figure 15 on page 30) is displayed. The gift's status changes to **SUSPENDED**.



To resume payments for a suspended gift, follow the instructions under "Resuming Payments for a Suspended Gift", which follows.

Resuming Payments for a Suspended Gift

To resume payments for a suspended gift or pledge, complete the following:

Note


After you reinstate a suspended gift, you cannot make up past donations

1. Display the **My Active Online Giving** page (Figure 15).
2. Click  (Edit) for the gift you want to resume payment for.
3. Uncheck the **Suspend** box.
4. Select your **Next Payment or Pledge Date**. Click  and then from the calendar, select the date when you want payments to resume.

Note



You cannot make up past donations for a suspended gift.

5. Click .

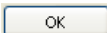

The **My Active Online Giving** page (Figure 15) is displayed. In the **Status** column for the gift, this icon is displayed to let you know that the gift is active: . Payment processing for the gift will resume on the **Next Gift Date**.

Canceling an Active Gift

An active gift is a gift that you are currently contributing to. You can cancel an active gift at any time. The cancellation stops future processing of payments for the gift. A historical record of all prior gifts is retained in the system for reporting purposes.

1. Display the **My Active Online Giving** page (Figure 15).
2. Click  (Edit) for the gift you want to suspend.
3. Click .

A message is displayed requesting that you to confirm the cancellation.

4. Do one of the following:
 - Click  to cancel the gift.
The gift is permanently removed from the Online Giving system.
 - Click  to exit without canceling the gift.