

Recommitment

Sometimes a fundraiser may not raise enough money to cover the cost of their participation in your event. We understand that this is quite a delicate situation, and have therefore developed tools you may use to communicate with the fundraiser and possibly charge them the difference (or some other defined amount).

Note: Reccommitment is available for the following processors:

- NeonPay
- Authorize.net
- FirstPay
- Vantiv (Little)
- WePay

Please note : For instructions on turning on the Reccommitment feature, please click [here](#).

These are the recommitment email auto responders, which are automatically sent upon recommitment actions (please make sure to edit them before using the recommitment process):

- Reccommitment Request
- Reccommitment Confirmation
- Reccommitment Charged
- Reccommitment Charge Failed

The recommitment process for individual registrants (one at a time):

- Log in to your admin panel (<yoursite.com/admin>)
- Locate the relevant registrant's record (under People > Registrants, or by searching)
- **Step 1: Request Reccommitment**

At the top of the window, click "Request Reccommitment" (this option may be in the "more options" dropdown: ) , and confirm. This automatically sends the registrant the "Recommitment Request" auto responder, and the registrant's recommitment state is changed to **Pending** (in their registrant record and under the Reccommitment column in the People > Registrants tab).

- **Step 2: Registrant Submits Payment Information**

The auto responder directs the registrant to submit their payment information, which is captured and held by your payment processor. Once the registrant submits their payment information, the "Recommitment Confirmation" auto responder is emailed, and the registrant's recommitment state is changed to **Card on File**.

- **Step 3: Charge Reccommitment**

When you're ready to charge the registrant, locate the relevant registrant record, and at the top of the window, click "Charge Reccommitment".

- You will be asked to enter either a maximum charge amount* or a specific amount**. Enter your desired amount and confirm. This charges the registrant, triggers the "Recommitment Charged" auto responder, and the registrant's recommitment state is changed to **Charged**.

**With the Maximum Charge Amount, the registrant is charged the difference between the amount entered and the amount raised by the registrant (for example, if the registrant raised \$500 and the maximum charge amount is \$750, the registrant will be charged \$250).*

***The Specific Amount is charged as entered.*

- If the charge is not successful, the "Recommitment Charge Failed" auto responder is emailed, and the registrant's recommitment state is changed to **Charge Failed**. To recharge the registrant, simply follow Step 3 above. To resend the "Recommitment Request" auto responder, the registrant's recommitment status must be manually changed to either "None" or "Pending". This is done by clicking "Edit" on the registrant's record and changing their Reccommitment State.

The recommitment process for multiple registrants (bulk):

- Log in to your admin panel (<yoursite.com/admin>)
- Navigate to the People > Registrants tab in the left sidebar
- **Step 1: Request Reccommitment**

Select the registrants to whom you'd like to send the "Recommitment Request" auto responder. This is done in one of two ways:

a) Select all the relevant registrants manually by checking the checkboxes to the left

b) Filter the list to include only those to whom you'd like to send the recommitment request. Using this option, you can set parameters to determine whether a registrant will be included. For example, the list can be filtered to include only those registrants who have raised under \$500.

Note: by default, the recommitment request will only be sent to eligible registrants, excluding non-fundraisers and those whose recommitment state is "Card on File", "Charged", or "Charge Failed". It will be sent to registrants whose recommitment state is "Pending".

Click "Mass Action" > "Request Reccommitment" in the top of the window. This automatically sends "Recommitment Request" auto responder to the relevant registrants, and their recommitment state is changed to **Pending** (in their registrant record and under the Reccommitment column in the People > Registrants tab).

- **Step 2: Registrant Submits Payment Information**

The auto responder directs the registrants to submit their payment information, which is captured and held by your payment processor. Once each registrant submits their payment information, the "Recommitment Confirmation" auto responder is emailed to them, and the registrant's recommitment state is changed to **Card on File**.

- **Step 3: Charge Reccommitment**

Each registrant may be charged individually by following Step 3 in the instructions above, or multiple registrants can be charged at once. To do so, select all the registrants you'd like to charge in one of two ways:

- a) Select all the relevant registrants manually by checking the checkboxes to the left
- b) Filter the list to include only those to whom you'd like to charge. Using this option, you can set parameters to determine whether a registrant will be included. For example, the list can be filtered to include only those registrants who have raised under \$500. *Note: by default, the charge will only apply to registrants whose recommitment state is "Card on File" or "Charge Failed".* Click "Mass Action" > "Charge Recommittment" in the top of the window.
- Enter a maximum charge amount and confirm. This charges the selected registrants, triggers the "Recommitment Charged" auto responder, and the registrants' recommitment state is changed to **Charged**.
With the Maximum Charge Amount, the registrant is charged the difference between the amount entered and the amount raised by the registrant (for example, if the registrant raised \$500 and the maximum charge amount is \$750, the registrant will be charged \$250).
- If the charge is not successful for any of the registrants, the "Recommitment Charge Failed" auto responder is emailed to the affected registrants, and their recommitment state is changed to **Charge Failed**. To recharge the registrant/s, simply follow Step 3 above. To resend the "Recommitment Request" auto responder, the registrant's recommitment status must be manually changed to either "None" or "Pending". This is done by clicking "Edit" on the registrant's record and changing their Recommittment State.

We'd like to remind you to use these recommitment tools wisely, while keeping in mind the needs of your users.

Register	Upload Registrations	Bulk Edit	Merge Users	Generate Excel	Mass Action						
First Name	Last Name	Registered On	Registration Type	Is Donor	Is Fundraiser	Has Team	Amount Raised	Recommittment State			
<input type="checkbox"/>	Torrey	Close	01/29/2014 09:59 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	People	Contacts	02/19/2015 04:43 pm	Physical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	meg	com	04/23/2014 09:09 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Katie	Cunningham	07/02/2014 05:51 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Steph	Curry	06/12/2015 07:47 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$50.00	None			
<input type="checkbox"/>	T	Czac	02/04/2015 07:00 am	Physical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	T	Czacher	05/21/2015 05:53 am	Physical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	d	d	08/26/2014 11:56 pm	Physical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$15.00	None			
<input type="checkbox"/>	dafads	dafsd	06/09/2015 02:37 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	jak-ajdkifa	dajfkls	09/22/2015 09:37 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	ifaklsdfjakid	dajksfjda	10/14/2015 01:43 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	fjadkifjakls	dalkfjklafj	01/29/2015 09:18 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	fake	david	06/10/2014 10:22 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	grazer	david	06/05/2014 10:55 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Gracie	Davis	07/15/2014 03:20 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Jamye	davis	11/05/2013 08:24 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Christina	de Jong	10/03/2014 12:15 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Chris	Deffenbaugh	06/16/2014 10:42 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	chris	deffenbaugh	06/02/2014 11:24 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	Robert	DeNiro	06/05/2014 08:40 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	aklfjdlk	dfakjdlkls	11/02/2015 09:17 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	dafjksdafjl	dfajdlkls	10/29/2015 09:22 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	dkfajsdklfj	dfalsdfkl a	10/16/2015 09:43 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	dfg	dfg	06/30/2015 06:19 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
<input type="checkbox"/>	sdgdsfgdf	dfgdsfgdf	10/02/2014 11:23 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			

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<input checked="" type="checkbox"/>	grazer	david	06/05/2014 10:55 am	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	Pending			
<input checked="" type="checkbox"/>	Gracie	Davis	07/15/2014 03:20 pm	Virtual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$0.00	None			
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