

How do I get notified of a failed recurring donation?

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You can choose to receive a notification when a recurring donation fails to run. You could then reach out to the donor (aside from the automatic attempts our system makes) to ensure you collect a new payment method for their recurring donation. The notification you receive will look like this:

One of your recurring donations has been cancelled due to failing to bill for 5 days in a row. Here are the details:

Name: John Doe

Amount: \$10.00

Phone: 15555555555

Email: demo@givesmart.com

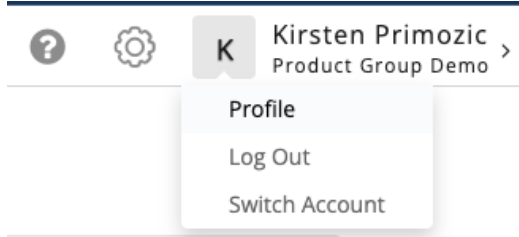
You can unsubscribe from these emails under User Info in your GiveSmart Fundraise Account.

To learn more about how to manage recurring donations, [click here](#).

How to turn off the notifications

By default, all users will receive these notifications, but you can turn them off on your own account by following these steps:

1. In the top right, click your **name** then **Profile**.



2. Uncheck the box labeled **Enable Email Notification for Failed Recurring Donation**
3. Enter your GiveSmart Fundraise **Current Password**
4. Click **Update**

Profile

First Name

Kirsten

Last Name

Primozić

Email

kirsten.primozic@communitybrands.com

Mobile Number

Time zone

(GMT-06:00) Central Time (US & Canada) ▼

Current Password

....

Password

Confirm Password

☒ Enable Email Notification for Failed Recurring Donation

API Token Key: To manage your API Token Key please visit the Developer Portal

Update