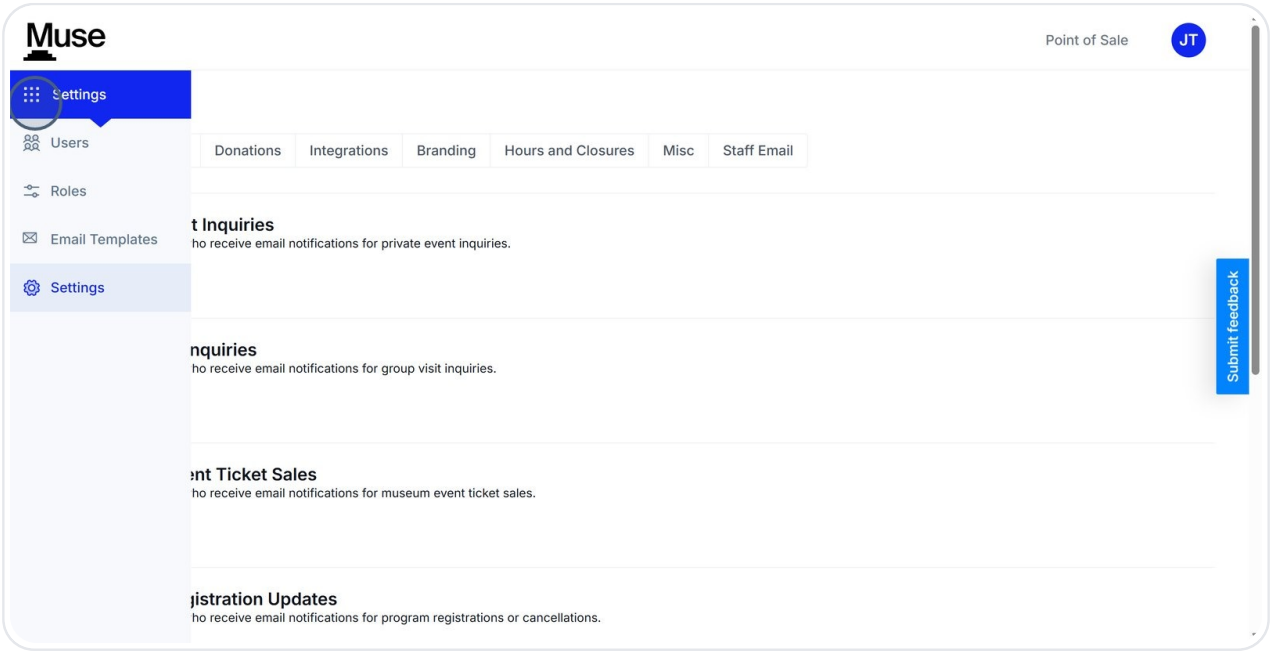
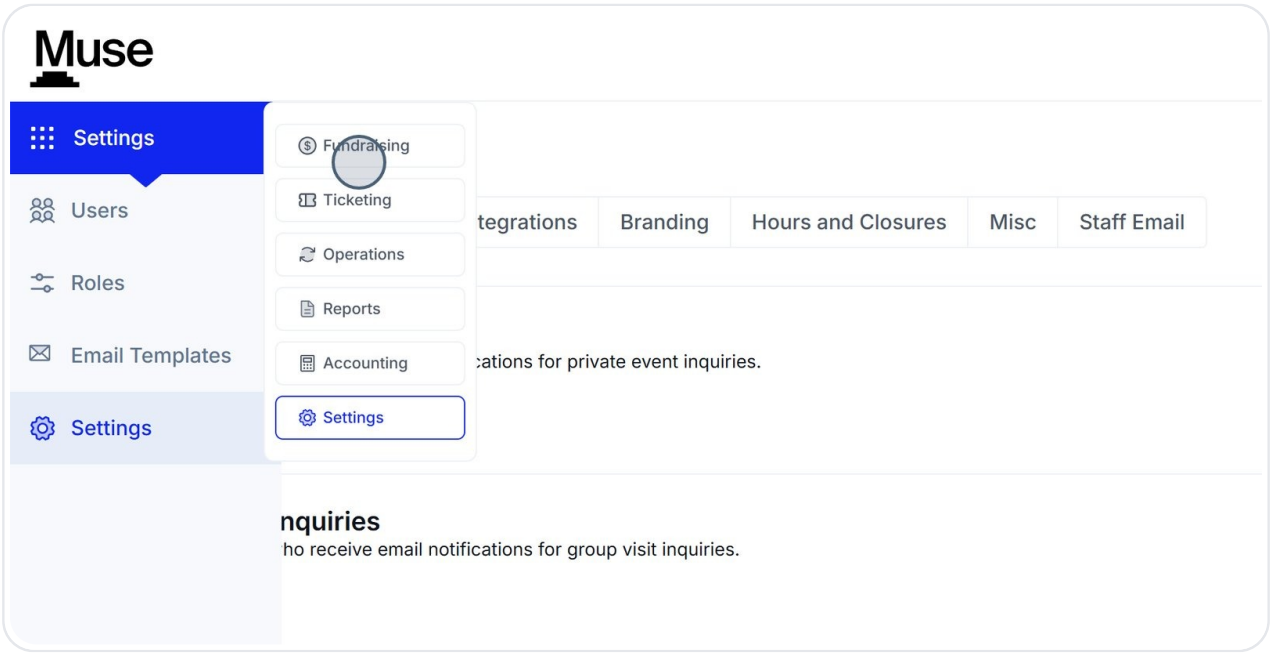
Muse

Write Off a Donation Pledge

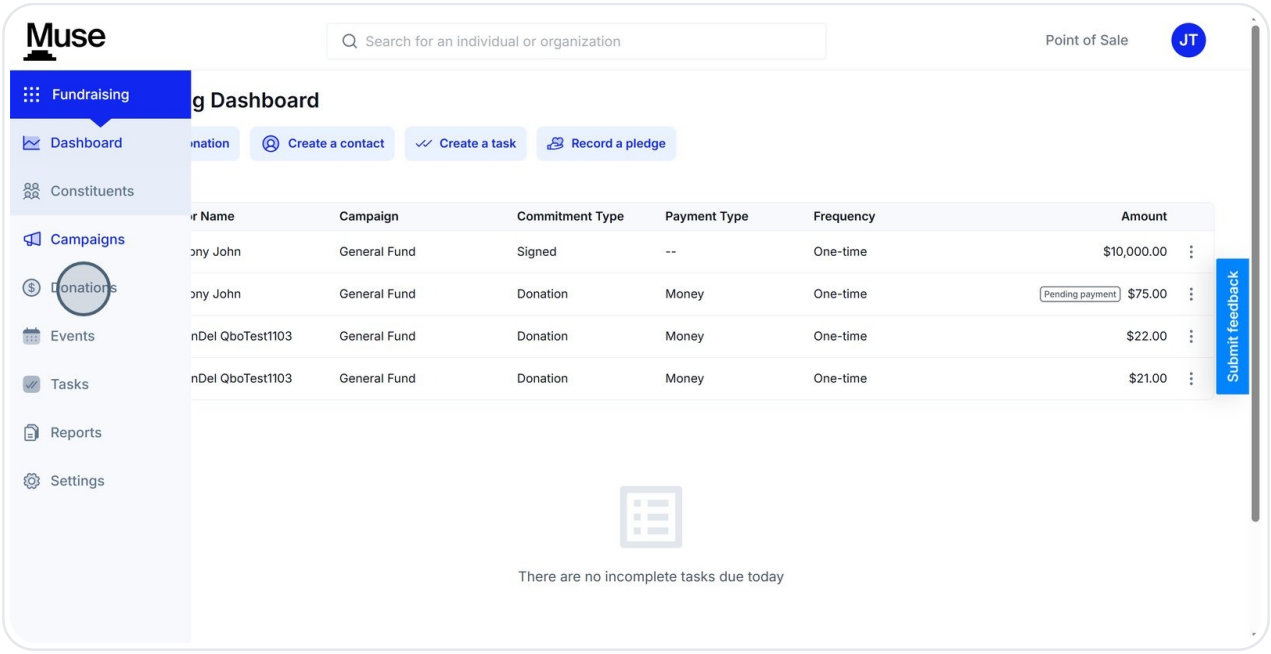
1. Start by launching Settings from the sidebar.



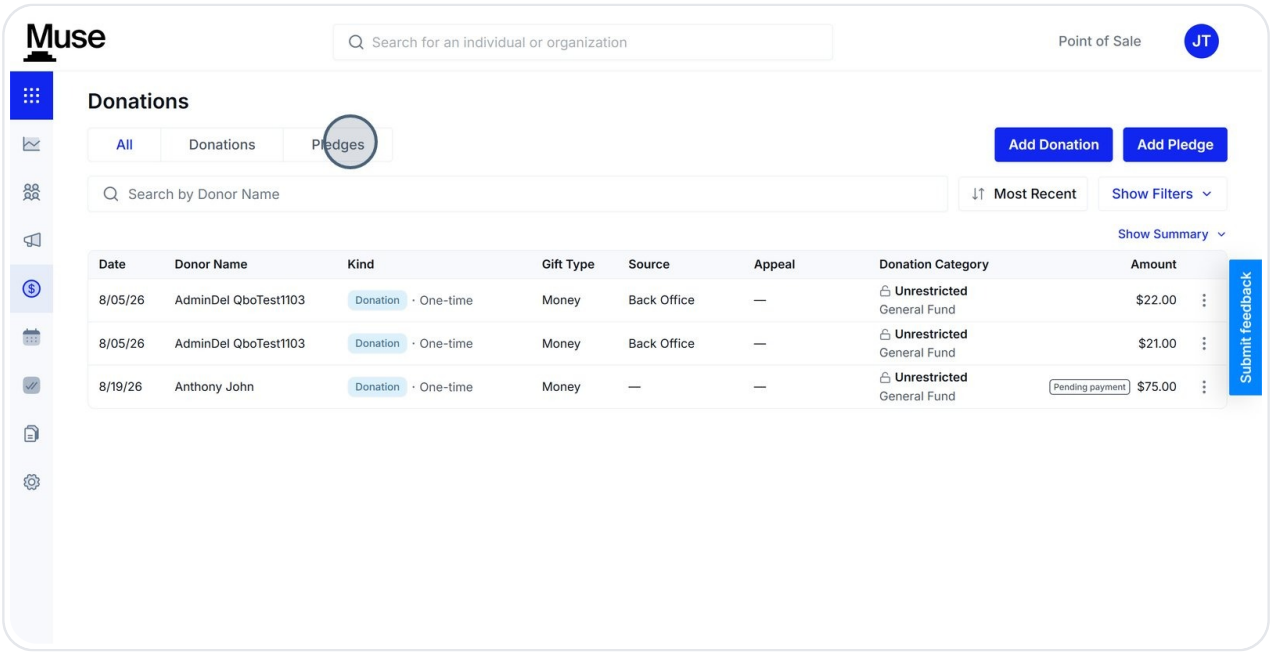
2. Navigate to Fundraising settings for deeper customization.



3. Go to the Donations section to access and manage all donation records.

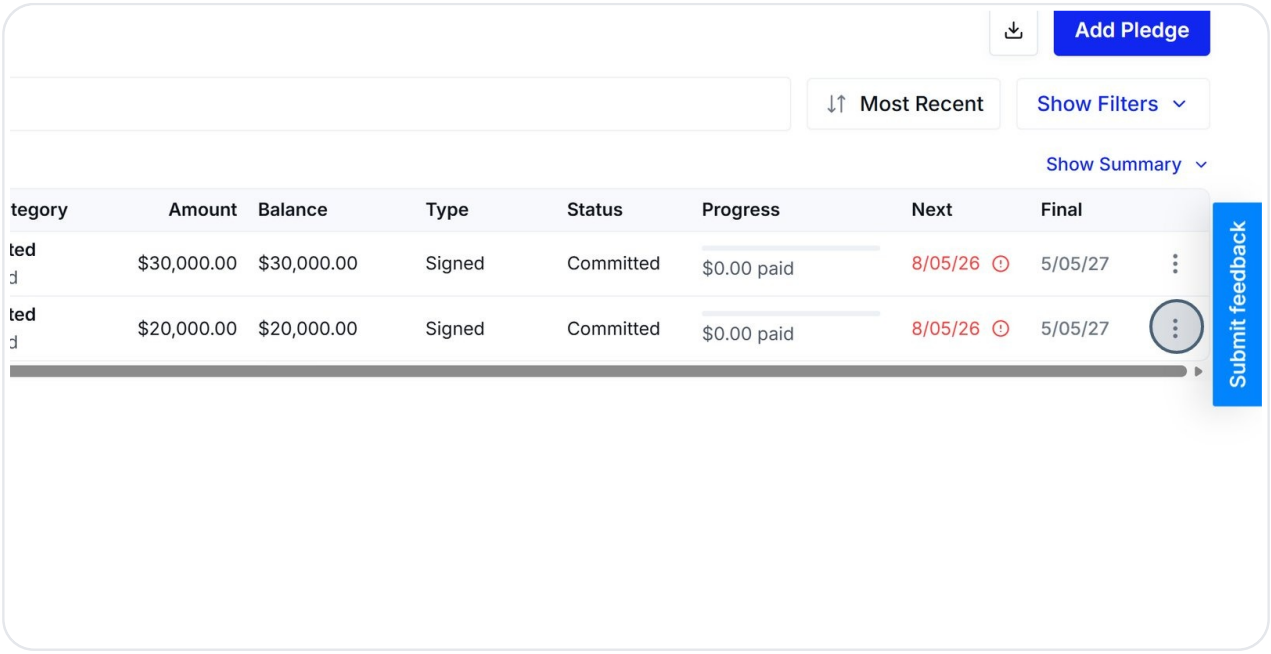


4. Click the Pledges tab to focus on outstanding donation commitments.

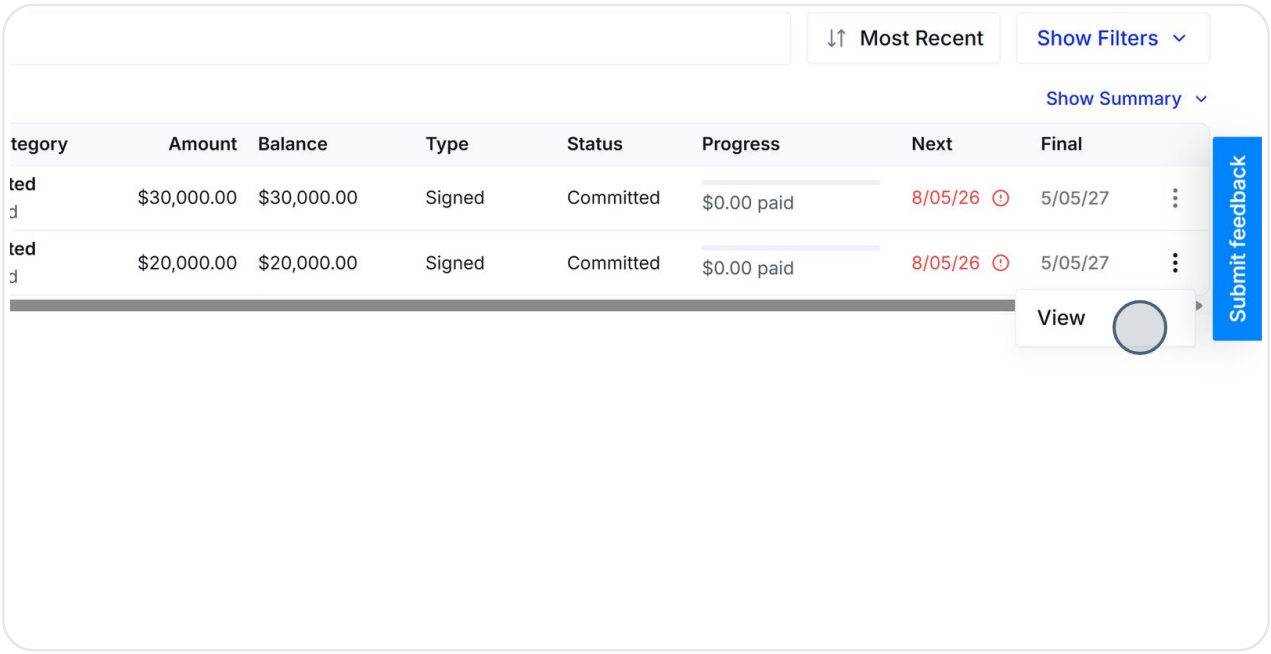


View online

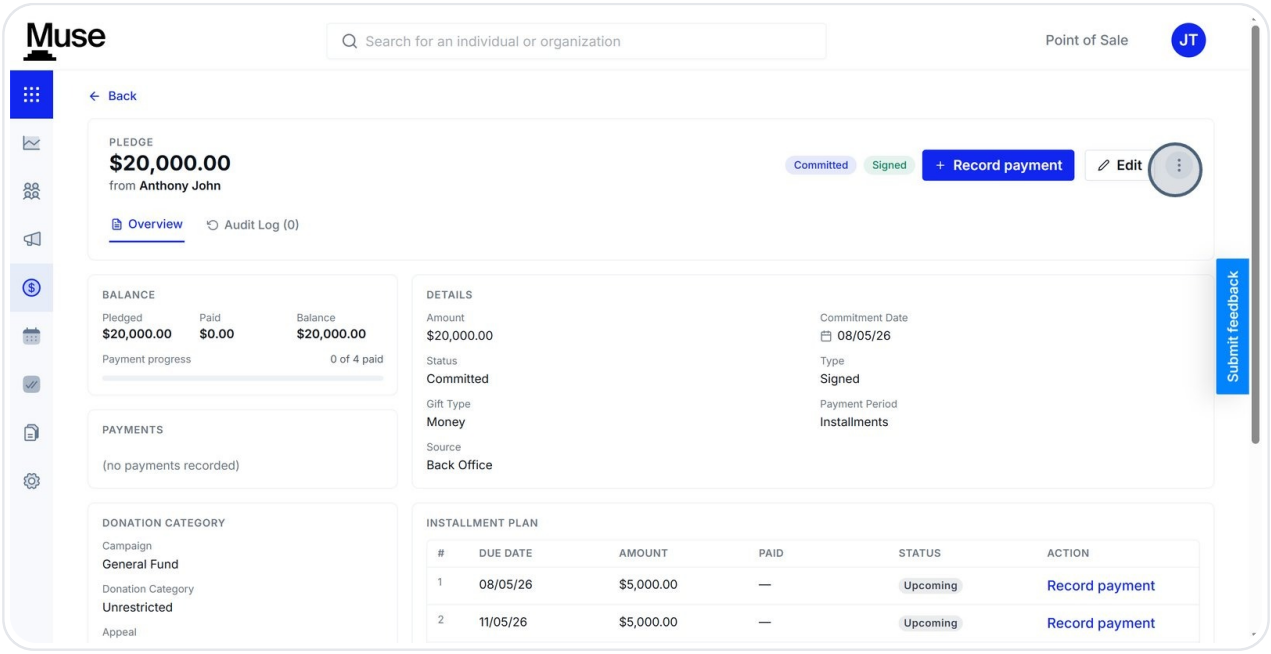
5. Open the more options menu on the pledge you wish to write off



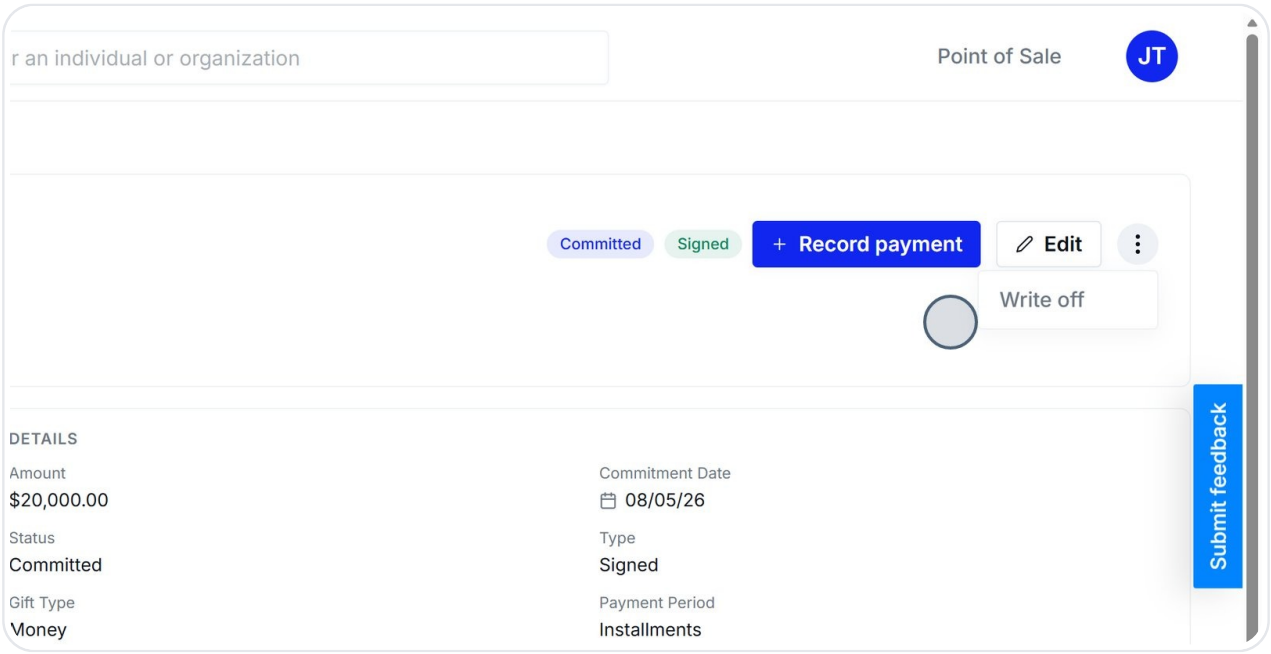
6. Click View to see detailed information about this pledge.



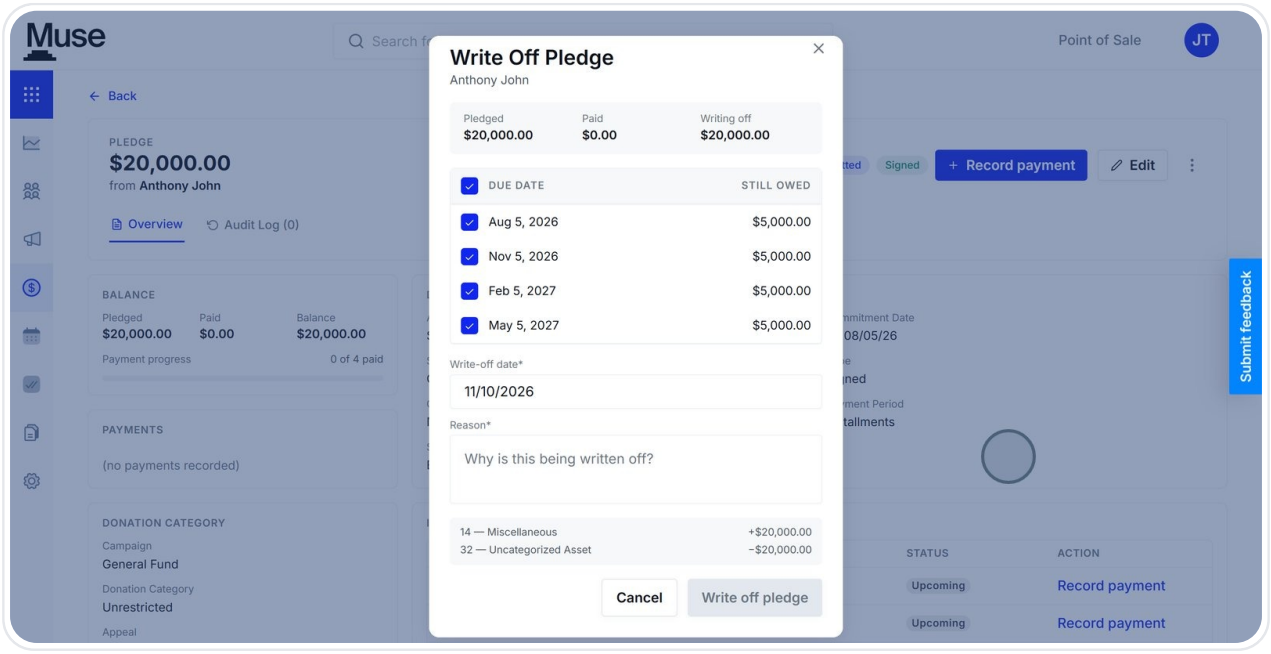
7. Access more options for this pledge by clicking the three-dot menu.



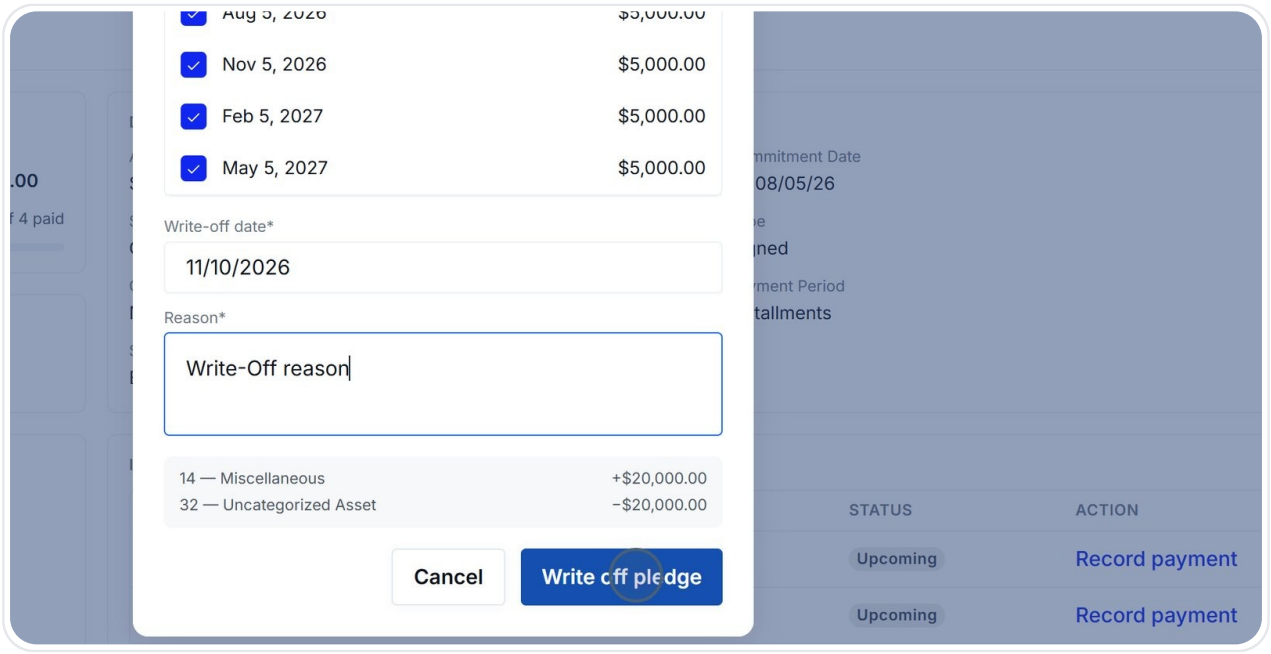
8. Select Write off to record a pledge as uncollectible if needed.



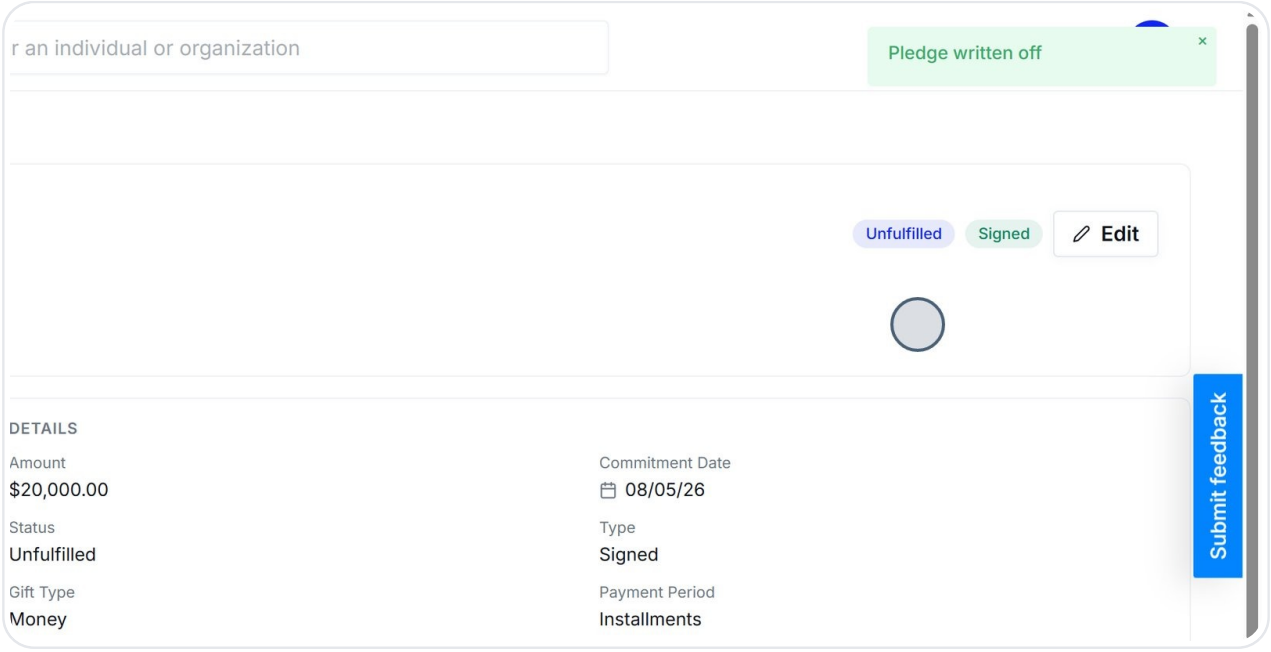
9. Enter a reason in the text box to justify writing off this pledge.



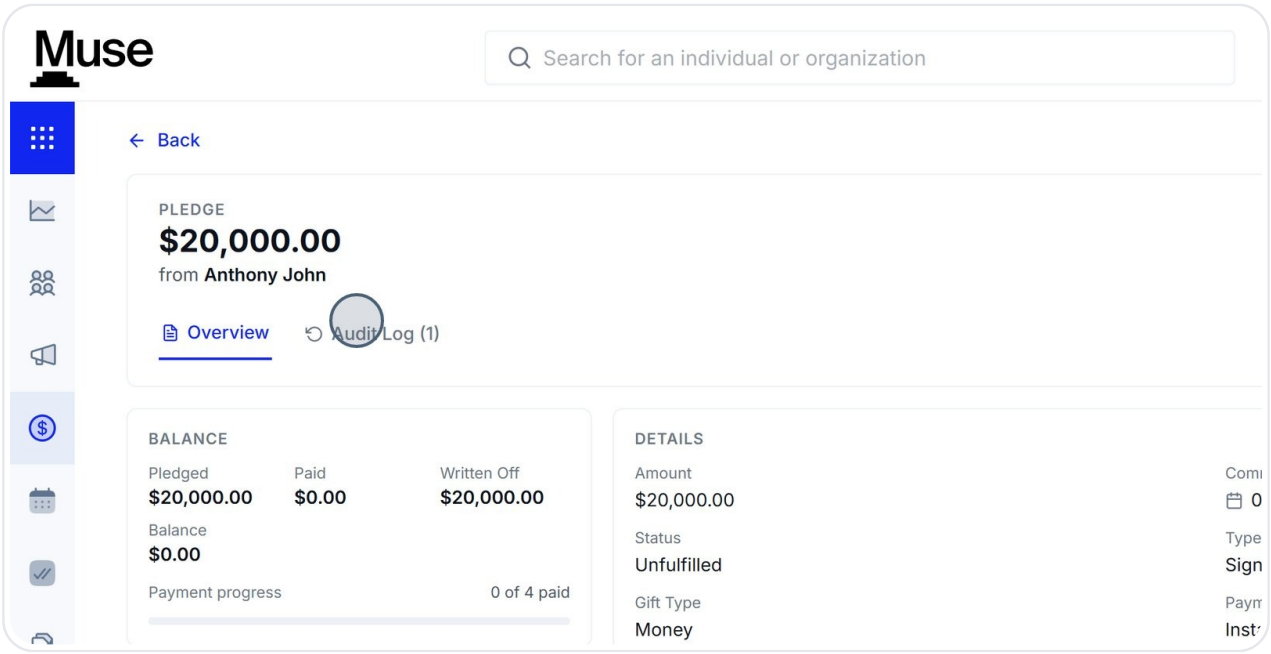
10. Click Write off pledge to finalize and remove the outstanding balance.



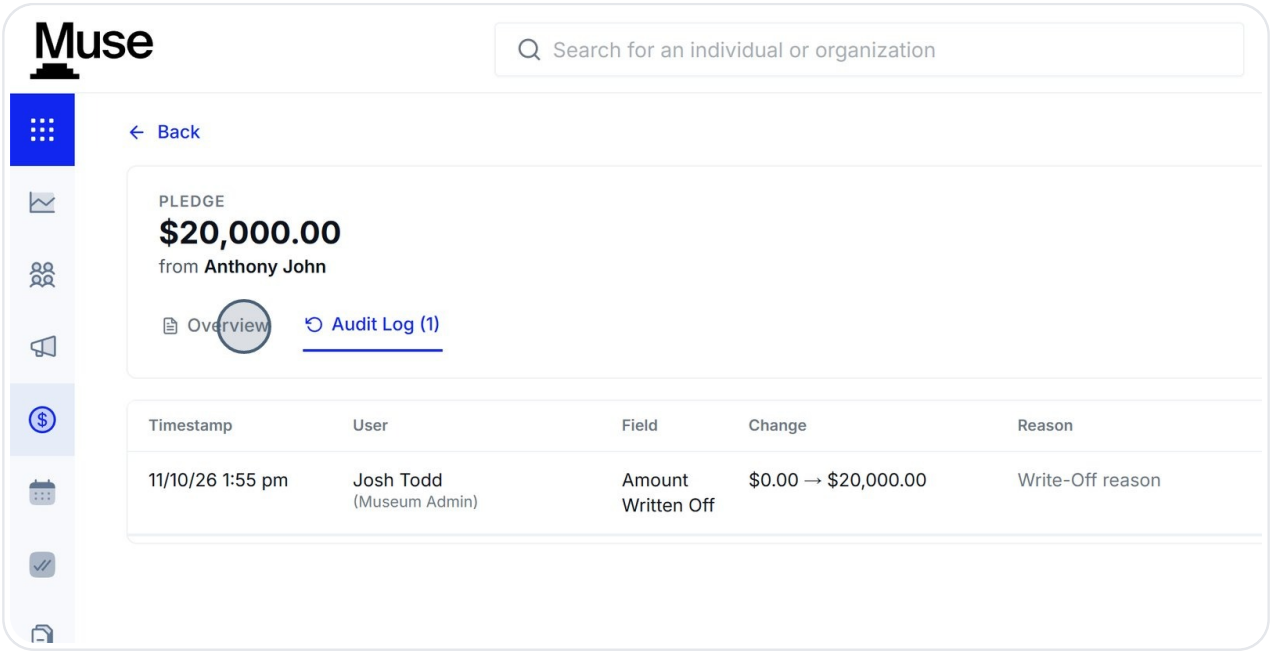
11. Return to Overview to verify that the write-off has been applied to the pledge.



12. Check the Audit Log for a history of the write-off and full audit tracking.



13. Review the updated Overview and Audit Log for final confirmation of the pledge write-off.



14.

