FAQ for projects imported before 30 May 2023

Contents

1. Creator dashboard and settings

As a creator, you have access to all your projects, their settings, pledges made by backers, and the backer list.

The first tab of a creator profile contains "Creator Dashboard," "Creator Settings," and "My Projects," where you can manage your account and projects.

Creator dashboard

The creator dashboard is the "center" of all projects. To go to the dashboard, click the tool button in the top right corner. Choose "Creator dashboard" from the menu at the top of the page.
You'll be transferred to the creator dashboard, where you can create a project and edit creator settings. The dashboard also includes income analysis, order stats, analytics, rankings, and the list of all projects grouped alphabetically or by most recent and most active.

Creator Settings

This is the place where you can edit your name and description, billing information, identity, and social channels.

My Projects

Here, you will see a list of all your projects, their type, status, and publishing date. You can easily navigate between projects by using filters. In "All projects," you can also add a new project.

2. Project dashboard

The project dashboard is the "center" of a project. To go to the dashboard, click the tool button in the top right corner and choose which project's dashboard you'd like to see. You'll be transferred to the project dashboard. The project dashboard contains all project information, such as the contact address, shipping and payment settings, description, etc.

 In the dashboard, you can view the project page, edit the project and its settings. If you haven't added all the necessary information for a project launch, you'll be informed about it here. Click the option you want to change to edit it. You'll see the info on missing setup elements until your project is published.

Complete your setup

80% completed

You have started setting up your project. Complete the checklist and make your project ready for the public.

⚙ project settings

- ✓ Confirm contact address »
  We have sent a message to your contact email. Follow instructions found in there.
- 📷 Set up payments »
  Choose and configure payment options available to your users.
- ✓ Configure shipping »
  Manage shipping methods, available locations and cost rules.
- ✓ Write a detailed description »
  Let your users know what your project is about.
- ✓ Add products »
  Manage products, group them in sets and assign categories.

NOTE: You don't have to get 100% for your campaign to launch. Shipping configuration is not required for the draft and crowdfunding phases. You'll have to configure it for the pledge manager.

Apart from the necessary information, you can also see the status of extra steps for the project. Here, you can see whether you've imported backers or adjusted currencies, etc.:

Extra steps

- 👤+ Import users »
  Load your crowdfunding backers before inviting them in.
- ✓ Add coworkers »
  Invite someone to help you with project setup.
- 💵 Adjust currencies »
  Define currency choices available to your users and set exchange rates.
- 📊 Connect external analytics »
  Track orders on your Facebook Pixel account.

You'll be able to edit these steps after publishing the project.

Below, there are statistics and analytics. They will be available after your project is published:

ANALYTICS   last 24 hours ⌄

ORDERS BY NUMBER VS PREVIOUS PERIOD   ORDER VALUE (CREDITS + EXTRA PAYMENTS)   INCOME DISTRIBUTION

NO DATA TO DISPLAY   NO DATA TO DISPLAY   NO DATA TO DISPLAY

At the bottom, you can view product ranking:

RANKINGS   all orders | backers | late pledges   total ⌄

TOP SELLING ITEMS	Pcs.	Value	%	TOP LOCATIONS	Pcs.	Value	%

You can display products using different options.

3. Project settings and editing projects

To edit your project, go to project settings. Click the tool button in the top right corner and choose the project you want to edit. You'll be transferred to the project dashboard. Click "Project settings" in the top right corner of the dashboard.

On the left, you'll have a menu with all available settings.

In the "General" section, you can change the basic settings, such as the project name and categories. Here, you can also edit the thumbnail, welcome image, and cover image of the project.

In the "About" section, you can edit project descriptions and define board game properties.

In "Orders," you can define order settings, including changes in address, pledge content, etc.

In "Payments," you can disable or enable accepted payment operators.

In "Currencies," you can edit currencies for the project. You can either enable or disable them, change their rate, etc. Click the pen icon to edit a currency.

In "Shipping," you have a dropdown menu with specific shipping settings.

In "Communication," you can manage your contact address and add custom messages to backers.

In "Analytics and tracking," you can add tracking tools IDs (Facebook Pixel and Google Analytics).

4. Create products and categories

As a creator, you can add products to your project. Backers will be able to add them to their pledges later. To create products, click the tool button in the top right corner and choose the project you want to manage.

Then click "Products" and choose "Products" from the dropdown menu. You'll see the following screen:
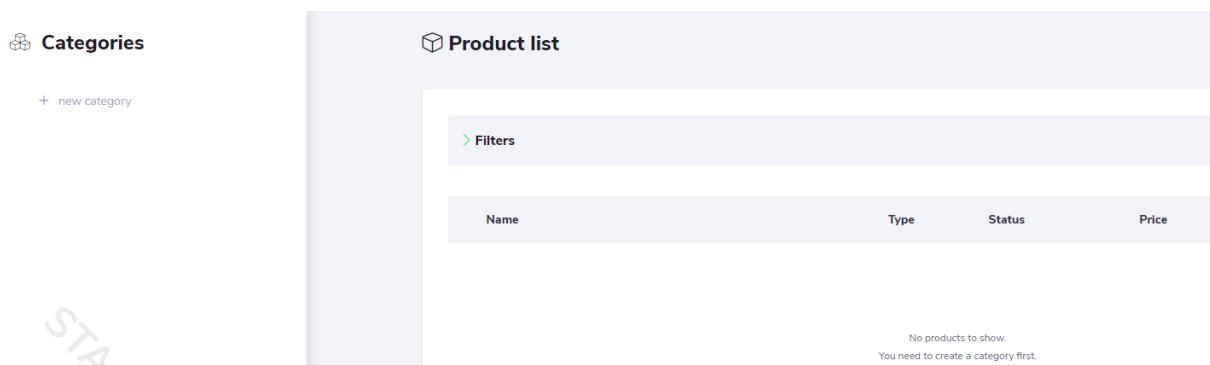
To add a product, you need to create a product category first. They will help you keep your products in proper groups. Click "+ new category" and name it. You can add as many categories as you want.
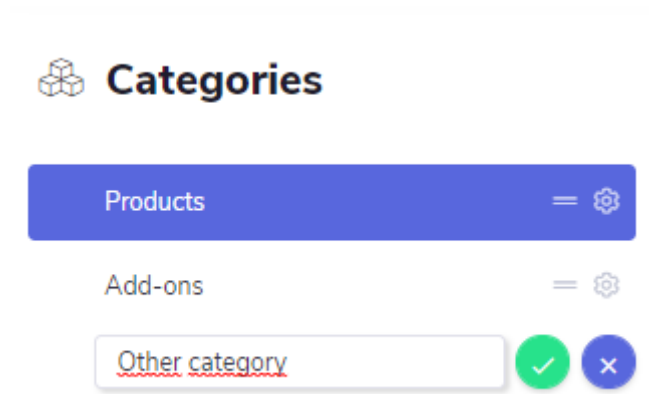
Confirm the name by clicking the green button. After adding a category, you'll be able to manage it by clicking the settings button:
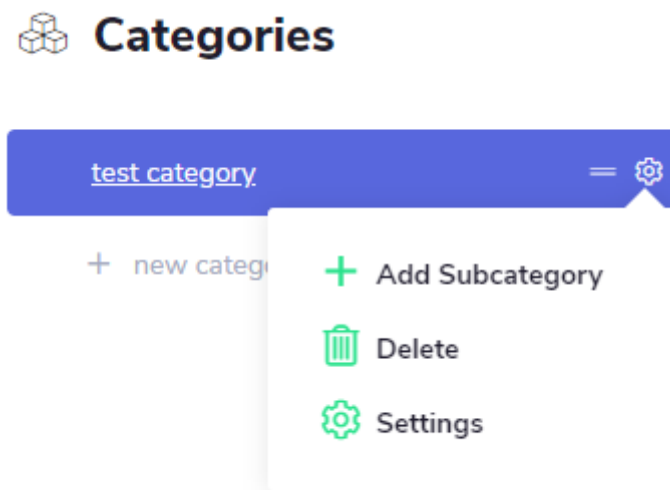
You can add a subcategory, delete a category, or manage category settings. In the settings, you can change product names, toggle on and off the "Is featured" option. The product will be displayed at the top of its category with a "Featured" tag. Add a description and additional info. After adding extra information to the product, remember to save the changes. When your new category is ready, click "+ add product." You'll see the following window:

Enter the product name. When selecting the type, choose if the product is a set or just one piece. Don't forget to add a price. After clicking "Save," you'll be transferred to general product settings, where you'll be able to add some more information.

NOTE: You can't change the product type later. If you saved your product as a piece, you won't be able to change its type to set and the other way around.

Name*	product 1
Is published	◉
Is buyable	◉
Is featured	◉
Type	Piece
Category	test category ⌄
Normal price*	12
Discount price	
SKU	

Name – this is how the product will be displayed to users.

Is published – defines if the product is published (visible) to users. If you leave the toggle on the left, backers won't see the product and won't be able to add it to their carts.

Is featured – defines if the product is displayed as most recommended at the top of the product section with a "featured" tag.

Type – defines if it's a piece or set.

Category – here, you can change the product category.

Normal price – the basic price of the product. If you add a discount price, the normal price will be grey and crossed out.

Discount price – this price will be displayed next to the normal price:
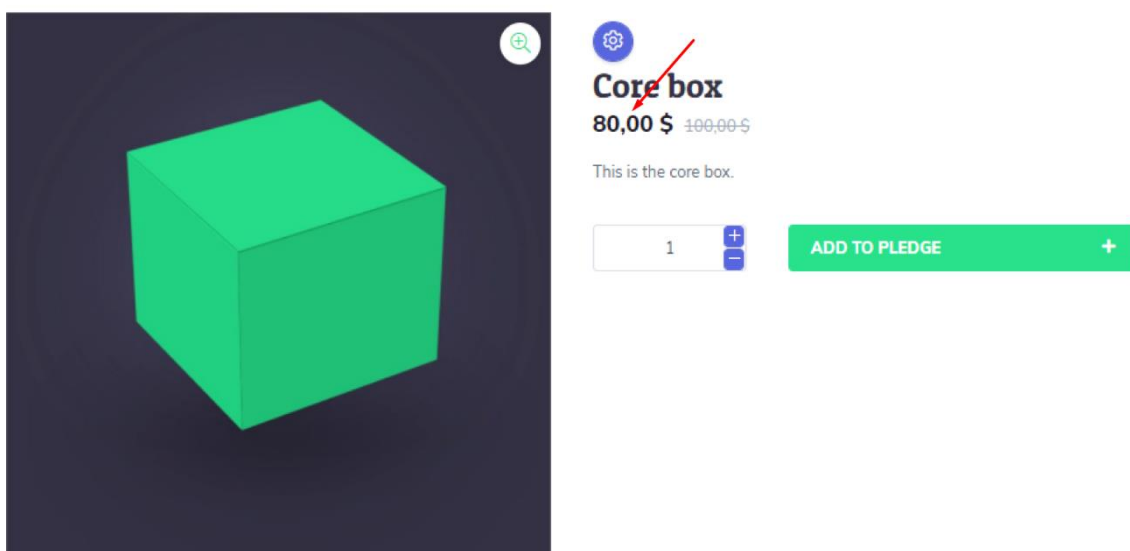
SKU – Stock Keeping Unit

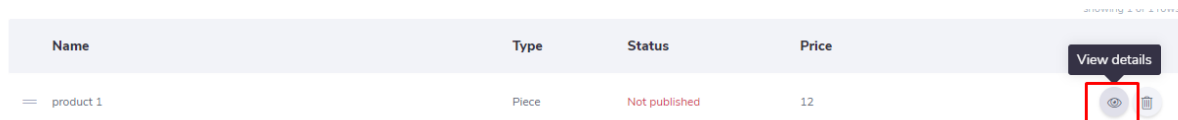On the left, there is a menu with other product settings.

Go to "Description" to add an abstract, description, more info, and reviews.

Choose "Gallery" to add images to the product.

Click "Options" to add product options. Product options are, for example, size, language version, and color.

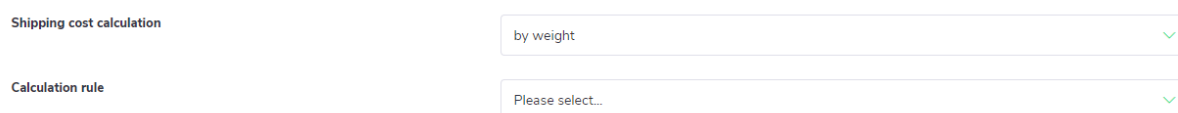To edit your products, click the settings icon and go to "Products."

Find the product you want to edit and click the "View" icon next to it:

You'll be transferred to the product settings, where you can edit them.

NOTE: After you set up shipping options, remember to add calculation rules for your products. You can find the shipping section at the bottom of the general settings of a product:
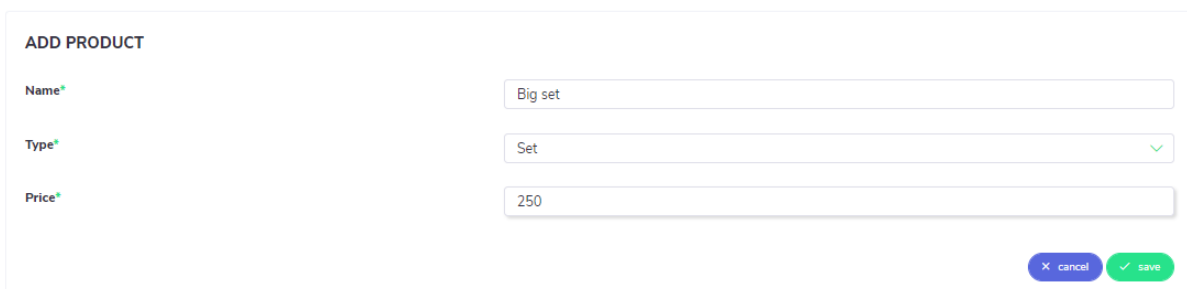

5. Product sets

To create a product set, click the tool button in the top right corner, then click "Products" and choose "Products" from the dropdown menu. On the left, you'll see your product categories. Choose a category and click "+ add product". You'll see the following window:

This is the same step as in adding a product, but to create a set, you have to choose "Set" in "Type." You also have to add the set name and price. Click "Save" to add the product set. You can find it in the product category to which you added the set. To configure a set, open the product set by clicking its name on the product list. On the left, you'll see "Product settings."

NOTE: You can't change the product type later. If you saved your product as a piece, you won't be able to change its type to set and the other way around.

General – here, you can change the set name, category, prices, size, weight, and shipping cost calculation details. You can also define purchase and stock limits. You can't publish it until you add set items.

Description – here, you can add and edit the set's short and long descriptions, any additional info you think is useful, and reviews.

Gallery – here, you can add set images. They will be displayed on the project page.

Set items – here, you can add items to your set. You can choose a product from the ones that already exist or add a new one.

Start typing the product name in the "Product name" line to see a list of matching items. Choose the item you want to add to the set, fill in the "Quantity" (how many pieces of this product will be added), and click "Save."

NOTE: All new items and sets are unpublished by default. Go to "Product settings" to make them visible to backers. To do so, change the toggle position of "Is published" to green.

To add more products to the set, repeat the above steps. If you want to create similar sets, you have to add products to every set separately. You can't add a set to a set.

Once you've finished, go to "Product settings" and publish the product. Don't forget to save the changes you made in the settings.

6. Advanced SKU

There's an option to add advanced SKU info to your products that have more than 1 option (e.g., size and color). If you have a product, like a t-shirt, that may have different options, you have to create the product first. Once your product is ready, go to "Product settings" and choose "Options".
In "Options," you need to add at least 2 possible product options with values (here: size and color of the t-shirt):

Name	Sku	Disabled	
Color			⋮
red	1a	No	✎ 🗑
blue	1b	No	✎ 🗑
Size			⋮
S	2a	No	✎ 🗑
M	2b	No	✎ 🗑
L	2c	No	✎ 🗑

+ add option

On the left, you should see a new setting: "Advanced SKU mapping." If it doesn't appear, refresh the page. Advanced SKU mapping allows you to define the SKU for products with multiple options:

T-shirt (13838)

> Filters

showing 6 of 6 rows

Sku	Color	Size	
3a	red	S	✎
3b	red	M	✎
3c	red	L	✎
3d	blue	S	✎
3e	blue	M	✎
3f	blue	L	✎

As you can see, there is a separate SKU for every size and color of the t-shirt.

7. Product options

Some products have special options. These are, for example, size, language versions, or color. If you want to add these options to your product, click the tool button in the top right corner, then "Products" on the top, and choose "Products" from the dropdown list. You'll see the product categories on the left. Choose the product you want to add options to and click its name or "View details" on the right. On the left, you'll see all available settings for this product. On the list, there is the "Options" section. Once you click the section, you'll see the following window:

Here, you can add product options. Click "+ add option" to add a new product option. Click the three-dot button to see the menu. If you have a few options, you can drag and drop to change positions or use the menu to move their positions up or down.

NOTE: This works only with product pieces. It's impossible to add options to product sets.

If you want to change the option name, click "Edit". Click "Delete" to remove the option. "Add value" allows to add suboptions, such as small, medium, big for size, etc.

You can disable the value when you run out of this product option (you sell out all small sizes, for example). To edit or delete values, click the three-dot button on the right. You can define SKU for every value. If a product has a few options to choose from, the SKU of selected options will be combined and added to the product SKU when you generate a report.

NOTE: It's impossible to remove an option or value if a backer added it to a pledge.

Price increase

If you want a specific value to influence the price of the option (e.g., XL t-shirt costs an extra $2), you can add the extra price in "Price increase." This will add the additional price to the basic price of the product when this value is selected.

8. Tax handling

You can add taxes to orders based on location. To enable tax handling, go to "Project settings" -> "Orders" and change the toggle position to "Yes."

Then, go to "Shipping" -> "Locations" and choose a location from the list by clicking "View details":

You'll see the location details and the following fields at the bottom:

Here, you can define the tax rate and name. The tax is automatically calculated and added to the pledge at checkout:

9. Shipping setup

NOTE: If you run crowdfunding on Gamefound, shipping can be set up only after a successful crowdfunding campaign. The option will appear after the crowdfunding's end. If you imported your project from an external crowdfunding platform, you can start setting up shipping right away. Remember that if you import your project, all rewards and add-ons are called "products."

To edit shipping settings, go to "Project," choose "Dashboard," then "Project," "Settings," and click "Shipping." You'll see a dropdown menu with all shipping settings.

Below, you'll find a specific setup example for shipping.

One of the common setups is by both pledge size and backer location. If you need more information about shipping setup, each element is described in detail below.

To set the shipping costs, you need to set the locations first (Go to "Project settings," then "Shipping & taxes" and "Locations"). They are automatically preset according to continents, but you can rearrange them or disable the countries you do not want to send your products to. In the case of "Sublocations" ("Project settings," "Shipping & taxes," "Sublocations"), they refer to the states in the USA (each state is treated separately because there are different tax values in every state).

Once you set up the locations, you can move to "Shipping models." In "Shipping models," you can set different types of shipping (e.g., standard, courier, personal pickup) and set the zone availability for each added model (e.g., disable courier shipping for Australia).

Then, the question is: do you want to ship by quantity, by weight, or both?

NOTE: You do not need "Shipping stages" if you ship everything in one wave.

Setting shipping prices "by weight"

Once you set the "Locations" and "Shipping models," go to "Shipping zones," where you can set the weight range and price for each location.

Setting shipping prices "by quantity"

Once you set the "Locations" and "Shipping models," go to "Shipping cost rules," add a shipping cost rule, and set the shipping prices for every location.

Checking shipping calculation
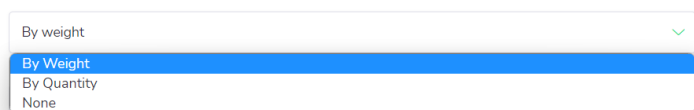
When you set up the locations, shipping models, shipping zones/shipping cost rules, you need to ensure that every product has the right shipping calculation selected. Choose a product ("Products," "Rewards," or "Add-ons") and go to "Reward settings" (or "Product settings" in the case of add-ons) and "Shipping." Then, set the calculation mode to "by weight" or to "by quantity," depending on your needs.

Shipping calculation mode
Choose between available modes of shipping cost calculation. Further configuration of each mode can be found in project settings.

By weight	∨
By Weight	
By Quantity	
None	

Shipping calculation rule
Choose a shipping calculation rule to apply for this product. Only relevant if you use 'By quantity' shipping cost calculation mode.

cancel   ✓ SAVE

If you choose "by quantity," choose the shipping calculation rule from the list. If you chose "by weight," you need to fill in the weight in the text box above.

Weight
Used for calculating order shipping costs based on weight. Not displayed to backers.

| 10 | kg |

Shipping calculation mode
Choose between available modes of shipping cost calculation. Further configuration of each mode can be found in project settings.

By weight

Then you can go to "Project," "Settings," "Shipping & taxes," and "Shipping calculation" and check if the prices are calculated correctly.

NOTE: products (or add-ons) that are part of a reward have lower priority than the reward itself. So if the shipping cost of the reward is, e.g., 30$ and the pieces of the set have their prices of, e.g., 5$, 7$, 2$, the final shipping price will be 30$ because the price of the reward items is not taken into account when calculating the shipping cost of the reward.

Shipping models

In "Shipping models," you can add and edit available shipping methods. Click "+ add a shipping model" and fill in the shipping model information:

Name	Description	Is Default	Is Enabled
Post delivery	We'll send the package via international post services		disabled
			disabled

The shipping model defines the shipment options available to backers. If you want to give people the option to choose between, for example, the economic and courier shipment or a single-wave or two-wave shipment, this is the place where you need to set it up. You can also add a description. The description will be displayed as a tooltip next to the shipping model when choosing the shipping method. The shipping model will appear when a backer chooses the shipping method while submitting a pledge. You can also define the shipping stage, zone availability or change other settings by clicking the description or shipping model name:

Name*
The name of the shipping model. It will be visible to backers during checkout.

Courier

Description
Extra description for the backers. Will be shown in a tooltip next to model name during checkout.

We'll send your package via courier

Enabled
Controls whether the model is available for backers to select.

Default
Controls whether this model is pre-selected by default for backers during checkout.

STAGES

☐ 1st wave (view details)
☐ 2nd wave (view details)

⌃ Hide advanced settings

Order availability
Controls how this model is available during checkout based on its content.

● Available for all orders
○ Available only for orders with at least one item belonging to any of the shipping stages linked to this model
○ Available only for orders where all items belong to shipping stages linked to this model

cancel   ✓ SAVE

Here, you can change the model name and description.

"Enabled" defines if this option is available to backers. You can disable or enable shipping models depending on the shipping methods available to you.

"Default" means that when a backer chooses the shipping model, this option will be chosen by default.

"Order availability" defines if the shipping model is available for specific orders based on their content.

On the left, you'll see a section with "Zone availability." Here, you can add or remove shipping zones for each shipping model. For example, if you can't ship orders using the traditional post to Africa, you have to change the zone settings to "unavailable":

AVAILABILITY IN SHIPPING ZONES

Shipping Zone	Availability	
Africa	⬤ unavailable	✓ ✕
Asia	available	

Shipping zones

In "Shipping zones," you can add where you'll ship your pledges with a description of the zone – this is the place where you set up only shipping by weight. Here, you can also add your own zone; you

don't have to use only predefined ones. You can also define the shipping cost for every model in each zone. Click the three dots icon and choose "View details." You'll see the following window:
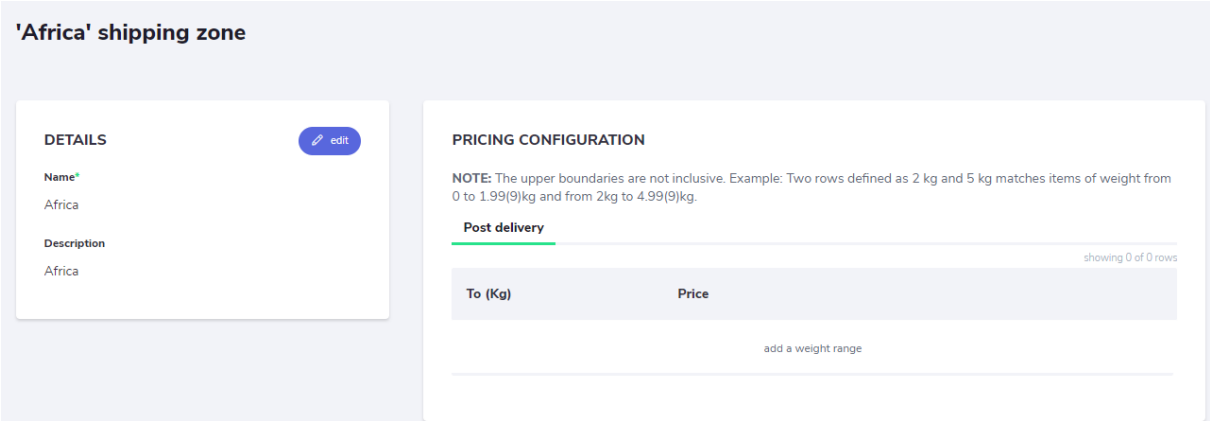
You can add the cost of shipping for different weights of packages by clicking "add a weight range."

NOTE: If you want to use the conditional shipping cost, you have to set up the weight-based shipment cost here and remember to add weight to each product in product settings.
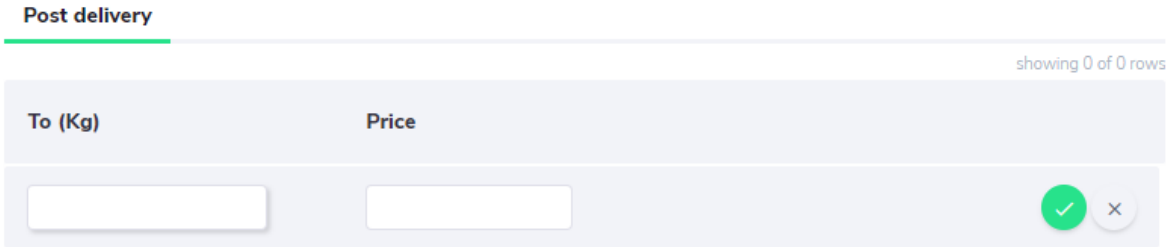
If you set up a few ranges, for example, 3, 5, and 10kg, they will include the following weights:

3 – from 0 to 2.99kg

5 – from 3 to 4.99kg

10 – from 5 to 9.99kg

Locations

In "Locations," you can add tax settings and define if you ship to this location. You can also move locations to shipping zones. Here, you also define a default tax rate to use in sublocations.

	Name		ISO Code	Zone		Tax Rate	Tax Name	Validate VAT ID	Enabled	
☐										
>	Africa									✎ 👁
>	Asia									✎ 👁
>	Asia- VFI									✎ 👁

Sublocations

In "Sublocations," there's a list of all states in the USA and Canadian provinces. You can choose which provinces/states/APO/FPO you want to send your products to. Here, you can also define the tax rate for each state or use a default one (you can set up the default tax rate in Locations).

Name	ISO Code	Location	Tax Rate ⓘ	Enabled	
Alabama	AL	United States	1 %	⬤ Yes	✓ ✗
Alaska	AK	United States	default 0%	No	

Shipping stages

In "Shipping stages," you define and edit how the pledges will be sent. You can add a 1 or 2-wave shipping stage, etc. You can change your pledge status here, add a description and estimated shipping date:

showing 1 of 1 rows

Name	Description	Status	Is Final	Estimated Shipping Date	
1 wave		unspecified		02.04.2021 00:00	✎ ⋮

If you want to define which products will be shipped in each stage, click the three-dot icon and then click "Add a product to this stage." "Is final" means that this is the last wave of shipment. In this stage, everything that's left to send has to be shipped. The backer sees the estimated shipping date while placing an order. The "unspecified" status is set as long as backers can make pledges. When you change the status, it will trigger generating invoices, and you won't be able to change it back. But you can still edit, add, and remove items.

NOTE: 1 wave shipping means that the creator sends out all pledges at once, meaning that sometimes it may take a long time to complete all versions of the project (localization, meeples). So, there's also a 2 wave stage, meaning that the pledge will be sent out in 2 waves: 1 wave when the main part of the pledge (usually the core box) is ready and 2 wave when other elements are ready (a localized version of the game, meeples). In the case of 2 wave shipping, backers get two packages. There may be more waves. The creator decides how many and what will be sent in each wave.

NOTE: If you set up shipping stages and won't pick any in shipping models, stages won't be applied to the models.

Shipping cost rules

In "Shipping cost rules," you define how the shipping cost will be calculated for every piece of the pledge:

Name	Description	Behavior		
big add-on		neutral	✏	⋮
core box		forces by quantity shipping	✏	⋮

add a shipping cost rule

Click "Add a shipping cost rule," define the product name, and add a description. It's recommended to add a shipping rule for every available product, name the shipping cost rule with the product's name, and choose the shipping behavior (rule).

There are 3 types of rules:

Neutral – is used for projects that calculate shipping based on product weight

Forced by quantity shipping – in this rule, the cost of shipping increases linearly. Each product added to a pledge increases the cost of shipping by a specific value (you can add exceptions). For this rule to work, you need to set up the shipping cost calculation of a product to "by quantity." You can define the shipping cost for each shipping model and zone by clicking the three-dot icon on the right and then "View details." It will open the following window:

As you can see, you can choose which shipping model to edit at the top of the window. To change the shipping cost of zones, click the pencil icon next to the zone name and enter the shipping price. Apart from the base price for each zone, you can also add an additional item price as well. An additional price for shipping is used for quantity shipping when someone orders more than one item of the same type. Then, the shipping is calculated as the base price for ordering one item and the additional price for any extra one. So, if a backer ordered 3 core boxes with a base price of 5$ and an additional price of 1$, it means that the shipping will cost the base price + 2x the additional price.

NOTE: for most shipping configurations, you don't need to use conditional shipping. Please contact your account manager if you have any questions about how to set up the shipping configuration for your project.

Conditional Shipping Costs – this rule should be used in cases when a creator wants to set up a minimum shipping cost for small orders and use this option if they want to add an additional shipping cost rule for pledges that weigh less or are smaller than usual pledges and because of that the shipping cost may be below the shipment cost they can send the parcel for. This way, depending on the content of the pledge, shipping will be calculated based on weight or quantity. The conditional shipment rule allows defining a minimum shipping cost when the weight of the order components is below the minimum weight value. For example, if you set the cost of shipping for a pledge to be up to 5kg for Europe to 5$, the cost of shipping will not change unless the weight is over 5kg. If the pledge is heavier than 5kg, the shipping cost will be calculated based on quantity. For this rule to work, you have to set up product shipping settings to "by quantity."

To set up conditional shipping, you have to: – choose "conditional shipping" in shipping cost rules and item settings for all items that are not core pledge (rewards, add-ons, etc.) – set up weight for ALL items (not only the items you want to set as conditional, but every item – the weight of the order

needs to be calculated based on its full content) – set up weight and price ranges based on the value of the lowest pledge in "shipping zones" (described above). For example, if a core pledge weighs 2kg and its shipping to Africa costs 30$, you have to set up the price and weight range to be 2kg and 3

PRICING CONFIGURATION

Courier   International shipping   Traditional post

Zone	Base Price	Additional Item Price	
Africa	5,00	1,00	✎
Asia	0,00	0,00	✎
Australia and Oceania	0,00	0,00	✎
Europe	0,00	0,00	✎
North America	0,00	0,00	✎
Rest of World	0,00	0,00	✎
South America	0,00	0,00	✎

As you can see, you can choose which shipping model to edit at the top of the window. To change the shipping cost of zones, click the pencil icon next to the zone name and enter the shipping price. Apart from the base price for each zone, you can also add an additional item price as well. An additional price for shipping is used for quantity shipping when someone orders more than one item of the same type. Then, the shipping is calculated as the base price for ordering one item and the additional price for any extra one. So, if a backer ordered 3 core boxes with a base price of 5$ and an additional price of 1$, it means that the shipping will cost the base price + 2x the additional price.

NOTE: for most shipping configurations, you don't need to use conditional shipping. Please contact your account manager if you have any questions about how to set up the shipping configuration for your project.

Conditional Shipping Costs – this rule should be used in cases when a creator wants to set up a minimum shipping cost for small orders and use this option if they want to add an additional shipping cost rule for pledges that weigh less or are smaller than usual pledges and because of that the shipping cost may be below the shipment cost they can send the parcel for. This way, depending on the content of the pledge, shipping will be calculated based on weight or quantity. The conditional shipment rule allows defining a minimum shipping cost when the weight of the order components is below the minimum weight value. For example, if you set the cost of shipping for a pledge to be up to 5kg for Europe to 5$, the cost of shipping will not change unless the weight is over 5kg. If the pledge is heavier than 5kg, the shipping cost will be calculated based on quantity. For this rule to work, you have to set up product shipping settings to "by quantity."

To set up conditional shipping, you have to: – choose "conditional shipping" in shipping cost rules and item settings for all items that are not core pledge (rewards, add-ons, etc.) – set up weight for ALL items (not only the items you want to set as conditional, but every item – the weight of the order needs to be calculated based on its full content) – set up weight and price ranges based on the value of the lowest pledge in "shipping zones" (described above). For example, if a core pledge weighs 2kg and its shipping to Africa costs 30$, you have to set up the price and weight range to be 2kg and 30$:

PRICING CONFIGURATION

NOTE: The upper boundaries are not inclusive. Example: Two rows defined as 2 kg and 5 kg matches items of weight from 0 to 1.99(9)kg and from 2kg to 4.99(9)kg.

Courier   International shipping   Traditional post

showing 1 of 1 rows

To (Kg)	Price	
2	30	✏️ 🗑️

add a weight range

NOTE: After you set up shipping options, you need to apply "Calculation rules" for each product. Otherwise, the shipping cost may not be calculated correctly.

In "Shipping calculation," you can use our "Shipping calculation tool" to automatically calculate the cost of shipping.

10. Import backers

NOTE: It's a good idea to create backer groups before importing backers.

To import backers from a crowdfunding campaign to the pledge manager, click the tool button in the top right corner and choose the project you want to manage from the menu on the left.

Then, go to "Users" and click "Import users". You'll see a window with further instructions:

When importing backers, you can mark them as "Original backers," meaning that these are users imported from an external crowdfunding platform. You can later filter them easily:
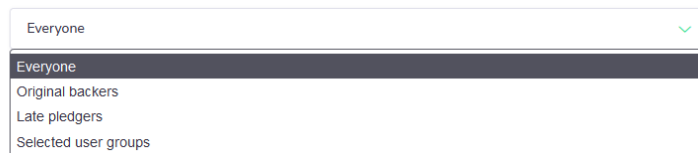
Or choose as a recipient group when sending updates:

Mark them as "Other" if you don't want to mark them as original backers.

In the "Default group" dropdown menu, you can choose to which group the imported backers will be added. If you add your own groups, you will be able to choose them on this list. If not, only the "Default" group will be available.

NOTE: We recommend making the "Default" group for late backers, as this is for anyone who organically comes to your page. Creating separate groups for original backers and late pledgers makes it easier to manage them later. As you can see on the screens above, backers are automatically marked as late pledges, so you can filter them easily even if they're not in a group, but you won't be able to give them, for example, a group discount.

Importing backers – how to create an import file

You can download the example file to see what the list should look like to avoid any problems when importing. The Excel file has to include the following:

Backer Name	Email	Pledge Amount	Group
Test User	test@user.com	21 GBP	

Backer name (required) – should be the full name of the backer; it should not have any numbers or special characters ($, %, ^, etc.)

E-mail (required) – the e-mail of the user; all users will get a "welcome to project" e-mail once imported

Pledge amount (required) – the amount pledged to the project with currency symbol or ISO code

Group – the name of the group the backer should be placed in; if you leave this empty, the backer will be imported to the "default" group

Click "Import" after uploading the proper file. You'll see a list of all backers of your project.

11. Upload backer carts

If you use Gamefound as a pledge manager after a successful crowdfunding campaign, you can upload the suggested order content based on the pledge the user back initially in your crowdfunding campaign. To do that, you need to export a file with backers and pledges from your crowdfunding platform. You can use this file to upload backers and their pledges. Gamefound transfers the amount pledged to your campaign into credits that can be used in the pledge manager. The credits are converted into the project currency (the one that is set as default in the project settings). It is important to import backers first; otherwise, you won't be able to import their pledge content from crowdfunding. After you import backers, you have to add products to Gamefound. We recommend adding the same product names and content as you offered in crowdfunding. It will make it easier to import user carts, and it will be easier for the backers to recognize them. Once you add products, you can import backer pledges from crowdfunding.

NOTE: Before uploading user carts, make sure that your products are published. Unpublished products won't be imported. You can publish products in the product settings.

We recommend using our template for this. You can find it in the user section of your project. Click the tool button in the right corner of the page, choose the project you want to manage, and click "Users" in the top menu. Choose "Users" from the dropdown list. Then, click the three-dot button and "Import user carts":
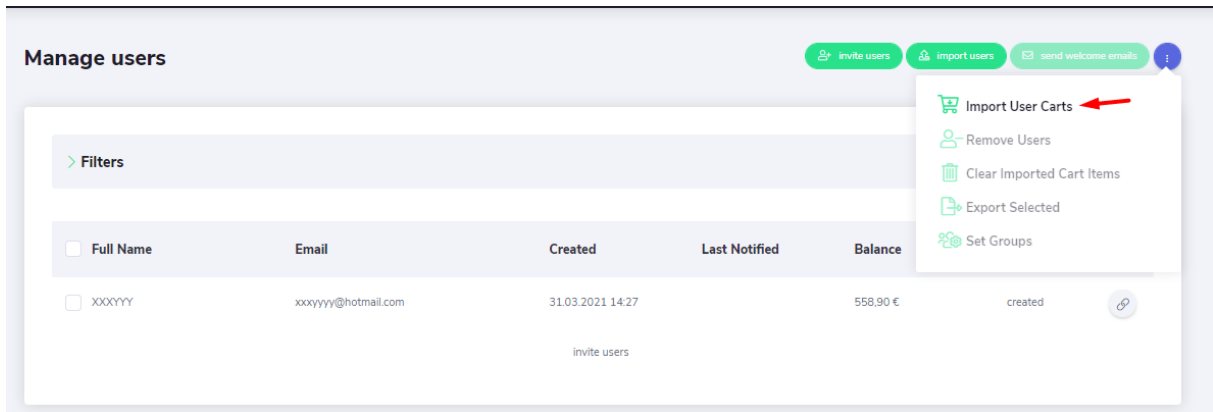
It will open the following window:

Click the "Example file" to download the template. The file has 4 rows that have to be filled in to be correctly imported:

User	Product	Quantity	Options
Email of the user (required)	The display name of the product (required)	Quantity of the product (required)	Options of the product (optional)

You should have all this information in the file exported from your crowdfunding platform. Paste all e-mails of your backers from the crowdfunding platform under "User." In the "Product" column, you should put the name of the product you added on Gamefound that corresponds to the backer's pledge from the crowdfunding. So, if your base pledge on the crowdfunding platform was "Pledge X" and included only the core box of your board game, the same product has to be added on Gamefound. It doesn't have to have the same name, but it's easier to use the same names for the same products on different platforms. Add proper products next to backer e-mails. Enter the amount ordered by the backer in "Quantity" and add product options in "Options" if there are any (such as size, color, language version, etc.). Then, save the file and import it in the "User" section of your project. The platform will upload the carts.

NOTE: You can only import e-mails of users that gave you their consent to do so.

If you want to prevent backers from changing their original pledges imported from the crowdfunding platform, tick "Lock items in cart." This way, they will only be able to add products to their pledge.

Ticking this box will also make it impossible to change product options, such as size, color, language version, etc.

NOTE: Gamefound will show an error message if there's something wrong with the file. The message contains info on what has to be fixed to upload the file correctly.

12. Add and remove credits

You can add free credits to a user (backer) account. Click the tool button in the top right corner and choose the project you want to manage from the list on the left. Go to "Users" and choose "Users" from the dropdown list.

You can add credits to a user manually or by importing user carts from crowdfunding. Importing the list will add credits automatically. To add credits manually, choose the user you want to give credits to from the user list and click on their name or e-mail:

	Full Name	Email	Created	Last Notified	Balance	Status
☐	Pabawyr Cazu	Drooca@Sucoa.Cazu	24.09.2018 11:56	08.09.2020 15:55	1,29 C$	active
☐	Ven	Tup.Cycuesh@Nestrata.Wadreemles	08.09.2017 06:43	08.09.2020 15:55	1,00 C$	active
☐	Slont Vutre	Quak.Kars@Stalosa.Wadreemles	24.05.2018 14:33	08.09.2020 15:55		active
☐	Queb Lykled	Queb.Juvey.Lykled@Stalosa.Wadreemles	24.05.2018 15:35	08.09.2020 15:55		active
☐	Fraysle Crefroft	Prygrosch@Plegezra.Wadreemles	04.03.2019 20:34	08.09.2020 15:55		active

You'll see their user profile. To add credits, click "add/remove" in the credits field:

DETAILS

Email*
Drooca@Sucoa.Cazu

Full name*
Pabawyr Cazu

Status
Active

CREDITS   ✏ add / remove

Project
Duels of Cartisora (Analog Game Studios)   ⌄

Date	Reason	Order ID	Amount
06.09.2020 22:49			1,29 C$
		Total:	1,29 c$

You'll see the following window:

💵 Add/remove credits

Amount*

| | C$ |

Reason*

cancel   ✓ SAVE

Enter the number of credits you want to add, choose the currency, and add a reason (description) why the account received free credits. Click save to confirm.

You can also remove the credits you added. To remove credits, add "-" before the subtracted amount.

13. Create and edit backer groups

As a creator, you can group your backers and change settings for each group. For example, you can choose which products will be visible to the group or give them a discount.

NOTE: Creating groups before importing backers will help you in managing the project a lot. We recommend setting the "Default" group for late backers and a separate group for backers imported from the crowdfunding campaign. It will be easier to see which backers joined in the pledge manager phase.

 You can create backer groups using the backer list. Click the tool button in the top right corner and choose the project you want to manage from the menu on the left. Then, go to "User groups". You can create groups here by clicking "Add user group." After clicking the button, you'll be able to add a group name and set it as default. You can add as many groups as you like. You can also change group names, see group members, or delete a group here.

If you want to add people from a list to a group, go to "Users," choose the people you want to add to the group by checking the boxes next to their names and clicking the three dots icon. Then, click "Set groups." You'll see the following window:

The platform will automatically choose the default group for the selected people; you can change it and click "Save." Here, you can also add backers to multiple groups.

14. Change product visibility and add discounts to groups

As a creator, you can decide which products will be visible to specific backer groups. To limit product visibility to backer groups, you have to set up product groups first. Click the tool button in the top right corner, choose the project you want to manage from the list on the left, then click "Products" in the top menu and choose "Product groups." Click "+ add a product group" to add a group. You'll see the following window:

Enter the group name in the field below "Name" and click the green button on the right to save it. You should see the following window:
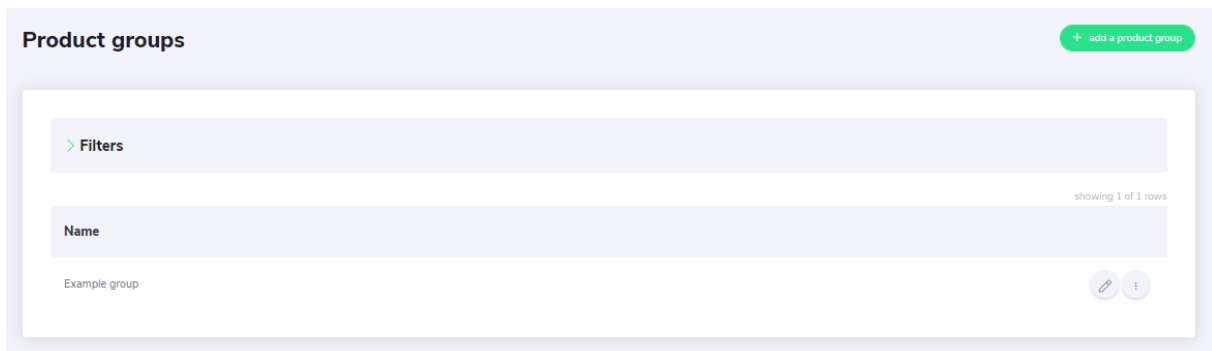
On the right, there are two buttons. Click the pencil button to edit the group name and the three-dot button to delete the group or view group details. When you click "View details," the following window will appear:

First, add products to the group. Click "Add products to this group" and choose products from the list. The list contains all products you've created, including product sets.

If you want to make the product group visible only to selected groups of backers, click "Add a user group" under "Limit visibility to use groups." The products from this group will be visible only to the backer groups you added here. You can remove backer groups from here at all times.
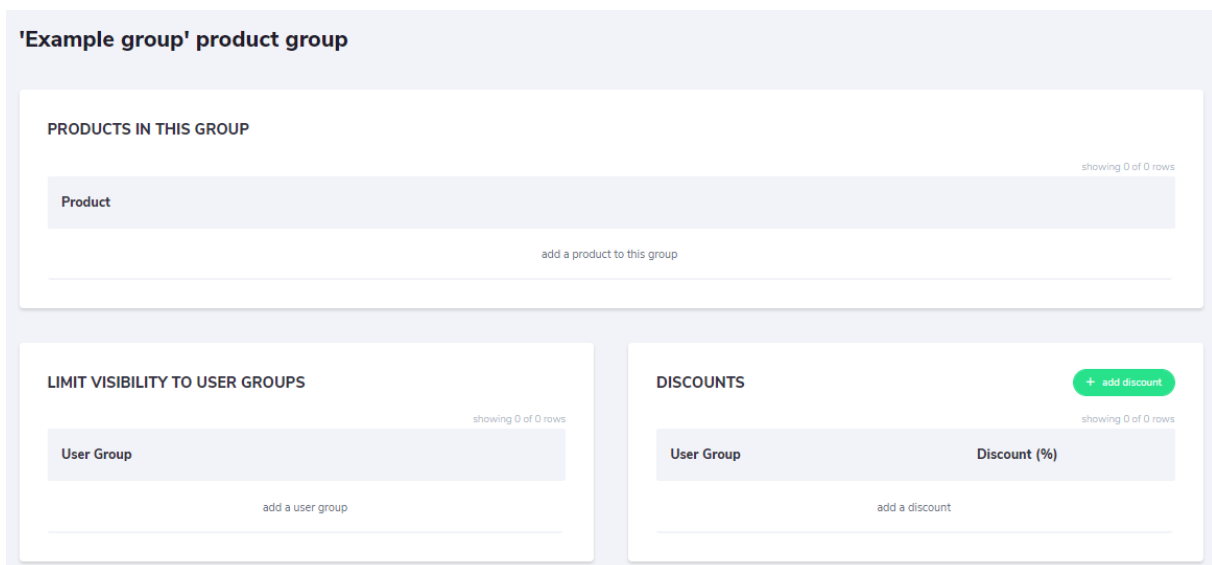
On the right, there is a field where you can manage group discounts. Click "+ add discount" to define the discount value and choose to which group it should be applied. You can add only one group at a time. Click "Save" to save your choice.

15. Send invitations and welcome e-mails

If you want to send invitations or welcome e-mails to your backers, click the tool button in the top right corner and choose the project you want to manage from the list on the left. Then, click "Users" on the upper list and choose "Users" from the dropdown menu.

Click "Send welcome e-mails" at the top to automatically send them to backers who never received them:
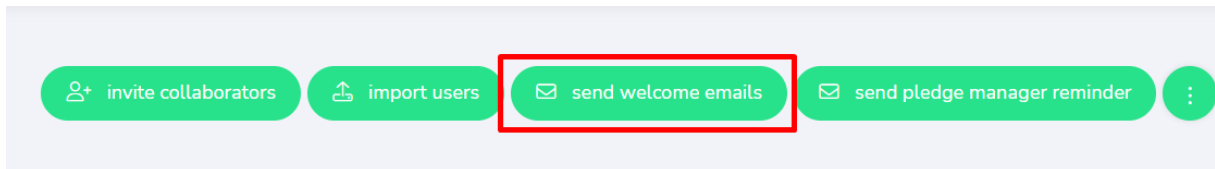
If there are any backers who didn't get this e-mail, you'll see proper info on the confirmation window:

✉ Send welcome notifications

You are about to send a welcome notification only to newly added backers (0 emails).

You can resend these messages to individual backers by clicking "Send welcome email" button on their user detail page.

cancel **SEND**

You can resend invitations to single backers by opening their details from the user list and clicking "Send welcome e-mail":

✉ Send welcome notification

You are about to send a welcome notification to this backer. Are you sure you want to send it?

cancel **SEND**

If you want to send or resend welcome e-mails to a group of people, you have to choose them from the list and send the notifications one by one.

16. Pledge manager reminders

You can send e-mail reminders about unfinished pledges to your backers. If you want to use this option, go to project settings and choose communication, where you'll find a button in the top right corner.

Once you click the button, you'll see a summary of how many people will get these notifications. You can send these notifications every once in a while (every 7 days by default).

Send pledge manager reminders

You're about to send emails to people who haven't completed their pledges.

309 backers have unfinished pledges.

0 backers opted out of receiving pledge reminder notifications.

309 backers will be sent the notifications to.

You can send these reminders periodically. If you send them now, you'll be able to send the emails again in 7 days.
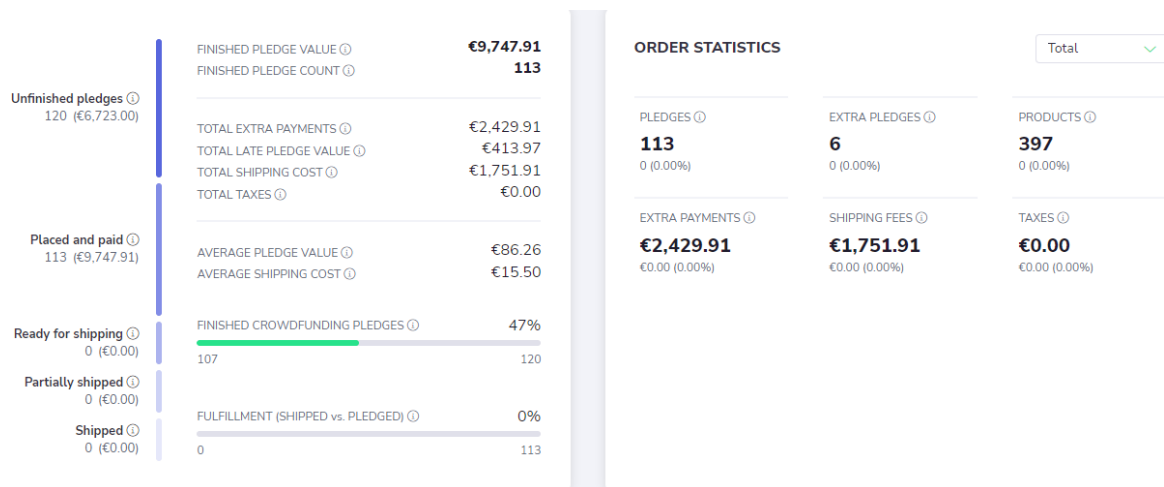
cancel   **SEND**

NOTE: Backers can unsubscribe from these notifications. You'll see proper info about the number of unsubscribed backers in the summary.

17. Pledge statistics

Once you open the pledge manager for your project, you'll see the following statistics:

FINISHED PLEDGE VALUE ⓘ	€9,747.91	
FINISHED PLEDGE COUNT ⓘ	113	

Unfinished pledges ⓘ
120 (€6,723.00)

TOTAL EXTRA PAYMENTS ⓘ	€2,429.91
TOTAL LATE PLEDGE VALUE ⓘ	€413.97
TOTAL SHIPPING COST ⓘ	€1,751.91
TOTAL TAXES ⓘ	€0.00

Placed and paid ⓘ
113 (€9,747.91)

AVERAGE PLEDGE VALUE ⓘ	€86.26
AVERAGE SHIPPING COST ⓘ	€15.50

Ready for shipping ⓘ
0 (€0.00)

FINISHED CROWDFUNDING PLEDGES ⓘ   47%
107   120

Partially shipped ⓘ
0 (€0.00)

FULFILLMENT (SHIPPED vs. PLEDGED) ⓘ   0%

Shipped ⓘ
0 (€0.00)
0   113

ORDER STATISTICS   Total ⌄

PLEDGES ⓘ	EXTRA PLEDGES ⓘ	PRODUCTS ⓘ
113	**6**	**397**
0 (0.00%)	0 (0.00%)	0 (0.00%)

EXTRA PAYMENTS ⓘ	SHIPPING FEES ⓘ	TAXES ⓘ
€2,429.91	**€1,751.91**	**€0.00**
€0.00 (0.00%)	€0.00 (0.00%)	€0.00 (0.00%)

NOTE: these statistics are available only for projects that run their crowdfunding campaign on Gamefound.

General info:

Finished pledge value – total value of pledges completed in the pledge manager, including shipping costs, taxes, and fees

Finished pledge count – the number of all pledges completed in the pledge manager

Total extra payments – all extra payments collected in the pledge manager, including late pledges, shipping costs, taxes, and fees

Total late pledge value – amount collected from pledges made after crowdfunding's end, including shipping costs, taxes, and fees

Total shipping cost – total value of shipping cost without taxes

Total taxes – the sum of all taxes

Average pledge value – average pledge value, including shipping costs, taxes, and fees

Average shipping cost – average shipping cost, including taxes and fees

Finished crowdfunding pledges – the percent of pledges made in crowdfunding and completed in the pledge manager (without late pledges)

Fulfillment (shipped vs. pledged) – the number of shipped pledges vs. all pledges completed in the pledge manager

Statistics:

All statistics can be displayed for the total period or for a specific period.

Pledges – total number of finished pledges in a selected period

Extra pledges – all pledges placed after crowdfunding's end in a selected period

Products – total number of products added to pledges in a selected period

Extra payments – all payments in the pledge manager, including late pledges, shipping costs, taxes, and fees in a selected period

Shipping fees – total cost of shipping without taxes in a selected period

Taxes – total tax amount in a selected period

18. Remove backers

To delete backers from a project, click the tool button in the top right corner and choose the project you want to manage from the list on the left. Then, click "Users" on the upper list and choose "Users" from the dropdown menu.

Choose the users you want to delete by ticking the box next to their name. You can also use filters to find a specific group of users.

You can search users by their name, e-mail, or order status. If you need to find a specific group of users, you can use other filters:

Group – in this option, you have a list of user groups you created for backers. You can also choose "any" and "none".

Last notified and Range – here, you can choose the time frame when backers received an invitation or welcome e-mail from you;

Order date and Range – in this option, you can choose the time frame when the pledge was placed;

Credits left – if you're looking for backers that still have unspent credits, use this filter.

You can also delete all users by ticking the box next to "Full name," but you must disable all filters first.

To remove selected users, click the three dots icon and choose "Remove users." The selected backers will be removed.
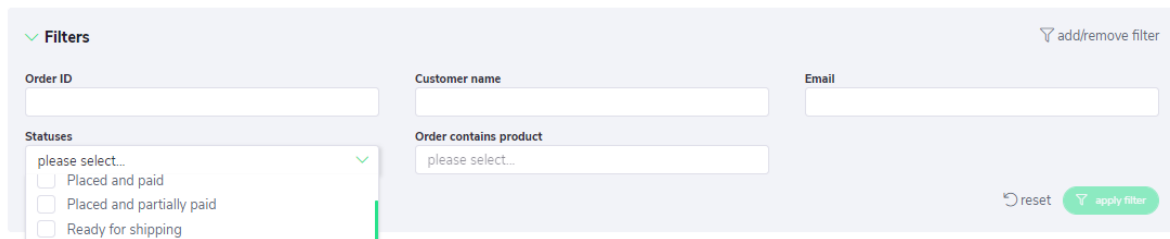
19. Edit backer's pledge

As a creator, you can edit user pledges. To edit a pledge, click the tool button in the top right corner, choose the project you want to manage from the list on the left, and click "Orders." You'll see a list of all orders made in this project. To find the order that you want to edit, you can search the order list using filters. You can search by order ID, e-mails, customer name, statuses, and orders containing a specific product. Once you find the order you want to edit, click its ID. You'll see the order, billing, and shipping info, and order details. You can edit each section containing general, billing, and shipping information:

Click "Edit" to change section contents, such as shipping address, etc.

NOTE: There are elements that can't be edited.

20. Cancel pledge

As a creator, you can edit and cancel user pledges. To cancel a pledge, click the tool button in the top right corner, choose the project you want to manage from the list on the left, and click "Orders." You'll see a list of all orders made in this project. To find the order that should be canceled, you can search the order list using the filters:
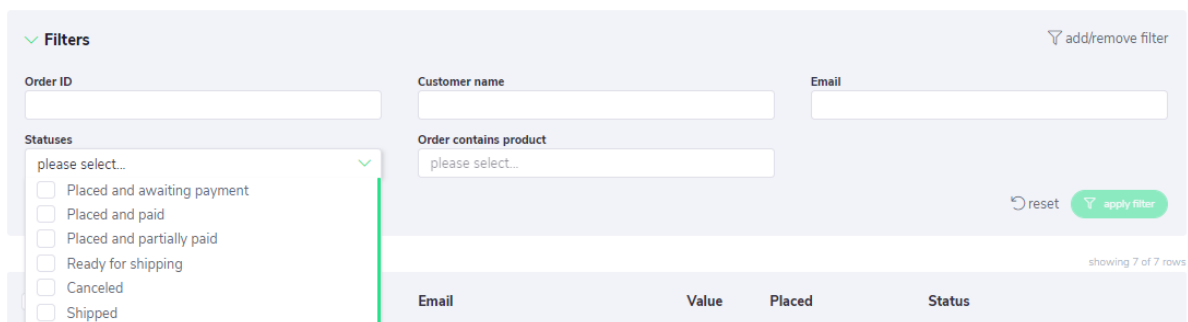
If you need to cancel an order and you know its ID, enter the ID in the filter search and click "Apply filter". You can also search orders by customer name, e-mail, order status, and product contained in an order. Once you find the order you want to cancel, click its ID on the list. You'll see the order details. Next to the order number, there is a button "Cancel order." Click it to cancel the order.

NOTE: If the order is paid, you'll see a warning about overcharge correction, and you'll have to make a refund.

21. Change pledge status

As a creator, you can change order status. Click the tool button in the top right corner, choose the project you want to manage from the list on the left and click "Orders." You'll see a list of all orders made in this project. To find the order you want to edit, you can search the order list using filters. You can search by order ID, e-mails, customer name, statuses, and orders containing a specific product:

In "Statuses," you have a list of all available order statuses. Check the box of the status of orders you want to change and click "Apply filter." You'll see a list of all orders with statuses you ticked. To mark all these orders, tick the box next to the "Order ID" at the top of the table. To make a group change of statuses of the chosen orders, click "Update status" at the top of the page:

You'll see the following window:

Click the list under "New status" to choose the new status of the orders. You can add a public note for your backers (for example, "your order has been shipped") and a private note for your eyes only. Click "Update" to save the changes.

NOTE: This method allows to change the chosen status(es) to one new status. It means you cannot make a few status changes at once. To edit a few statuses at once, you have to export all orders as an Excel file, make the changes in the file, and then import the orders with updated statuses. To implement the changes to statuses, select the orders you want to edit or all orders and click "Export." You can easily introduce all changes in an Excel file. After you implement all the changes, save the file and click "Upload status changes." All orders with updated statuses should appear on the list.

Upload status changes

For bulk update of status, you have to export selected orders that you want to update and, depending on the type of export, copy and paste the following information into the uploading file:

A	B	C	D	E
Order	Status	Note	Private note	
OrderID or OrderCode (required)	Shipped, PlacedAndPaid, etc. (required)	this note is visible to customer (optional)	this note is visible to admins only (optional)	

So, first, you need an order ID (ctrl+f OrderPublicIDin the file) or order code (ctrl+f OrderCode in the file). Find it, copy and paste it in the first row. If you want to find the current status of an order, search "OrderState." Then, enter the updated status:

Status to enter in excel	Displayed on Gamefound as	Description
Placed*	Paid, awaiting PM	Backer pledged to the project and will be charged after the campaign's successful end.
Placed*	Paid in full	Backer was charged for the pledge. They can edit its content and settle shipping cost once pledge manager is open.
Placed*	Awaiting payment	Backer hasn't paid for the pledge. (not paid yet)
Placed*	Awaiting payment	Backer hasn't paid for the pledge. (paid only partially)
Canceled	Canceled	Pledge was canceled. Backer wasn't charged for the pledge.
ReadyForShipping	Preparing for shipping	The pledge was packed and is about to be shipped.
PartiallyShipped	Partially shipped	A part of the pledge was shipped.
Shipped	Shipped	The pledge has been shipped.
Completed	Completed	The pledge was completed.

*When you enter the "Placed" status, the system will automatically identify the payment status and display the correct one.

"Note" and "Private note" columns are optional. You can keep them or add notes. "Note" is a comment for the customer. It will be displayed in order status history and e-mail notifications. "Private note" is a note you can make for yourself. Your customer will never see it.

This is what the filled-in file should look like:

	Order	Status	Note	Private note	
1	Order	Status	Note	Private note	
2	3694644V	PlacedAndPaid	Thank you for ordering!		
3	349105C	Shipped	Thank you for ordering!		
4	674571D	PartiallyShipped	Thank you for ordering!	waiting for wave 2	

Once the file is ready, go to "Orders" and click "Upload status changes." You'll see the following window:

Upload order status updates

See the example file if you need help with the upload file format.

Choose File No file chosen

☐ Send user notifications

cancel ⬆ UPLOAD

You can choose to send notifications to users about the status update. Choose the file and click "Upload". The statuses should be updated.

22. Processing refunds

As a creator, you can make a refund. To make a refund, you have to be a project owner or invite a collaborator with the invoicing manager role.

There are two possible refund situations: partial refund or pledge cancellation.

Canceling a whole paid pledge

If you want to cancel the whole pledge, open the project you want to manage and click "Orders." You'll see a list of all pledges made in your project. You can use filters to find the order you need to cancel. Once you find it, open it by clicking its ID on the list. This will open the order details. In the top right corner, you'll see the "Cancel order" button. You'll see the following window:

📄 **Overcharge correction (step 1 of 2)**

Order ▓▓▓▓▓▓ will be canceled and all payments must be refunded (**€124.00**).

Configure how to handle each payment on this order. You can review your changes one last time on the next screen before they take effect.

Date	Type	Action	Amount
7/10/2021 9:31 AM	Stripe (▓▓▓▓▓▓▓-▓▓▓▓-▓▓▓▓-▓▓▓▓-▓▓▓▓▓▓▓▓▓▓)	☑ Refund this payment	€54.00

> **Amount to refund**
>
> | Full payment amount ⌄ | 54 | € |
>
> ☐ Handle this refund outside Gamefound ⓘ
> ☐ Apply processing fee ⓘ

7/10/2021 9:32 AM	Credits	☑ Refund this payment	€70.00

> **Amount to refund**
>
> | Full payment amount ⌄ | 70 | € |
>
> ☐ Handle this refund outside Gamefound ⓘ
> ☐ Apply processing fee ⓘ

Total amount to refund　　**€124.00**

cancel　　**NEXT ›**

Click "Next" to see the summary of the refund.

📄 **Overcharge correction (step 2 of 2)**

Review your planned actions carefully - they cannot be undone once confirmed.

Date	Type	Action	Amount
7/10/2021 9:31 AM	Stripe (▓▓▓▓▓▓▓-▓▓▓▓-▓▓▓▓-▓▓▓▓-▓▓▓▓▓▓▓▓▓▓)	€54.00 will be refunded. The backer will receive the full amount automatically (via Stripe).	€54.00
7/10/2021 9:32 AM	Credits	€70.00 will be refunded. The backer will receive the full amount automatically (via Credits).	€70.00

Total amount to refund　　**€124.00**

cancel　　**‹ BACK**　　**✓ CONFIRM**

Refunding a part of a pledge

To refund just a part of a pledge, find the order you need to make a refund for and delete the item that will be refunded in the order details:

Here, you can see the order ID, the overcharged amount, the amount that will be refunded, the order date, and the type of payment. If you want to make an automatic refund using the payment provider used by the backer, tick "Refund this payment" and choose if you want to refund the full amount or a different amount. If you want to refund this payment manually using, for example, PayPal or bank transfer, tick "Handle this refund outside Gamefound" and enter any amount to give back to the backer.

In the case of orders imported from Kickstarter or other crowdfunding platforms, tick "Apply processing fee" to subtract the fee the platform charged for using their services. It means that the user will not receive a 100% refund, but the refund amount will be reduced by the cost of the transaction fee made on the crowdfunding platform.

NOTE: Crowdfunding platforms have different transaction fees. You can change the fee amount after you tick "Transaction fee." The amount is set by default to 9%, as this is the amount of the transaction fee charged by Kickstarter.

After you set up refund details, click "Next". You'll see a summary of the refund, including the transaction fee amount (if applied). Click "Confirm" to confirm the refund and order cancellation or "Back" if you want to change the refund details.

Overcharge correction (step 2 of 2)

Review your planned actions carefully - they cannot be undone once confirmed.

Date	Type	Action	Amount
7/10/2021 9:31 AM	Stripe (A... ...B- ...)	€54.00 will be refunded. The backer will receive the full amount automatically (via Stripe).	€54.00

Overcharge	€74.00
Total amount to refund	€54.00
The order will still be overcharged by	€20.00

cancel   〈 BACK   ✓ CONFIRM

NOTE: If you're refunding the whole pledge and a discount was applied, you have to remove that discount from the pledge as well.

23. Pledge export

To manage pledges, click the tool button in the top right corner and choose the project you want to manage from the menu on the left. Choose "Orders" from the dropdown "Orders" menu. You'll see all orders placed in the project. You can search the orders using filters. You can filter orders via order ID, customer, e-mail, and status. Click "Reset" to remove all applied filters. You can also select orders you want to export. Tick the orders you want to export and then click the "Export" button. You'll see the following window:

📗 Export orders

You are exporting 1 order(s).

Export type*

Please select... ⌄

Format*

Please select... ⌄

☐ Clean output ⓘ

cancel **📄 EXPORT**

In "Export type," you can choose what data to export or which template should be used:

"Orders (detailed)" includes pledges with all order data that can be exported. This includes customer details, shipping info, invoices, product and project info, order value, etc.

"Orders (for shipping)" includes all information needed for shipment and prepayment and final invoices (if they were generated).

"Product Summary" includes info about a product: name, quantity, SKU, and if it's a set or piece.

"Order items (standard)" is a standard template that includes a list of all ordered items with shipping and customer info and invoices.

"Order items (Asmodee/QML, etc.)" includes a list of all orders with shipping and customer info and invoices exported in the template of the selected shipping hub. Please remember to choose the right format of export (CSV or XLS) that is accepted by your hub. All available shipping hubs:

- QML
- Asmodee
- Fulfillrite
- Let's Play Games
- ShipQuest
- ShipStation
- Spiral Galaxy Games
- VFI
- VR Distribution
- Zatu

"Order payments" include payment details, order status, currency and order, customer, shipping info, and invoices.

In "Format," you can choose if the file will be exported as an Excel or CSV file.

Tick "Clean output" if you want to get a file without accents and diacritic marks (like ą, é, etc.).

If you want to see details of an order, click the order ID to see the order summary. In the order summary, you can see and edit some elements of the order:

These include general info, billing info, shipping info, and order details. Each section can be edited. Here, you can also change the order status manually and generate invoices. Below, you can add products, discounts, and fees.

24. Payments

NOTE: This payment setup works only for pledge managers created for campaigns funded on an external crowdfunding platform.

To set up payments, go to the project settings and choose "Payments." Here, you can enable and disable payment providers. After you enable payments, you'll have to add your client details for the payments to work:

In "Mode," you choose between "Sandbox" and "Live". "Sandbox" mode enables testing payments, where you can check if payments are set up correctly before you go "Live." To test payments, enable the "Sandbox" mode and click "Test settings" in the top right corner. If the test goes well, you'll see the following screen:

It means you can change the mode to "Live" safely.

25. Project updates

To add an update to your project, click the tool button in the top right corner and choose the project you want to manage. Go to "Project" and choose "Communication" from the list. On the left, you'll see a menu with communication options. Choose "Updates" and click "Add an update". You'll see the following editor:

Title*
The headline for your update.

Abstract*
A short digest of what's in the update. We show it on the main updates page. It also gets included in the notification emails.

Front image
A headline image for your update. We show it on the main updates page along with the title and abstract. It also gets included in the notification emails.

⬆
Drop your image here or select from disk
standard image formats accepted, minimum resolution: 800x800

Published
Users cannot see the update until it's published. Please remember that publishing an update cannot be undone.

🔘 No

Target audience*
Controls who gets the notification about the update. The actual post will still be visible to everyone.

Everyone ⌄

Contents*
The actual details of your update.

Normal ⬍ | **B** *I* | ☰ ☰ | 🔗 🖼 ▶

Poll
Choose the poll you want to add to this update

Please select... ⌄

cancel   ✓ SAVE

Add the title, abstract, contents, and define the audience. You can also upgrade an image or add a poll if you want. Remember to save the changes before publishing. You can preview the update ("view update" button in the top right corner), and when you're ready, toggle the switch next to the "published" section:

Published
Users cannot see the update until it's published. Please remember that publishing an update cannot be undone.

🔘 No

Then, click "Save". Your update is ready!

Publishing an update makes it visible in the updates section of your project, but it doesn't automatically send notifications.

To send a notification about the update, go to your update list and click "send notifications." The notifications will be sent to people defined in the target audience (for example, everyone, backers only, specific backer groups):

#	Date	Title	Notification	
2	24.09.2021 13:05	Update #1	✉ send notifications	⋮
1	23.09.2021 11:57 ⓘ	welcome	✓ notifications sent	⋮

It may take a while to send all notifications, so don't worry when backers won't receive them immediately.

26. Comments

One of the ways to communicate with backers is to read and answer their comments. We enable commenting on a project from the draft phase till the end of the pledge manager. This means your backers can leave their feedback whenever they want, and you can respond to their comments. Your name is marked with a "Creator" tag, so your backers will know that your profile is legitimate.

27. Polls

Polls are an addition to updates. To add a poll to your project, click the tool button in the top right corner and choose the project you want to manage. Go to "Project" and choose "Communication" from the list. On the left, you'll see a menu with communication options. Choose "Polls" and click "Add poll". You'll see the following editor:

Question*
The question you want to ask.

Answers*
Possible answers to the poll question (max 10).

+ add answer

Who can vote*
Defines groups of backers who can take part in the poll.

Gamefound users ⌄

Is active
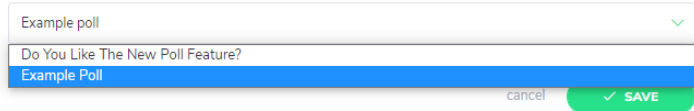Defines if the poll accepts answers.

🔘 No

cancel   ✓ SAVE

Add a question, answers, and define the group that can vote. Use the "Is active" toggle to change the poll status to open or closed.

NOTE: Once you open the poll and someone votes, you won't be able to add and delete answers or change the voting group. So, if you have a typo in your question or one of the answers, you can always fix it. When you're ready, click "SAVE".

You can add the poll to an update using a dropdown menu in the update settings. Go to "Project," "Communication," click "Updates," and choose the update you want to add the poll to. You'll see the following section in the update settings:
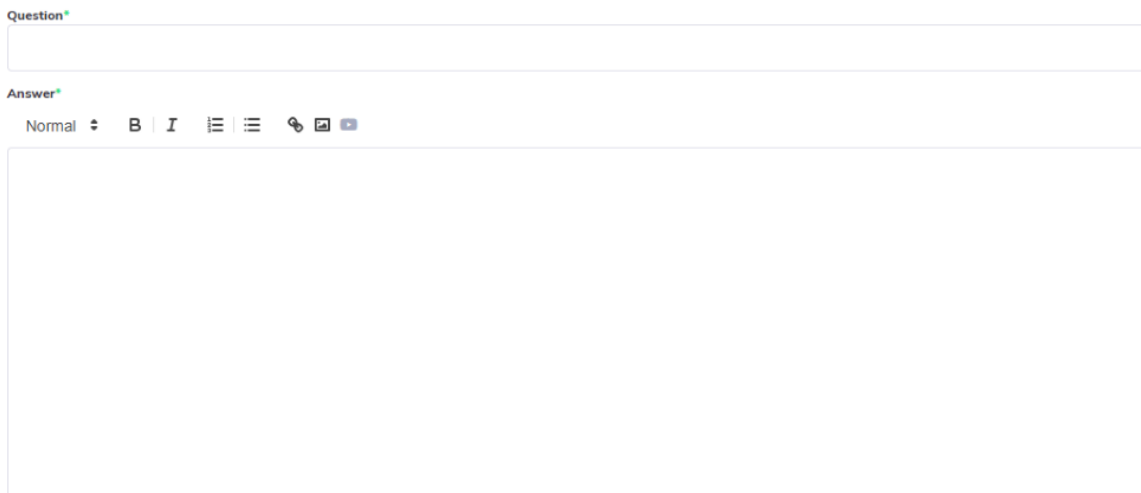
Choose the poll you want to add , and remember to set it to active. Otherwise, users won't be able to vote. If you want to close the poll, go to settings and change the toggle position to "Is active." Setting it back to "no" closes the option to vote and displays results on the update page:

28. Project FAQ

To add a FAQ section to your project, click the tool button in the top right corner and choose the project you want to manage. Go to "Project" and choose "Communication" from the list. On the left, you'll see a menu with communication options. Choose "FAQ" and click "Add question". You'll see the following editor:

Type your question and answer in the proper fields and click "Save." If you want to view the FAQ section, click "View project FAQ page." You can add as many FAQ entries as you want.

29. Close pledge manager

To close or edit the pledge manager, go to Project settings and choose orders:

⚙ Project settings

(i) General

≡ About

🛒 **Orders**

📷 Payments

📷 Currencies

▷ Shipping

To completely close the pledge manager, change all settings to "For nobody" and save:

Project is open for new orders
Determines whether customers can create new orders. Modifying orders is
determined by other settings.

For nobody ⌄

Allow completing partially paid orders
Determines whether customers can resume payments for orders that haven't
been fully paid.

🔵 No

Allow adding order items
Determines whether users can add items to already placed orders. Your
customers will be prompted for additional payment when they use this feature.

For nobody ⌄

Allow changing address data
Determines whether users can change address data in already placed orders.
Your customers will be prompted for additional payment if the shipping costs are
greater than before.

For nobody ⌄

30. Fees

If your project was funded on a different platform, managing pledges (changing rewards, collecting shipping addresses, late pledges, etc.) is currently free. The payment processing fee depends on your individual agreement with the payment operator (Stripe/PayPal).