If you have to do a recurring gift updates batch, or a batch of mailed-in one-time credit card payments, remember DO NOT do the following:

* Tab across or select the credit card number field (and possibly even the Credit Type field)
* Select an entire row in the batch (i.e. Don’t click on the little square at the far left of any row.)
* Delete any row in the batch (If you do, it will place the credit card # you just deleted into the row below it, writing over what was there previously—I’m not kidding!)

I spread the entire batch across my two computer screens, so that the entire row is visible.  That way you can easily keep an eye on the credit card number field.  Once you’ve made a change to any row, double check to be sure the CC# is still there, then hit save and go on to the next row.

If there’s a row that needs to be deleted, just make a note of it, commit the gift, then delete from the donor’s record afterwards.

Applying a one off gift to recurring template doesn’t work, it deletes the credit card number