

Advertisement FAQs

Below are some frequently asked questions in regards to digital advertisements. If you have any additional questions please submit a support ticket [here](#) for further assistance.

Is my CC charged immediately when I place my order?

No - cards are validated immediately but not charged until the order is successfully published.

How do I cancel an Ad Campaign?

Go to the "Program Detail" page and click the "Cancel" button. You can cancel at any time and the refund is prorated on how much has already been spent on your program, plus a small fee to cover the credit reimbursement fee.

Are my ads optimized?

Yes, and the more ads you run consistently, the better the system will become at bringing you results based on the built-in machine learning.

Do I need a Facebook Business Page to place an ad?

No, but it helps! There will be a fallback page provided for the ads, but using your own Facebook Business Page helps to personalize your ad!

Is there a minimum spend per day?

Yes, while it can vary, the default is set to \$2/day minimum. It's difficult to get adequate performance spending less than \$2/day and some channels prohibit spending less.

How to View the Metrics of my Facebook Ad

Individual ad performance is available. If you click on "Programs" under "Listings", you can click on any ad you placed and find the metrics across the top of those ad details.

Can I Edit an Active ad?

Yes, go into "Programs", click on the ad you want to make edits and click "EDIT". Your ad will be paused until the new edits are approved by Facebook and you cannot edit the start date, end date, or ad budget. If you would like to modify the dates of your ad, you must cancel your ad and create a new one.

How to cancel an ad?

Go into "Programs", click on the ad you want to cancel and hit "CANCEL".

Where will my ad show?

Your ad will use "auto-placements", per best practices. The ad runs on Facebook, Instagram, Marketplace, Messenger and Audience Network.

Why does Campaign Connector need admin access to my Facebook page?

Campaign Connector needs admin access only to publish ads and to grab the incoming leads to send to you, nothing else.

Pricing Suggestions: {How much should I spend on an ad}

- Min Price \$49 to Max \$5k slider set on \$79
- \$99
- \$149
- \$199
- \$299
- \$499
- \$999
- \$1,999
- \$2,999

How to Unlink a Facebook Page:

- Go to {your-domain}/#facebook/pages
- Click ***view page details*** link for the page you want to unlink
- In the page details, click unlink at the bottom and then unlink again to confirm
- If you have active orders associated with a Page, you will be unable to unlink the page before first cancelling the programs or allowing them to conclude. You will see active orders associated with a Page with links to those orders directly from the Page Details.