

# GIVE+ Text

## FAQs

### **How do members give by text message?**

After members register, they will receive instructions on how to send donations by text message. Text donations are sent to a 10-digit number where they are received and processed by Vanco. Your organization is provided with a dedicated 10-digit number.

### **How will the church know when a text donation is made?**

Text donations will appear on Vanco's standard processing reports along with all other transactions.

### **How do members know when their donations are processed?**

Members receive immediate confirmation via text that their donation was received. After a text donation has been processed, it appears on the member's credit card statement.

### **How quickly are text donations deposited?**

Text donations are electronically deposited into the church bank account within 2 to 4 business days for credit and debit card transactions.

### **Are all contributions set at a fixed dollar amount?**

No. The member chooses the amount of the donation.

### **Are members assessed any special fees?**

No, but normal text messaging fees from their cell phone carriers may apply.

### **Are text donations ever charged to a member's mobile phone bill?**

No. Donations are processed using the payment method specified in the member's online profile. Phone carriers handle only the text message, never any financial information.

### **What payment methods are available for giving by text?**

Vanco Give+ Text supports donations via credit and debit cards.

### **Can members set up recurring donations by text?**

Yes. Donors can text "Repeat" after they've made a donation to make it recurring. They can also text "Schedule" to set up a recurring donation.

### **Can members text donations to individual funds?**

Yes, a special texting code must be included in the text message to assign the donation to a particular fund. Your church determines the Texting Code (e.g. "Haiti") when setting up the fund with Vanco. Please contact a Vanco representative for more details.