

How do members give by text message?

After a member has registered, 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 an immediate confirmation via text that their donation has been 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?

The Vanco Give by Text service 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.