Vanco Keywords

Note: Keywords are not case sensitive.

Assist or #Assist- Sends instructions to the donor via text.

Response: To donate via text, send the dollar amount you wish to give, including a dollar sign. For example: $10. Text #edit to update your profile or #halt to permanently disable text giving.

Discontinue or #Discontinue- Cancels the donor's recurring Give by Text donations.

Response: We have canceled your donation of $xx.xx. Your last donation was on __/__/____. Text "schedule" to start a new donation.

Edit or #Edit- Allows donors to edit their name, payment method, address and email. Once the edit keyword is sent, the donor will receive a link.

Response: To manage your profile, go to [profile link].

Funds or #Funds- Donors can send this message to receive a list of the church's Give by Text funds.

Response: The response will include a list of the church's Give by Text funds.

Halt or #Halt- Allows donors to permanently disable Give by Text. At this time, they cannot re-enroll once they've opted out.

Response: Text to give to [church name] for this phone number has been permanently disabled.

Refund or #Refund- Donors can send this message to refund or cancel a donation they've submitted, and we will direct them to call the church.

Response: To request a refund of your donation, please call [church name] at [church phone number].

Schedule or #Schedule- Allows a donor to set up a new recurring donation.

Response: Great, send a text with the start date, frequency (weekly, monthly, quarterly or annual) and the amount. Example: 11/01/15 weekly $100.

Confirmations and Responses

Registration Link- Sent via text the first time a donation is made.

Response: Thank you! Please visit [registration link] to register.

Donation Confirm- Sent via text each time a donation is made.

Response: Thank you for donating $xx.xx! Text "repeat" to make this recurring or "refund" to cancel this donation.

Error Messages

Unable to Recognize Amount
We could not determine the amount you wish to give. Please ensure you're using $xx or $xx.xx as the format. For example: $10.00. Text #assist for help.

Failed Transaction
Your $(amount) donation to [church name] has failed. Please contact your card issuer for assistance.

Registration Link Expired
This registration link has expired, please send the dollar amount you wish to give, including a dollar sign to start over.

Unrecognizable Message
We're sorry, we didn't understand your request. Text #assist if you need help.

Misc. Errors
I'm sorry, we are unable to process your donation. Please call [church name] at [church phone number] for assistance.

Registration Link Issue
I'm sorry, we were unable to process your request. Please send the dollar amount you wish to give, including a dollar sign to try again.