

VANCO PAYMENT SOLUTIONS

Give by Text FREQUENTLY ASKED QUESTIONS

How do members give by text message?

First-time text donors will be prompted with a web link to complete their registration and provide their credit/debit card information. Once registered, members will receive instructions on how to send donations by text and will be able to complete their donation with a single text message to your organization's 10-digit number.

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

Once funds are deposited, 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/debit 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?

Good news ... The member chooses the amount of the donation.

Are members assessed any special fees?

Of course not, but normal text messaging fees from their cell phone carriers may apply.

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

Give by Text is safe and secure. Your phone carrier only sends the text exchange and never has access to any financial information. Donations are processed using the payment method specified in the member's online profile.

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?

Text is great for one-time donations. Recurring donations are easily set up through an online giving page or by completing a paper authorization form.

Can members text donations to individual funds?

Yes, your church determines a special texting code (e.g., haiti) when setting up an individual fund with Vanco. To assign a donation to a particular fund, members simply include the corresponding texting code in the text message. Please contact a Vanco representative for more details.



For more information, call 800-675-7430 or visit VancoPayments.com