

# TEXT GIVING @ MADISON CHURCH

## FREQUENTLY ASKED QUESTIONS

"How will the church know when my text donation is made?" Text donations will appear on Vanco's standard processing reports along with all other transactions.

"How will I know when my donation is 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 my 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, The Church pays the transaction fees. 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.

"How can I see if my gift got to the right account?" While your **text receipt** shows your gift was received, the **email receipt** shows details: your personal info, address, and account number. You will also find the information regarding to which fund your gift went: **FOR EXAMPLE**, in the email:  
**Missions: \$25.00** [Shows fund and amount you texted]  
**Total Text Giving: \$25.00** [shows gift amount you texted]  
**Account Type: Credit Card** [shows if debit or credit card]  
**Start Date: 04/28/16** [shows the date of your gift]  
**End Date: 04/28/16** [Shows it was a one-time gift]

"Can I see a record/history of my text giving on Madison's website?" No, but in your email account's "search" line, type in "eReceipt," and a list of your text giving email receipts should pop up.

"What if I get an error message?" Call the Church office for definition of the code: **616-245-7791, ext.239**

"What if I make a typo? Either the amount was wrong or fund code was wrong?" Text "refund" to the same number. You will be directed to call **616-245-7791 ext. 239** to request cancellation. Call ASAP to assure timely refund.

"Does Vanco (Our ePayments Provider) have a mobile app?" Yes, you can download online from Vanco. However, it only links into our online giving form. Text Giving lists less designated funds, but it is much simpler and faster to use once you are registered, just text **"\$amount code"**

"Will my End-of-Year Giving Report from Madison show all my gifts to Madison, for use when I file my taxes?" YES! All gifts (by check, online, or text) will be recorded and given to you at the end of the year for tax purposes (except cash gifts).

"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, we have a list of specified codes on the guide sheet, available at the Welcome Desk/Table.

"I set up my tithe online, but plan to give extra offerings by text. Since Vanco (our Electronic Payment Provider) handles both of these gifts, will I be able to see all my giving history together from my online account?" No, you will online see your online giving via the website, and you can pull up all your text receipts from your email account.

"What if I need to edit my profile and/or payment info?" Text the word "edit." Then click on the link sent in the reply.

**MORE QUESTIONS? Call Dick Ammons, 245-7791, ext 239, Or email [contribute@madisonsquarechurch.org](mailto:contribute@madisonsquarechurch.org).**



**MADISON CHURCH**  
FOLLOWING CHRIST TOGETHER AS DIVERSE COMMUNITIES