Vanco Keywords
Note that 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.

Edit or #Edit- **Allows donors to edit their name, payment method, address and email. Once the edit keyword is sent, the will receive link.**
- ➢ Response: To manage your profile, go to (link)

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 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 #)

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

Confirmations and Responses

Registration Link- **Sent via text the first time a donation is made**
- ➢ Thank you! Please visit (link) to register.

Donation Confirm- **Sent via text each time a donation is made**
- ➢ Thank you for your $(amount) donation. Text #refund to cancel this donation, #edit to update your profile, #halt to permanently disable text giving

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 #) 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.