

Keywords and Messages

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. For example: 10. Text “edit” to update your profile or “discontinue” to cancel any recurring text donations.

Discontinue or #Discontinue - Cancels the donor’s recurring Give+ Text donations.

Response: We have canceled your recurring donation(s). Text “schedule” to start a new donation.

Edit or #Edit - Allows a donor to edit 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 [website link displayed here].

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

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

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].

Repeat or #Repeat - Allows a donor to make a one-time donation a recurring donation.

Response: How often would you like to donate \$xx.xx? Reply with “Weekly”, “Monthly”, “Quarterly” or “Annual”.

Schedule or #Schedule - Allows a donor to schedule a new recurring or one-time donation.

Response: Great! Send a text with the start date, frequency (“One time”, “Weekly”, “Monthly”, “Quarterly” or “Annual”) and the amount. Example: 11/01/15 Weekly 100.

WARNING: The following action cannot be undone.

Halt or #Halt - Allows donors to permanently disable Give+ Text to your church from a previously registered phone.

Response: Give+ Text for this phone has been permanently disabled.

Confirmations and Responses

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

Response: You’re almost done! Go to [unique web link] to complete your donation.

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

Response: Thank you for donating \$xx.xx to [Church Name]! Text “repeat” to make this recurring or “refund” to cancel this donation.

Scheduled Donation Confirm - Sent via text each time a recurring or one-time donation is scheduled.

Response: Thank you! We’ve scheduled your [one time, weekly, monthly, quarterly or annual] donation of \$xx.xx starting on __/__/____. Text “discontinue” to cancel your scheduled 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. Text "assist" for help.

Failed Transaction

Your \$xx.xx 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 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 to try again.