

## 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 (“Weekly”, “Monthly”, “Quarterly” or “Annual”) and the amount. Example: 05/01/17 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.