

FREQUENTLY ASKED QUESTIONS – TEXT GIVING

How do I give by text message?

After members register, they will receive instructions on how to send donations by text message. Text donations are sent to a 10-digit number where they are received and processed by Vanco Payment Solutions. The Well's 10-digit number is 651-362-1559.

How do I know when my donation is processed?

You will receive immediate confirmation via text that your donation was received. After a text donation has been processed, it appears on the member's credit card statement.

Are all contributions set at a fixed dollar amount?

No. The member chooses the amount of the donation. Please ensure you're using \$xx or \$xx.xx as the format. For example: \$10.00. Text #assist for help.

Do I have to pay any special fees?

No, but normal text messaging fees from your cell phone carriers may apply.

Can I set up recurring donations by text?

Yes, Donors can text "Repeat" after they've made a donation to make recurring. You can also text "Schedule" to set up a recurring donation.