

# GIVE+ Mobile

FAQs for churches



## Give+ Mobile is good for your members

### Is it free for members and guests to download and use the Give+ Mobile app?

Yes! The app is free to download from the App Store or Google Play, and there are no fees for donors who contribute through the app. Donors should search for "GivePlus Church" to download and start using today.

### How do members or guests find our church to give to using the Give+ Mobile app?

When donors open the app for the first time, they will be prompted to enter the name of the church they want to give to. Donors can enter as much of your church name as they know, and then select your church from the list. Or, donors can use the *Find Churches Near Me* feature to search for churches in their area. Once donors have selected a church, they will not have to search again unless they want to give to another church. To use the *Find Churches Near Me* feature, donors will need to allow the app to access to their location. Donors can turn the app's location access on or off by going to Settings on their phone.

### What payment methods are accepted via Give+ Mobile?

The app supports donations via ACH and the major debit/credit cards you accept today. Donors can enter their card or checking/savings account information manually. Or, they can use their phone's camera to quickly scan their card information.

### Are donations set at a fixed dollar amount?

Donors can choose to give quickly using one of the preset amounts included in the app or enter the specific amount they want to give.

### Can donors help offset the processing fees?

Yes. Donors are presented a checkbox that allows them to give extra to help offset the processing fees.

### Can I change the preset amounts that are shown for my church?

Yes, you can! Simply contact Client Services at 800-675-7430 or [cs@vancopayments.com](mailto:cs@vancopayments.com), or visit the mobile tab in Give+ Settings with MyVanco Service Center.

## **Can donors give to individual funds?**

Yes. Your church can determine which funds appear in the app when setting up individual funds with Vanco. Donors can give to one or more funds in each transaction.

## **Can donors set up recurring donations?**

Yes. If donors choose to create a Give+ account, they can log in and select the frequency of the transaction during the donation process. If donating to multiple funds at one time, donors can select different frequencies per fund.

## **Can donors select the start date for their donations?**

Yes, logged in donors can select a date for one-time donations to process and the start date for scheduled recurring gifts.

## **Will donors receive receipts?**

If a donor logs into their Give+ account, they will receive a receipt via email, and they also can view transactions in their giving history.

## **What donations are displayed in the Give+ Mobile giving history?**

Donors who choose to create a Give+ account can log into the app and view their giving history. This history will include electronic donations that the donor made when logged into the app or the church's online giving page. (Note: Both the GivePlus Church and Give+ Online accounts must be associated with the same email address.) Any electronic donations made as a guest (without logging in) will not be visible in the app's giving history.

# GIVE+ Mobile

## Give+ Mobile is good for your church

### Are there fees for our church to use Give+ Mobile?

Give+ Mobile is a free mobile app included for most Vanco clients with ACH or debit/credit processing. You simply pay your usual per transaction fees processed through Vanco.

### How do we know if our church is set up for Give+ Mobile?

If you are not sure whether your church is set up for Give+ Mobile, log into MyVanco and look for the “Appear On Give+ Mobile” column on the “Manage Funds” screen. If you are already set up, your default fund will be set to “yes” in this column. If you are not set up and would like to make Give+ Mobile available to your members, call Vanco Client Services at 800-675-7430.

### What do we have to do to make Give+ Mobile available to our members?

There is nothing additional you need to do to for your members to be able to download the app from the App Store or Google Play. They simply should search for “GivePlus Church” to quickly find the app and start donating today. You can visit the Give+ Mobile resource page at [vancopayments.com/church-marketing-giveplus-mobile](http://vancopayments.com/church-marketing-giveplus-mobile) for tips and resources to help inform and encourage your church community to use the app!

### How do we add additional funds to the app?

You determine which funds display in the app. Initially, churches are set up to receive donations to their default fund. If you would like members and guests to be able to donate to additional funds, log into MyVanco to add or select the funds you would like to display within the app.

### Can Give+ Mobile be customized with our church colors and/or logo?

Vanco has found that members and guests alike quickly associate the Give+ name with church giving, and they can easily find the app by searching “GivePlus Church” in the App Store or Google Play. The first time donors use the app, the built-in church search functionality makes it simple to give to your church. Once donors select your church, they never have to search again unless they choose to give to another church. The Give+ Mobile app focuses just on giving and can remain separate and distinct from the church app you may already use to communicate with your members.

# GIVE+ Mobile

## How quickly are Give+ donations deposited?

Just like your other Vanco donations, Give+ donations are electronically deposited into the church bank account as soon as the next business day.

## How will the church know when a donation has been made?

Once funds are deposited, Give+ Mobile donations will appear on Vanco's standard processing reports.

## Can we import Give+Mobile donations into our church management software?

Yes. If you currently import your other Vanco donations into your software, you'll be able to import Give+ Mobile donations as well.

For more information, please visit [vancopayments.com/giveplus-mobile](https://vancopayments.com/giveplus-mobile)