VANCO PAYMENT SOLUTIONS

Give by Kiosk / FAQ

What payment methods are available?

Vanco's Give by Kiosk service supports donations via credit and debit cards.

Are contributions set at a fixed dollar amount?

Donors can choose a preselected amount or enter the specific amount they want to give.

Can donors give to individual funds?

Yes. Your church determines the funds that will appear on the giving kiosk when setting up individual funds with Vanco. Donors can give to one or more funds in each kiosk transaction.

Can members set up recurring donations?

Currently, Give by Kiosk accepts one-time donations. Recurring donations are easily set up through an online giving page or by completing a paper authorization form. This feature will be available in upcoming kiosk modules.

Will donors receive receipts?

There are two convenient ways donors can get receipts. Donors can enter their email address when giving through the kiosk and a receipt will be automatically emailed to them. Using the kiosk's integrated printer, donors can also print a receipt for their records and/or a donation slip for the offering plate.

How quickly are kiosk donations deposited?

Kiosk donations are electronically deposited into the church bank account within 2 to 4 business days.

How will the church know when a kiosk donation is made?

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

Are Give by Kiosk donations secure?

Yes. The kiosk card readers use end-to-end encryption to ensure the security of credit and debit card transactions.

Can the church add custom messages to the kiosk?

Yes. Your church can add custom messages to the welcome page, card swipe page and thank you page.

Will the kiosk screens look like our website?

Yes. We will use the logo and color scheme from your website to customize the kiosk screens for your church. If you change logos or colors at any time, we can update the screen to match your new look.

Is internet access required to use the kiosk?

You will need a Wi-Fi Internet connection to use the kiosk. To use the kiosk's integrated printer, you will also need a power source. When a power outlet isn't available, you may still use the kiosk by simply turning off the printing option.

Can I import kiosk donations into my software?

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

Can I use the kiosk for event payments?

Since the church controls the funds, you could accept payments via kiosk. Modules for full event registrations are part of our product roadmap.

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For more information, call 800-675-7430 or visit VancoPayments.com