

The logo for Shelby Systems, featuring the word "shelby" in a white, lowercase, sans-serif font on a blue rectangular background.

Add-ons

# Text-To-Give

## Smart Giving Made Easy

How can your members text in their offerings? It's simple with Shelby & mobileAxept.

Shelby's partnership with mobileAxept allows users to make donations to their church right on their mobile device. The solution is easy, secure, and extremely effective. It is independent of any telecom operators, banking partnerships, or national boundaries. No smartphone requirements, no downloads and no apps are needed.

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### Benefits

- **Real-time information** on donations, including: name, address, cell phone, purpose of gift, and the amount
- **Seamless integration** with Shelby v.5 and a Shelby Arena for ease of consolidated reporting
- Giving tithes and offerings, making purchases and Registering for you events are as **easy** as sending a text message
- Contributors can text their gifts or make purchases directly from their mobile phones

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The logo for mobileAxept, with "mobile" in a grey sans-serif font and "Axept" in a black sans-serif font. The letter "x" is stylized with a green square on its left side.

### Introductory Rates

- One-time account setup fees beginning at: \$100
- Monthly maintenance fee: \$50
- Transaction fee: 2.75% + 0.25¢.  
*This includes all fees for Bluefin debit/credit card processing and mobileAxept.*

A blue rounded rectangular button with white text. The text reads: "Contact Us! Contact Shelby Sales at sales@shelbyinc.com or (800) 877-0222."/>

**Contact Us!**

Contact Shelby Sales at  
[sales@shelbyinc.com](mailto:sales@shelbyinc.com)  
or (800) 877-0222.

shelbysystems

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# Frequently Asked Questions

## How does it work?

- Users can send a text message with a keyword, space, and the amount to 28950 (Ex: to give \$10 to ABC Organization with the keyword "ABC", they should text "ABC 10" to 28950).
- If it is the first time a user has texted a gift, he/she will receive a text back with a link to a web page to register.
- The user can then open the link and fill in the information that you would like to capture at that time.
- When registration is complete, the user will receive a receipt for the \$10.00 gift via text message.
- Any time the user wants to give after that initial registration, all they have to do is send a text message. Their card will automatically be deducted, and they will receive a receipt via text message.

## What is the significance of the keywords?

The keywords indicate where the donation is going. Your organization may use multiple keywords to raise funds for different ventures, drives, or to enable purchases and registrations.

## Which kind of debit or credit card can be used?

All major credit cards are accepted.

## Is the amount added to the user's phone bill?

No, it is deducted from their debit or credit card.

## What is the maximum amount the user can give?

The user can give any amount they wish, unless you, the recipient organization, decide to pre-impose caps or controls on their gift. Otherwise, the maximum limit depends on how much their bank will allow them put on their card.

## Will the users be charged per text message?

Users will be charged the cost of sending and receiving the text messages, which is determined by their cell phone provider.

## Are donations refundable?

It is up to your organization whether donations/purchases will be available for refund.

## How can someone unregister or unsubscribe?

Simply by texting STOP to 28950. They will then receive an acknowledgement that they have been unregistered.

## Do users need a smartphone?

No, any phone that is capable of using text messages can be used to give.

## How secure is this?

This solution is PCI Security Certified, and there is no data transmitted or stored on the user's phone. PCI is the industry security standard for credit and debit card statements, and includes a rigorous periodic security testing and audit of the entire system.

For more information, visit:

[https://www.pcisecuritystandards.org/security\\_standards/index.php](https://www.pcisecuritystandards.org/security_standards/index.php)

[http://en.wikipedia.org/wiki/PCI\\_DSS](http://en.wikipedia.org/wiki/PCI_DSS)

## What are the requirements?

The system works with any mobile phone with SMS or texting ability. Your users do need to have a phone plan that allows texting. Also, users should not have Premium SMS or shortcode numbers blocked on their plan.

To be able to do the initial registration on their phones, users will need to have internet access. If their phones can send text messages, but do not have internet access, they can still use their phone to give, but the initial registration will need to be done on a device with a web browser.

## What kind of receipt will users receive?

Users will receive a receipt via text message. At the end of the year, the users donations can be aggregated by your organization so that they can be included on the annual tax receipt letter your organization may prepare.

## Is the donation tax deductible?

Donations are tax deductible if the receiving organization is allowed by IRS 501(c) 3 rules.

## Does it work internationally?

At this point, this system works for U.S. subscribers only. If a user has a U.S. number and they are abroad – their text should go through, depending on their cell phone's provider's terms and policies.

## What if a mistake has been texted in or a member needs help?

For general assistance, users can text HELP to 28950 to get connected to customer service.

## Can my organization use multiple keywords?

Yes, different keywords indicating different fundraising aims, purchases, etc can be sent to the same number. No new registration is required for newly-used keywords so long as the short code of 28950 is used.