

Online Giving FAQs

COMMON QUESTIONS AND ANSWERS



Q: Is Online Giving safe?

A: Online Giving meets the highest banking-level security standards set forth by the Payment Card Industry (PCI) to ensure safe and confidential transactions. In fact, your banking information is encrypted in the system and is not accessible to any users or administrators on either Online Giving system, including the collaborative staff. When you manage your own account information, our staff never needs to handle checks or worry about locking up documents containing your account information. And you'll always be certain that your gifts and donations are direct-deposited into the church's bank account.

Q: What are the benefits to me of using Online Giving?

A: There are many benefits, including, but not limited to

- no check writing or ATM stops before church
- ability to schedule recurring payments or one-time donations
- ease of changing gift amounts or account information any time you like
- choose your donations to be applied to many different funds like offertory, special second collections, or pledges

Q. What are the benefits of using Online Giving that will help our parish families?

A. This will help both parishes with budgeting as we will be better able to forecast income and balance cash flow. Also, with fewer checks or cash to process, it reduces staff workload while improving security.

Q: When will my contribution be deducted from my account?

A: Your electronic contribution will be debited on the date you specify.

Q: Without a canceled check, how can I prove I made my contributions?

A: Your bank statement and the Online Giving system both provide reports that document your electronic transactions.

Q: What if I change bank accounts or credit cards?

A: Just log into your account using your login and password and easily update your account information.

Q. Which of my accounts can I have money withdrawn from?

A. You may elect to have funds transferred from your checking or savings account, or from any credit card bearing the VISA, MasterCard, or Discover¹ logos. At this time we are not able to accept bank debit cards, ATM cards, or any other type of credit card.

Q. How much does Online Giving cost?

A. Neither parish charges a fee for this service.

Q: What if I try Online Giving and don't like it?

A: You can cancel your authorization by deleting your accounts and donation dates at ANY time.

¹Discover accepted by St. John only