



## FAQS

### **Q. What is online giving?**

A. Online giving (also called electronic giving or e-giving) is an easy, convenient way to support Everfaithful Missionary Baptist Church. The benefits of online giving include being able to give from anywhere at a time that is convenient for you, not having to write checks and being able to set up recurring donations so you don't miss an opportunity to give when you are away from the church.

### **Q. What is Give+ Online?**

A. Give+ Online is the next generation of online giving from Vanco that allows you to embed a giving form directly onto your church's webpage. This provides a fast, convenient way for your members and guests to access online giving without ever leaving your church's website. The form can be used in place of, or in addition to, Vanco's traditional hosted online giving pages.

### **Q: Is Give+ Online secure?**

A. Yes. Vanco maintains the highest level of PCI-compliance to ensure the security of donations processed through any of our giving products — online, mobile, text, kiosk or swipe.

### **Q. How Safe is electronic giving?**

A. It is safer than writing checks or carrying cash to church. Secure donation services are provided by Vanco Payment Solutions, LLC. Vanco processes electronic donations for thousands of churches and nonprofit organizations.

### **Q: What payment methods are accepted via Give+ Online?**

A. Give+ Online supports donations via all major debit and/or credit cards you accept today, as well as ACH donations

## **Q: What is ACH?**

A. Automated Clearing House allows contributors to use their account number and routing number to transfer money from their account to Everfaithful Missionary Baptist Church's account. A debit or credit card is not required if using this method.

## **Q. How do automated contributions work?**

A. No matter which donation method you use, you will be asked to select a payment method, start date, frequency, and contribution amount. On the date(s) scheduled, donation will be processed and deposited into the church bank account.

## **Q. When will my contribution be processed?**

A. Your contribution will be processed each month on the date(s) you authorize.

## **Q. What can I use to show I made a donation?**

A. The itemized list of electronic transactions that appears on your bank or credit card statement can be used as proof of your donations.

## **Q. Who can create a profile?**

A. Both members and guests can create a profile. Members are highly encouraged to do so in order to set up recurring donations, view donation history, update contact information, and manage payment methods. Your online giving credentials will be the same as your mobile app credentials.

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

A. Yes. If donors have a Give+ account or choose to create one, 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.

## **Q. Will donors receive receipts?**

A. If a donor logs into their Give+ account or enters their email address when completing a guest donation, they will receive a receipt via email. Donors who are logged in will also be able to view transactions in their giving history.

## **Q. Will donors be able to see all of their donations in their Give+ Online giving history?**

A. The giving history will include any electronic donations made to your church while the donor is logged into their Give+ account. Any donations made as a guest (without logging in) will not be visible in the donor's giving history.