



# Online Giving FAQs

Common questions and answers

## **Is Online Giving Safe?**

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 of the Online Giving system. When you manage your own account information, your church never needs to handle checks or worry about locking up documents containing your account information. And you'll always be certain that your gifts are direct-deposited into your church's account.

## **What are the advantages of Online Giving?**

It makes it easy to give, even when you are unable to attend church. You never have to bring cash or checks to church. Giving electronically also helps the church save money and plan its budget!

## **How are my contributions automatically deducted from my account?**

Once you complete the online registration form, the contribution amount you specify will automatically be transferred from your bank account to the church's bank account.

## **When will my contribution be deducted from my account?**

Your electronic contribution will be debited on the date you specify on the "My Gifts" page of the Online Giving system.

## **If I do not write checks, how do I keep my checkbook balance straight?**

Since your contribution is made at a pre-established time, you simply record it in your check register on the appropriate date. Electronic contributions are recorded for you on your bank statement as well as your online reports.

## **Without a canceled check, how can I prove I made my contribution?**

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

## **What if I change bank accounts?**

Log in and update your account information in the My Payment Schedule window. Each checking/savings/credit card can be changed using the edit button, deleted completely, or new accounts can be added on the right side of the screen.

## **How much does Online-Giving cost?**

It costs you absolutely nothing!

## **What if I try Online Giving and don't like it?**

You can cancel your authorization by deleting your accounts and donation dates at any time.

## **What if I am a School or Religious Education family and need my mass participation verified?**

There is a template available to print [offertory cards](#). Just make sure to put your complete family name on the card before putting it in the offertory basket.

## **What if I'm not comfortable signing up for Online-Giving by myself?**

Call Kathy Gonzales, St. Nicholas Parish Administrator and ask for help. You can also become a Managed Giver.

## **What is a Managed Giver?**

A Managed Giver is a donor whose sacrificial giving is paid by credit card or directly debited from their bank account. The account is managed by the Parish Administrator, Kathy Gonzales.

It's that simple!

**For additional information or help setting up your account contact Kathy Gonzales, Parish Administrator, (650) 948-2158, x202**