



## **Local Church Temporary Online Giving FAQ for churches without an online giving platform**

The General Treasurer/CFO, on behalf of the General Superintendent, is offering the General Church's online giving platform for your immediate use to collect tithes and offerings through June 30, 2020. The platform allows donors to give by bank draft or credit card.

The platform will process your church funds collected on a weekly basis net of 3% for processing costs. Processing costs are credit card fees and bank draft fees only. Our online platform will receive payments and send eReceipts to your donors.

[\*\*CLICK TO REGISTER\*\*](#)

### **What information is needed to get started?**

Church name, city and state, a designated local contact including phone number and email address, as well as a voided check image what enables collected funds to be electronically transferred to the church's bank account.

### **How do we get started?**

The designated contact needs to complete the signup information linked above. Upon submission, your local contact will be sent 2 emails- one to a giving page which can be shared with your congregation and one to enable the secure transfer of a voided church check image for banking purposes.

### **How quickly will my church receive payment after a gift is given?**

Weekly.

### **How will payment be distributed to my church?**

Electronically using the banking information provided.

### **Will my church be given donor names and contact information?**

Yes. A monthly report detailing each donor's name, mailing address, phone number, email address and gift amount will be provided. Although you are not required to provide a charitable gift receipt in this case, you are encouraged to thank donors for their contributions.

### **How will my church's donors access the online giving page?**

A URL to your online giving page will be issued. The URL can be embedded on your website, emailed to your constituents, or distributed via text message.



**Can the form be customized to match my church's branding?**

Unfortunately, no. The volume of requests and the temporary nature of this solution prevents us from being unable to accept branding requests for the donation form, eReceipt, or acknowledgement email.

**Do donors need to create an online giving profile to give a gift?**

No. All necessary donor biographical information will be collected on the donation form.

**Will donors receive a receipt?**

Yes. Each donor will receive an eReceipt via email when the transaction is completed. Additionally, the donor will receive an annual giving statement in January of 2021 with a summary of all giving through this platform for tax purposes.

**Can donors set up recurring giving?**

Yes. The online giving form has an option to donors to sign up for automated giving on a weekly or monthly interval. All automated donations will be stopped on June 30, 2020.

**Who should I contact with questions?**

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