

Online Giving - Frequently Asked Questions & Answers



Q. What is Online Giving?

A. Online Giving is a direct debit/payment transaction in which your contribution is deducted electronically from your bank checking or savings account.

Q. What are the benefits of Online Giving?

A. It is a simple and convenient way to easily fulfill stewardship commitments and support the ministries of Life Springs Church, even when you can't attend church. It provides not only a secure and convenient option, but allows you to establish a disciplined giving pattern.

Online Giving yields very significant benefits for our church and makes life easier for you:

- The satisfaction of giving to God first.
- No need to write checks or bring cash to church.
- Peace-of-mind knowing that your church is receiving your contribution even if you are unable to attend.
- It's safe, fast and easy. In fact, it is less risky than checks, as it cannot be lost, stolen or destroyed in the mail.

Q. How do I sign up for Online Giving?

A. There are two options to choose from:

- Register [online](#) on our website (this is the easiest and preferred method).
- Download a copy of the [Authorization form](#) from our website, print and complete the form and bring it to the church office along with a voided check or voided savings deposit slip (voided check/deposit not needed if selecting to donate by credit card).

Q. What are eTithing cards?

A. Online givers may contribute symbolically when the offering plate is passed, by dropping in a special [eTithing](#) card or by writing "EFT" on the pew envelope.

Q. Will I be able to choose the frequency for recurring contributions?

A. The following selections are available for recurring contributions with Online Giving:

- Monthly (on the 5th)
- Monthly (on the 20th)
- Semi-monthly (on the 5th and 20th)
- Weekly (on Mondays)

If the date falls on a weekend or holiday, the transaction occurs on the next business day.

Q. How do I change my contribution amount, frequency, bank account information, or any other Online Giving option once I've established a recurring contribution?

A. Simply make the desired change via the "Online Giving" link on the church website, or download a copy of the [Authorization form](#) from our website and provide any updated information or instructions and bring it to the church office.

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Q. How is my Online Giving contribution automatically deducted from my account?

A. Once you authorize the transfer, your specified contribution is electronically transferred directly from your checking, savings account, or credit card to the church's account.

Q. When will my Online Giving contributions be deducted from my account?

A. Your Online Giving contribution will be debited on the date you specify online or on your written authorization form.

Q. Without a canceled check, how can I prove I made a contribution?

A. Your bank or credit card statement will provide you an itemized list of any electronic transactions and your donations will be summarized on your regular giving statements prepared by our church treasurer.

Q. Is Online Giving risky?

A. Online Giving is less risky than check donation. It cannot be lost, stolen or destroyed.

Q. What if I try Online Giving and don't like it or need to change it for any reason?

A. You can cancel or change your authorization by notifying us any time. But, once you've enjoyed the convenience, time and money savings of Online Giving, we doubt you will want to go back to making donations the way you did before.

Q. How much does Online Giving cost?

A. There is no cost to the donor. Life Springs Church pays all fees related to Online Giving.

Q. How are my automatic contributions deducted and transferred?

A. First, you sign up for Online Giving, indicating the amount you wish to contribute on a regular basis. For EFT, contributions are then transferred through the Automated Clearing House (ACH) network—the same network already used by families to make mortgage and utility payments or to receive payroll earnings and Social Security income. For credit card, contributions are transferred through the VISA/Mastercard network - the same as any other credit card transaction. Online Giving goes by other names including Electronic Funds Transfer (EFT), automatic payment, or simply, ACH.

Q. Who is Vanco Services?

A. Vanco Services, LLC is our Online Giving service provider. Vanco Services is a financial technology service company that provides electronic funds transfer (EFT) services to over 5,000 churches nationwide. Information received by Vanco Services is processed in a secure, confidential environment. Vanco Services is endorsed by the United Methodist Church General Council on Finance and Administration. For more information about Vanco Services, go to their website at: <http://www.vancoservices.com/>

Q. Who can I contact for additional questions?

A. Contact any member of the Finance Team.