

ONLINE GIVING* FAQ

FAMILY LIFE ASSEMBLY OF GOD

ONLINE GIVING

WHAT IS THE ADVANTAGE OF ONLINE GIVING?

- It's a step of faith deciding in advance to give faithfully.
- It allows you to give consistently even when you're not at church.
- It allows you to focus on the service when you're at church.

IS THIS SECURE? DOES THE BOARD KNOW MY CREDIT CARD NUMBER?

- Our online giving system uses 128 bit encryption, the strongest level of Secure Sockets Layer (SSL) supported by web standards.
- No one at the church will have access to any of your bank or card account information.

IS ONLINE GIVING RISKY?

- It is less risky than handwritten checks as it cannot be lost, stolen, or destroyed in the mail.
- It has an extremely high rate of accuracy and is easier for the church accounting office to process.

WHAT IF I DON'T LIKE ONLINE GIVING? CAN I JUST TEST THIS OUT?

- Absolutely. Just use the Online Giving link to give a small amount one time.

HOW MUCH DOES ONLINE GIVING COST?

- It costs you nothing and saves you time. The fee to the church is nominal.

RECURRING GIVING

WHAT IS RECURRING GIVING?

- Recurring giving is giving the same amount over a period of time at set frequencies.
- This is the best method to maintain strong financial stewardship in our lives.
- This is the same principle Pastor Mark has been using to give over the past 13 years.

WHY DOES THE CHURCH BELIEVE SO STRONGLY IN RECURRING GIVING?

- It frees us up from trying to “catch up” when we miss and the guilt that accompanies that.
- The Bible teaches that our giving should be regular, planned, and proportional.

1 Corinthians 16:1-2 (NIV) Now about the collection for God's people: Do what I told the Galatian churches to do. On the first day of every week, each one of you should set aside a sum of money in keeping with his income.

WHAT IF I WANT TO CHANGE OR CANCEL MY RECURRING GIVING?

- Simply return to the Recurring Giving link and set your recurring giving to \$0.00.

FUNDING METHODS

SHOULD I USE A DEBIT CARD, CREDIT CARD OR E-CHECK/ACH/ETF?

- We should give to God's work through our regular income, not "charge it."
- Online giving is for your convenience, but you should be careful about giving to the church on credit, unless you plan on paying it off that month.

WHAT KIND OF CARDS ARE ACCEPTED?

- MasterCard, Visa, American Express, and Discover are accepted.
- Remember: E-checks/ACH/ETF is the preferred method of giving online since this results in the lowest cost to the church.

I ALREADY GIVE VIA E-CHECK/ACH/EFT, DO I NEED TO CHANGE?

- Thanks for giving in this way, you don't need to change a thing.
- However, if you are willing, it would help our accounting work load if you gave in the same manner through our Recurring Giving.

WHEN WILL THE CONTRIBUTION BE CHARGED TO MY BANK ACCOUNT OR CREDIT CARD?

- Funds should be transferred or charged within one business day from the date you specify.

OTHER QUESTIONS

HOW CAN I GET A RECEIPT?

- A receipt will be emailed to you almost immediately.
- For Recurring Giving a receipt will also be emailed to you when the funds are drawn on your account.

WILL MY GIVING BE ON MY ANNUAL STATEMENT FROM THE CHURCH?

- All giving, online or in person, will be shown on your quarterly statements.
- Funds that are payments for registrations, (i.e. Camp, Events) will not.

WHAT DO I DO ON SUNDAY WHEN THE OFFERING PLATES ARE PASSED? I LIKE TO GIVE!

- Toss your Connection Card into the offering.
- If you like, fill out an offering envelope indicating "I gave online."

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.

WHAT IS TOUCHPOINT? WWW.TPSDB.COM

- Touchpoint Church Management Software is the database choice of Family Life. It was created and is maintained by Bellevue Baptist Church of Cordova, TN (<http://www.bellevue.org/>) which uses it for the needs of their congregation which number over 10,000 people.

WHY SHOULD I SET UP AN ACCOUNT AND PASSWORD?

- This helps you to ensure that your giving is credited properly.
- It also allows you to change your basic info and to print your own giving reports.

WHY DOES THE DATABASE WANT TO KNOW MY BIRTHDAY? OR MARITAL STATUS?

- The birthdate is actually a great database identifier to differentiate people of similar names.
- It helps when targeting communications to certain age or marital groups. (i.e. Singles, Seniors, etc.)

I HAVE ADDITIONAL QUESTIONS ABOUT ONLINE GIVING THAT HAVE NOT BEEN ADDRESSED.

- For any questions, concerns or comments about the online giving system, please contact us at office@flagchurch.com or 620-232-3524.

*For nearly every situation registration payments (i.e. Camp, Events) operate in the same way donations/giving except there is no religious giving credit given for those transactions.