



CHRIST
CHURCH
VIENNA

FAQ about Online Giving

Q: What are the benefits of online giving?

There are several benefits to online giving for both you and the church.

- **Simplicity** - You will not need to remember if you gave this month or pay period, or send your offering checks when you are out of town.
- **Security** - Online giving is more secure than giving with a check in that an electronic gift can't be lost or stolen.
- **No Distractions** - Instead of needing to worry about writing your contribution check during the service, you can be fully engaged with the worship service, knowing that you have already given your offering.
- **Helping Christ Church Vienna** - Online contributions require less processing from our administrative and volunteer staff since the information is logged to your donor record and deposited automatically. Additionally regular, scheduled giving enables CCV to have consistency of income during months that tend to be lower in attendance and income for the church.

Q: Is it safe to give online?

Yes. In many ways giving online is safer than writing a check because an electronic gift cannot be lost or stolen. The security of the system is continually managed by our online provider, Planning Center.

Q: What types of bank accounts can I give from?

You can give online from your checking account using your bank routing and account numbers.

Q: Can I give using a credit or debit card?

Yes, you may use a credit or debit card. You can choose Visa, Mastercard, AMEX and Discover.

Q: I currently use my bank's online bill pay feature for my donations. How is this different and should I switch?

You do not necessarily need to switch. Christ Church Vienna online giving is different from your bank's online bill pay feature in two ways: First, with Christ Church Vienna's system, donations

are immediately recorded to the church and your giving history at the time of your contribution whereas your bank takes time (several days) to process and mail a check to the church. Secondly, Christ Church Vienna's online giving is processed electronically, so there is no need for our contributions volunteers to handle a physical check.

Q: Are there any fees involved with giving online?

Not to you. You will not pay any fees with an online gift. You will see your full gift amount on your end of year giving statement. Transaction fees associated with credit card processing will be paid by CCV. Nevertheless, online gifts are a more cost efficient and convenient way for the church to process donations.

Q: Can I make a one-time contribution?

Yes. The system allows you the option of either making a one-time contribution or setting up a recurring contribution. For a one-time contribution, you can designate that the contribution should be made immediately or, for both one-time and recurring contributions, you can schedule the contributions to come out of your bank account on the date(s) specified by you.

Q: If I want to set-up a recurring gift, what are my options for frequency of my gift?

For recurring gifts, you have the option of giving weekly, monthly, twice a month (1st and 16th) or every two weeks. You may also specify the starting and ending dates for your recurring gifts.

Q: Can I change my personal information or the amount or the frequency of my gift once I have set it up?

Yes. You can change or cancel your contribution at any time *before* the date of your next scheduled contribution (once a contribution has been processed it cannot be cancelled). Simply log in to the system using your user name and password and make the necessary changes in the system.

Q: Can I review my donation history online?

Yes. You will be able to look at your donation history from the time that you started online giving. At the end of the year, you will be able to print a year end giving statement.

Q: Will I still receive regular contribution statements from the church?

You will receive a printed contribution statement mailed to your postal address if you have given via a regular check anytime this year. Planning Center gives you the opportunity to print or download your statement at any time for the current year and past year. If you ever need a

printed statement sent to you, please contact one of the church staff to connect you to the Book-keeper.

Q: When will contributions be taken from my account?

Contributions will be taken from your specified bank account within 2 business days of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

Q: How will I know that I set up my gift correctly?

Very shortly after submitting your contribution, you will receive an e-mail verifying your contribution and you will see it in your giving history online.

Q: Does it matter which Internet browser I use?

No. Any browser will work, including later-model mobile devices.

Q: Can I give by online or paper check?

Yes, you can give via online or paper check. If you'd like to write a paper check to Christ Church Vienna, please send it via mail, deliver it in person, or place it in an offering box before or after one of our services. Our address is:

Christ Church Vienna
PO Box 1142
Vienna, VA 22183

Q: I have additional questions about online giving that have not been addressed. Who can I talk to?

For any questions, concerns or comments about the online giving system, please contact one of the church staff and we will connect you with the appropriate person.