

Frequently Asked Questions re: Online Giving & Text-to-Give

	Online Giving	Text-to-Give
Is it safe to give online?	Absolutely. Any personal or financial information you enter is encrypted using SSL security - the same state-of-the-art security measures used by online retailers, banks, and other financial institutions.	
What payment methods do you accept?	We accept donations from credit/debit cards. While we're happy to accept your donation by credit card, Debit cards with the mastercard/visa logo cost significantly less, allowing more of your gift to go towards ministry.	We accept donations from credit/debit cards as well as your Bank Account (our recommendation). While we're happy to accept your donation by any means, Bank Account donations cost significantly less, allowing more of your gift to go towards ministry.
Do I need to Create an Account?	Yes.	No. That said, we do recommend creating one so that you can view your Text-to-Give history. Also, you will be asked to create an account if you'd like to set up recurring donations.
Are there any fees involved with giving online?	Yes, but not to you. URC pays the credit card transaction fees from the merchants.	Yes, but not to you. You have the option whether you want to cover that cost or not by selecting the option to pay the "Convenience Fee". If you choose not to, URC pays the credit card transaction fees.
Will I Receive a Receipt When I Give and can I view History online?	Yes. You will be emailed a donation receipt each time you give. You can also log in to your account and view all contributions made in your name, whether online, in church, or via Text.	Yes. You will be emailed a donation receipt each time you give. Again, we recommend creating an account so you can view all your giving history for Text-to-Give.
Will I still receive regular year end contribution statements from the church?	Yes. Your Year End statement will include both your Online Giving and your Text-to-Give giving as well. If you want to print it off yourself, you can log in to ONLINE GIVING, select YOUR GIVING, select the year to view	

	and click DOWNLOAD STATEMENT.	
When will contributions be taken from my account?	Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows 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.	
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 post to your card on the date(s) specified by you.	Yes. The Text-to-Give is set up to function as a one time contribution.
If I want to set-up a recurring gift, what are my options for the frequency of my gift?	For recurring gifts, you have the option of giving weekly, twice a month, every two weeks or once a month.	You have the same options IF you logged into your Text-to-Give account.
Can I change my personal information 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 contribution. Simply log in to the system using your user name and password and make necessary changes in the system.	Yes. If immediately after texting a gift, you can type the word EDIT to change it or REFUND to cancel it. If time has passed, you will need to login and make necessary changes in the system.
Can I designate my gift to a particular cause?	Yes. You can designate your gift to go toward tithe or Diaconate Fund, or any Fund you see available at the time of your gift.	No. Currently you can only designate to the General Fund using the keyword TITHE or GIVE. This may change in the future as we get accustomed to this platform.
How will I know that I set up my gift correctly?	Immediately after submitting your contribution, you will receive an email verifying your contribution.	
Is there a minimum or maximum that I can give?	No. That said, for very large gifts, we recommend you contact us to ensure your gift is processed in a timely fashion. (FellowshipOne's internal giving security can flag large donations for security reasons.)	
I have additional questions about giving that have not been addressed. Who can I talk to?	For any questions, concerns or comments about our online giving system, text-to-give system or giving in general, please contact us at accountant@urcstaff.org . You will receive a response from our financial secretary as soon as possible.	