

Frequently Asked Questions

General Information

What is eGiving?

eGiving is electronic giving. It allows anyone to donate to the church electronically over the Internet, either connecting through our church's Website. Grace Lutheran Church utilizes GivePlus+, which is a tool provided by Vanco Payment Solutions, a subsidiary of Wells Fargo Bank.

What are some benefits of eGiving?

Some benefits of online and mobile eGiving are listed below:

- Does not require cash, checks or giving envelopes, reducing those expenses for the church and for the giver.
- Donations can be made at any time and from anywhere, allowing donations to continue uninterrupted during church absences.
- Can be used for both one-time and recurring gifts and donations. Examples of one-time donations include gifts/donations for the memorial fund, the World Hunger Fund, or to pay toward flowers, youth trips, or mission-related projects and activities.
- Does not require the completion of written authorization forms.
- Donations can be directed to multiple funds to support church operations and missions.
- eGiving ensures security and privacy of donor information. Vanco Payment Solutions is Payment Card Industry (PCI) compliant.
- Reduces the handling of cash, checks and other paperwork by tellers and administrative staff.
- Improves tracking of revenue for budgeting purposes.
- Allows payments from bank savings or checking accounts and/or major debit/credit cards.

What is a one-time gift?

A one-time gift is a single donation that is made to the fund or mission of the giver's choice. The giver can select the date of the donation. Examples of one-time donations include gifts/donations for the Memorial Fund, the World Hunger Fund, or to pay toward flowers, youth trips, or other mission-related areas and activities. One-time donations can also be made to Grace's general fund and building fund if recurring donations have not been previously set up for these areas.

What is a recurring gift?

A recurring gift is a donation set up to occur automatically on a regularly scheduled basis. Many church members fulfill their pledges in this way. *(Note: Your recurring donation and dates should be reviewed at least annually to reflect changes to your pledge.)*

What are the benefits of setting up a recurring gift?

A number of benefits result in setting up a recurring gift, including:

- Reduces check writing for frequent donors.
- Donations continue uninterrupted during absences.
- Reduces administrative costs for Grace Lutheran Church.
- Assists in the church budgeting process.
- Consumes fewer resources than paper check processing.

If we are currently using "Simply Giving", do we need to change our method of giving?

No, the church office will assume that you desire to continue your present method of giving unless they hear otherwise.

Will we still receive giving envelopes if we elect to give electronically through online or mobile giving?

No, you will not receive giving envelopes if you elect eGiving. However, festival and special occasion envelopes will always be available in the pew racks. (Grace's bulletin tear-off sheets allow all those in attendance at worship to participate in the offering.) Some online givers also choose to place a small monetary donation in the offering plate during worship. This may serve as an excellent opportunity for younger givers to participate!

Creating and Managing Your GivePlus+ Account

Do I need to create a GivePlus+ account?

Not necessarily. You can make a one-time donation or multiple individual donations as a guest, without a Give Plus+ account. However, creating an account allows you to access several convenient GivePlus+ features. Once you create an account and log in, you can securely store your bank, credit and/or debit card information to quickly make future donations. You can also set up recurring donations or review your giving history. It's simple to create an account and only takes a few minutes.

How do I create a GivePlus+ account?

To create a GivePlus+ account, you will go to the Giving page on Grace's Website, click on "Login/Create Profile", enter your email address and create a password. In addition, you will select whether you'd prefer to log in with your device's Touch ID or create a PIN. An email will be sent to you to verify your email address. Click on the link sent to you via email, and you're finished!

What are the minimum user ID and password requirements to sign onto the Web site or mobile app?

The user ID is your email address. The password must contain at least 8 characters and must include at least one letter and one number. The password can consist of the following characters: upper and lower case letters, numbers and special characters: @#\$%^&-+=. It cannot contain the special characters * " or >. It cannot be identical to your first name, last name or email address and cannot be reused. Passwords are case sensitive.

I forgot my GivePlus+ username or password. What do I do now?

Your username is the email address you used to create your GivePlus+ account. If you can't remember your password, click the Forgot Password? link and follow the instructions to create a new one. If you can't remember your email address, contact the Grace Office for an account lookup or create a new GivePlus+ account with a new email address.

How do I change my password?

Log into your GivePlus+ account with your current password. Next, go to the sidebar menu, select Account Profile then click Change Password and follow the instructions.

How do I reset my PIN?

When you create your GivePlus+ account, you may choose to log in with a PIN instead of a password. If you forget your PIN, select Forgot PIN from the log-in screen and then log in with your password. Next, go to the sidebar menu, select Account Profile then click Personal Information and create a new PIN.

Making Donations Using Grace Website's Online Giving Page

How do I make donation(s) on Grace's Online Giving Page?

If it is a one-time donation, you will either log in with your email/password, OR sign in as a guest. Then simply type in the amount you wish to give in the correct box, e.g. General Fund, Building Fund, Memorial Fund. Click on "Next" to continue, which is at bottom of screen. You will need to add your bank, credit or debit card information each time if you are signed in as a guest. The prompts are straightforward and should guide you through the process.

If you choose to log in to your GivePlus+ account, you will type in the amount you wish to give and select one of your previously entered payment methods.

If you wish to set up a recurring gift, you will select the Fund and frequency of the donation. If you choose "Semi-Monthly" you will have two transactions each month, one on the 1st and one on the 16th. "Monthly" transactions will be on the 1st or the 16th.

(Note: Your recurring donation and dates should be reviewed annually to reflect changes to your pledge.)

Additional Details and Technical Information

What payment methods can I use to donate?

GivePlus+ donations through the church's online giving page can be made using your checking/savings account or debit/credit card.

Will payments from PayPal be accepted?

No, PayPal is not currently available as an option for payment.

Will I receive a receipt?

If you are logged into your GivePlus+ account or enter your email address when completing a donation, you will receive a receipt via email. When you are logged in, you will also be able to view transactions in your giving history.

How long does it take to post a donation to my account?

A donation from your checking/savings account is an ACH (Automated Clearing House) transaction which usually takes three business days to clear and post to your account. A donation via debit/credit card goes through the Merchant Payment System and usually clears and posts in less than two days.

When I make a donation, is my credit card information secure?

Yes. Vanco Payment Solutions meets or exceeds all industry standards to safeguard your data. This includes leveraging technology and encryption to ensure that your data stays safe during transmission.

What are the transaction fees for eGiving?

The transaction fee for giving from your checking or savings account (ACH transactions) is 0.8 % plus \$0.35 per transaction. For VISA, Discover and Mastercard transactions, a fee of 2.35% plus \$0.35 per transaction is charged.

I made a mistake and donated the wrong amount. How can I get a refund?

Contact the church and they will be able to credit the amount donated in error back to your account – just like when you return an item you bought at a store or online.

Can I delete or change a recurring donation?

Yes – any time if you are logged into your GivePlus+ account. You will only be able to view and edit recurring donations while you are logged into your GivePlus+ account. To make any changes to a recurring donation, simply delete the current donation and then set up a new recurring donation with the desired changes.

What funds can I donate to using online and mobile giving?

You may donate to the General Fund, Building Fund, or Memorial Fund. An “Other” Fund category will also allow you to specify other gifts or payments at your discretion such as the World Hunger Fund, or one-time payments for flowers, youth fundraisers, etc.

What donations are displayed in the GivePlus+ Mobile giving history?

When you choose to create a GivePlus+ account, you can log in to view your giving history. This history will include electronic donations to all churches you’ve donated to when you were logged into the GivePlus+ Mobile app, or that you made via the church’s online giving page. This also includes donations you made when you were logged into an account associated with the same email address as your GivePlus+ account. Any electronic donations made as a guest (without logging in) will not be visible in your Give Plus+ giving history.

What if I need assistance setting up my GivePlus+ account or making a donation using eGiving?

You may contact the church office as a first step. If you need further assistance, we have several eGiving committee members who would be happy to work with you 1:1. The office will direct you to those person(s).

Online pledging

How do I pledge online?

You will be able to do this on the church Website under the “Give” tab. When you pledge online, you will decide upon the amount of your annual financial commitment to support Grace’s General and/or Building funds. Your online pledge will be emailed directly to the church office and is completely confidential.

Do I need to set up a Give Plus+ account in order to pledge online?

No, you can pledge online by completing the online pledge form. The form contains fields of information that are required for the church to complete the pledging process. Please "submit" the required information and the form will be sent to the church treasurer.

When I pledge online, will my giving automatically be triggered?

No. Pledging is ONLY a promise of giving. It does not automatically trigger your giving. You still need to decide how to fulfill that promise of giving, whether through traditional envelopes or eGiving. If you elect to participate in eGiving, you may set that up on the church Website.. More details on these options are found elsewhere in this document.

Can I change my pledge online?

Yes, you can change your online pledge anytime. Just log into your Give Plus+ account and make the desired changes.