

## Snow Hill Church Online Giving

### FAQ – Frequently Asked Questions

We give out of gratitude for God's grace and in order to support God's work in our church and in our community. Simply put, giving is one way we spread joy! You can give online, cash, or checks. Online giving is an additional way to give, not the only way.

*A gift opens the way and ushers the giver into the presence of the great. Proverbs 18:16*

*Honor the Lord with your wealth, with the first fruits of all your crops. Proverbs 3:9*

*Each of you should give what you have decided in your heart to give, not reluctantly or under compulsion. For God loves a cheerful giver. 2Cor 9:7*

**Snow Hill pledges to continue to be good soil for your generous giving.**

#### **Why Online Giving?**

Many people have moved to using credit cards and bank transfers (ACH) to pay bills, transfer funds, and general purchases. Some rarely use a check book today. Online giving is an additional way a person can give their tithes and offerings to the church. This is a convenience, not a requirement. We will continue to accept cash and checks.

In addition to convenience, this also provides an easy opportunity for giving when a person is unable to attend in person or is isolated from using a common basket for health reasons.

#### **How can I give online?**

There are multiple ways to access online giving:

- 1) Church website [www.snowhillumc.org/giving/](http://www.snowhillumc.org/giving/)
- 2) Download the new Snow Hill church app and use the "Giving" tab  
<https://app.ministryone.com/landing/kQbE>
- 3) Text to 336-863-3501. Enter keyword "Give". Follow instructions.

#### **What is "recurring" giving?**

Recurring allows you to enter the giving request once and it will be repeated based on your designation such as weekly, bi-weekly, monthly, quarterly, or annually. Recurring donations provide a steady stream of support. It is a great way to manage charitable giving without the worry of missing a contribution and your gift continues over time.

Note: Recurring does require you to set up a userid/password so you can update the gift.

#### **Is there a charge?**

The financial institution does charge a minimal fee for each transaction sent online. The cost is .07% for ACH bank checking account deposits and 2.5%+ \$.45 per credit card transaction. During the online giving procedure, the person will be given an opportunity to cover the fee as part of their contribution.

#### **Is online giving safe?**

Yes, absolutely. All sensitive financial information is stored with bank level security. All information is secured with 256 AES encryption and stored by our banking partner to Level 1 PCI compliance standards. Additionally, all transmissions to our banking partner and on our site are via an encrypted HTTPS connection.

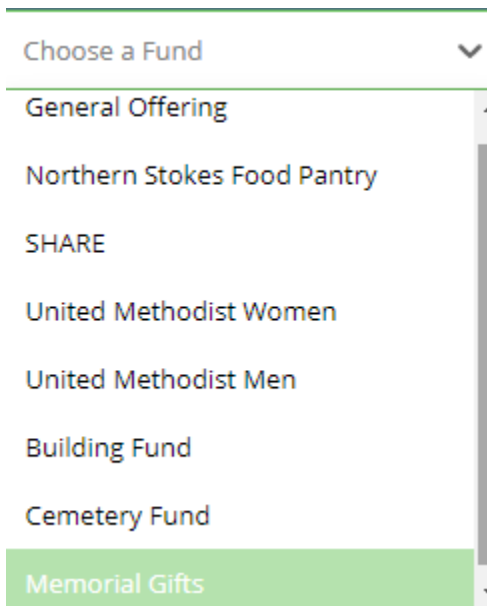
#### **How will I know when my credit card is charged?**

Anytime your card is charged you will receive both an email and a text message confirmation from the system.

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### Can I designate my gift to a specific fund?

Yes! Through giving online, you'll see a dropdown menu of your church's available fund designations! If you do not see a fund dropdown, that giving form has already been tied to the correct fund.



The image shows a screenshot of a web form. At the top, there is a dropdown menu labeled "Choose a Fund" with a downward arrow. Below the dropdown, a list of fund options is displayed: "General Offering", "Northern Stokes Food Pantry", "SHARE", "United Methodist Women", "United Methodist Men", "Building Fund", "Cemetery Fund", and "Memorial Gifts". The "Memorial Gifts" option is highlighted with a green background.

If you're giving via text, you'll simply send your *gift amount* followed by the *fund keyword* to your church's giving number. For example, "\$100 OFFERING."

If you don't know which fund keywords are available, text *KEYWORD* to your church's giving number. Current keywords: OFFERING, Buildng, Foodbank, SHARE, UMM, UMW, Memorial, and Cemetery.

### How do I edit my donor account information?

Simply visit the Snow Hill giving page on the church website or downloaded app on your phone and Sign In. Once logged into your account, you'll find your information (and how to edit it) in the top corner.

You can also update via text. Text the word "EDIT" to 336-863-3501 and you'll be given a link to your Account Settings page.

### Text Giving FAQs

#### Does text giving cost me anything?

Other than standard text messaging and data rates, there aren't any fees! Keep in mind that all digital gifts do have a small processing fee. Your church or ministry is charged that fee.

#### Is my personal information sent in a text message?

We never send any personal or financial information via text message. We simply facilitate giving. Your personal and financial information is always encrypted and stored securely.

#### How will my phone number be used?

Your phone number will **never** be sold, traded, or given out to third parties. You will only be texted to confirm your giving and receive responses to other requests you make.

#### What if I accidentally type the wrong amount?

When you make a gift, you will receive a text confirmation that re-states the amount given. If you made a mistake, you can respond with the word "REFUND" within the first 15 minutes and you will not be charged. After 15 minutes, if a refund is needed, please contact the church Treasurer.

#### Is it case sensitive? Do I have to put a \$ symbol?

Nope! Gifts will work as 100 or \$100 or \$100.00 or 100.00 etc. Any text you enter is not case-sensitive. We also recommend double-checking the amount before sending your text.

#### What is the phone number I text and whose is it? Snow Hill: 336-863-3501

The phone number you are texting is a secure number that belongs to your church, through your giving platform. It is used exclusively for giving

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## Examples – Specific look may vary based on method of giving

**Online Giving for Snow Hill**

Please use the form below to give your donations (one time or recurring). Whether you are giving in person or online, we give thanks to God as we return a portion of our gifts. Processed by Level 1 Certified PCI Compliant Service Provider with the highest set of security standards in the payment card (256 Bit SSL technology with 256 bit encryption). **No local church affiliates** will have access to the sensitive financial information.

**You will see the church photo and some explanation**

- Click on “Choose a Fund” to see the list of funds (like “memo” field on check). “General Offering” will be used most of the time. Select fund.
- Enter dollar amount to give. If you click on the “+”, you can enter another fund/dollar amount

When you have finished entering the amount, you will see a total giving amount. You will be given the option to process the transaction via credit card or bank account (ACH)

If credit card is selected, appropriate information will appear including an option to cover the 2.5% fee. (For \$100, fee = \$2.50). Press “Submit” to complete transaction.

If bank account (ACH) is selected, appropriate information will appear including an option to cover the .07% fee (For \$100, fee = \$.70). Press “Submit” to complete transaction.

The system will allow you to set up recurring (automatic, periodic) giving.

Consider Recurring Donations - Recurring donations provide a steady stream of support. It is a great way to manage charitable giving without the worry of missing a contribution – you set the frequency, select a payment method and your gift continues over time.

## Snow Hill Church Online Giving

### New Church Application for your Phone



The easiest way to get started is to download the new app by clicking here <https://app.ministryone.com/landing/kQbE> This will download the Snow Hill UMC specific application. From your normal app store, you can also download "Ministry One" and then search for Snow Hill UMC. On your phone, it will look like a white cross on purple background called "Church".

Once you get the app installed, go to PROFILE. Update any of your information needed and get a password. You must have a password to get to some of the functions you will find very helpful. You can also enter your personal financial information for credit card and/or bank account if you would like but that is NOT required.

With a password:

- Under PEOPLE, you can see a church directory when you click on DIRECTORY. This provides contact information, family household information, and even the ability to click on an address and get GPS to give you directions. You can also see what groups you are associated and ask to be added to a group if you are missing (such as United Methodist Women or Men)
- Under GIVING, you can see your giving history. If you give online, history is updated within a couple of minutes. If you give at church, history is updated when the system is manually updated.

With or without a password:

- Under CALENDAR, you can see the church calendar.
- Under GIVING, you can give online via a credit card, a banking account, and even Google Pay. Please consider selecting the option to cover costs from financial institutions for this opportunity. It will be automatically calculated for you so you can see the amount before confirming.
- Under Contact Us, you can provide contact information that needs to be updated, ask to be added/removed from the online directory and ALL CALL communications. You can also enter a prayer request that will go to the Prayer Team.