

## ONLINE GIVING | Frequently Asked Questions

### **Q: What is online giving?**

A: Online giving is the ability to give a one-time donation through our website using your debit/credit card or your bank account. You can also schedule a series of donations (repeating gifts) once you have created a login username and password to our Online Community "*The Loop*".

### **Q: What is a repeating gift?**

A: This is a gift that is setup to automatically process through your account when you choose. You can choose the amount and how often you would like an automatic repeating gift to be made - weekly, every two weeks, or monthly.

### **Q: Are there any hidden charges or fees to give online?**

A: Nope. You select the dollar amount for your gift. That is the dollar amount that will be recognized as your donation. No costs or fees to you.

### **Q: Can I use my debit card or credit card?**

A: As long as it's a MasterCard or Visa.

### **Q: Can I use an electronic check?**

A: Yes, After clicking on Give, simply choose the "Checking Account" payment method on the "Give a gift" page. This is the most effective way to give as 100% of your gift can be used for ministry.

### **Q: Can I just try this by giving one time?**

A: Sure. Select the "Quick Give" #2 option on the Giving Homepage of the website ([www.highstreetnaz.org](http://www.highstreetnaz.org)).

### **Q: How can I keep a record of the amount I have contributed?**

A: You can view your online giving record on The Loop in your Profile. Click on the Financial Tab then scroll to the bottom of the page to find your recent transactions for the current year. You can also select "Giving Statement" under "Printable Statements" and print a copy of your giving statement. To view giving from the previous year, change the year in the "Date Range" drop down boxes and select "Create".

### **Q: If I choose to schedule a repeating gift for my contribution, when is the repeating gift charged to my account?**

A: You choose: one time, weekly, every other week (bi-weekly), monthly, quarterly or annually. You can set up as many schedules as you would like, so it's possible to give a monthly gift as well as a weekly one. Contributions scheduled on Friday through Sunday may not show up on your bank account or statement until early the following week.

### **Q: What if I want to change my repeating gift or stop it?**

A: Once you have created a username and password to "The Loop", on the Financial Tab of your Profile look under My Repeating Gifts at the bottom of the page and locate the repeating gift you want to change and click on "Stop".

### **Q: How do I participate in the weekly offering if my contribution is repeating gift and is automatically processed online?**

A: You can still participate in the offering during the service by reflecting on the message of the song or media that is being presented. You can also drop in an envelope or pick up a card in the foyer that says "I gave online" as an "act" of worship.

### **Q: If we want to help people get out of debt, why does High Street Nazarene accept credit card donations?**

A: Used within the parameters, debit and credit cards can be an efficient tool for payments and purchases. Many people utilize them in place of checks or cash throughout the month, and then pay off the balance in full. For these people, we offer the option of using a debit or credit card to give. We strongly discourage those who have ongoing credit card debt from exercising this option.

**Q: How should I tithe if my income varies from pay period to pay period?**

A: Depending on which is more feasible for your situation, you can handle tithing with a fluctuating income in a couple of different ways. Some people choose to give exactly one-tenth of their earnings for each individual pay-period. Others estimate their total earnings for the year and give a portion of the total tithe each week or month throughout the year.

**Q: Should I tithe off my gross earnings or the net amount of my paycheck?**

A: Scripture doesn't use the literal terms "net" or "gross". It's more important to note that the spirit in which we give is of greatest value to God. He tells us in 2 Corinthians 9 that "each man should give what he has decided in his heart to give; not reluctantly or under compulsion, for God loves a cheerful giver."

**Q: Who do I talk to if I have more questions?**

A: Contact the Contributions Department at: 937-323-9686 or [contributions@highstreetnaz.org](mailto:contributions@highstreetnaz.org) and they'll be glad to answer any questions you may have.

The screenshot shows the High Street Nazarene website interface. At the top, there is a navigation bar with 'Home', 'Groups', 'Calendar', 'Messages', 'People', 'Give', and 'More' buttons. The 'Give' button is highlighted with a red arrow labeled '3'. Below the navigation bar, the user profile for 'Bugs Bunny' is displayed. The profile includes a cartoon image of Bugs Bunny, contact information (phone: 555-123-4567, email: highstreetnaz@gmail.com), and an address (555 Any Street, Any Town, OH 55555). A large red arrow labeled 'Profile' points to the profile information. To the right of the profile, there is an 'Actions' menu with options like 'Send an email', 'Fill out a form...', and 'Download vCard'. Below the profile, there are tabs for 'Activity', 'Family', 'Info', 'Involvement', 'Financial', and 'Serving Availability'. The 'Financial' tab is selected, showing a 'Recent Transactions' table with columns for date, type, status, and amount. A red arrow labeled '5' points to the 'Recent Transactions' header. Below the table, there are sections for 'Pledges', 'Printable Statements' (with a red arrow labeled '6' pointing to 'Giving Statement'), and 'My Repeating Gifts' (with a red arrow labeled '4' pointing to the header). At the bottom, there is a 'Give' button with a red arrow labeled '3' pointing to it. On the right side of the page, there is a list of instructions for each numbered arrow:

- 1. Edit Profile: This is where you can update your personal information and make any changes necessary for your Profile.
- 2. Change Username/Password: Click here and follow the instructions to change your login or password.
- 3. Give: This is the place to be if you want to give a one-time or repeating gift with either your checking account or debit/credit card.
- 4. My Repeating Gifts: This is where you can view your repeating gifts already scheduled or stop a repeating gift.
- 5. Recent Transactions: This is where you can view your transactions even those not processed or credited to your giving statement yet.
- 6. Giving Statement: You can access your giving statement at any time for any dates. Just click here and set the date range for whenever you like, then click create.
- 7. Send an email: From here you can contact our Contributions Dept. and ask any questions you may have about online giving or your giving record. The email address is: [contributions@highstreetnaz.org](mailto:contributions@highstreetnaz.org)