

## PushPay online giving - Frequently Asked Question (FAQs)

- **What if I still want to write a check or give cash?**
  - **A:** We still welcome in-person cash and checks and mailed-in checks.
- **Can I give from my computer or phone?**
  - **A:** Yes, you can access the giving page directly from <https://pushpay.com/g/rfcovchurch> on your computer or phone. It is also available thru the RFCov website under online giving.
- **When can I start giving?**
  - **A:** Right away. You can give thru the browser and starting at annual meeting on **June 29<sup>th</sup>** **give with our new mobile application** that is available on **Google and Apple** stores.
- **How do I log in?**
  - **A: Your phone number will be your user ID.** The first time you give you'll be prompted to create a password. But after that you will be able to log on using your phone and a text verification each time.
- **What if I don't want to share my phone number?**
  - **A:** You can choose to give as a guest, but this is only available as a one-time gift and can't be set up as recurring.
  - **Pushpay is PCI-DSS Compliant as a Level 1 Service Provider** so you know your data is secure. More information is available at: <https://pushpay.com/security/>
- **What is the most cost effect way to give?**
  - **A: Consider selecting "bank account" instead of "credit card" or "ApplePay" for your online gifts.** We welcome any kind of payment. But your gift goes farther if it is from your bank account, because the fees the church pays are much lower for bank transfer than for credit cards and Apple Pay. More information is available on <https://www.rfcov.org/online-giving/>
  - The fees to process bank account direct payments are so reasonable that they nearly offset the costs of manually processing paper checks, with high accuracy and security.
  - Specific giving rates are:
    - ACH/Echeck (debit from your checking or savings acct): 0.5% + \$0.15 per Transaction
    - Credit/Debit Card: 2.65% + \$0.30 per Transaction
    - Apple Pay: 2.65% + \$0.30 per Transaction
    - Debit Card: 2.65% per Transaction
    - Amex: 3.00% per Transaction

- **What do I need when I set up online giving the first time?**
  - **A:** When you give on the new site for the first time, you will need your bank routing number and your bank account number to set up a direct payment from your bank. Have a check handy for this, or see your bank's website for its routing number. You only need to do this the first time. For credit card, have your card handy. Apple Pay is also available.
- **What are the options that I can currently give to online?**
  - **A:** Only 4 funds will be visible initially, to keep things simple. They are the funds we expect to be used most often, but we have the ability to add more in the future.
  - **1) Regular Giving (Tithes)** - This is what supports the church budget and our operating expenses.
  - **2) Benevolence** - This is giving above your tithe which goes to supporting those in need within our local community.
  - **3) New Parking Lot / Building Improvements** - This is a new fund set up so support the capital campaign to raise funds for parking lot renovation.
  - **4) Mortgage Reduction** - This goes directly to paying down the mortgage principle on the worship center. This was called FEF (Facility Expansion Fund) in the old online giving page.
- **What if I want to give to something else on a regular basis?**
  - **A:** If you wish to give to something else on a one-time basis, you can state in the memo field what your gift is for. **If you plan to give on a recurring basis to something besides the 4 main funds**, ask us for a special link you can use to set up that recurring gift. It's easy. Recurring giving has been going to Missions, UNITE, and women's ministry. You still can.
- **What if I want to delete or change my bank or credit card information in the new giving page?**
  - **A:** You can log directly into Pushpay.com OR once the mobile application is available on June 29<sup>th</sup> you can make those changes within the mobile application.
- **Who do I contact with questions about the new giving software?**
  - **A:** Evan Carstedt, Andrew Ertsgaard, and Debra Hanson. A table is available in fellowship hall for the next several Sunday mornings to answer questions and help set up giving.
- **What happens if I'm already giving on the old online giving platform to First Covenant?**
  - **A:** Those who give on recurring basis via existing site, Covenant Giving, will need to go to that website and cancel that giving. Then you go to the new website to set up your giving. More detailed instructions on turning off old online giving (Covenant Giving) is here: <https://www.rfcov.org/give-transition-instructions/>
- **How long do I have before the old online giving is turned off?**
  - **A:** We don't have a date yet when we will turn off the old online giving page. We will be working with folks to help them switch and reaching out to make sure folks aren't having technical issues.