

FREQUENTLY ASKED QUESTIONS

- **How do automated contributions work?**
 - You select a payment method, start date, frequency and contribution amount. On the scheduled date(s), VANCO will process the donations then deposit them into the church bank account. The Church Financial Secretary will receive a report of all donations.
- **Will my payment through VANCO be applied to my Pledge?**
 - If you have submitted a pledge to the church office, we encourage you to write “pledge” in the memo box next to the donation amount so we know your donation is being applied as a pledge. Any other donations you make through VANCO will also be shown on your pledge statement.
- **When will my contributions be processed?**
 - Your contributions will be processed on the date(s) you authorize.
- **What can I use to show I made a donation?**
 - The itemized list of electronic transactions that appear on your bank or credit card statement can be used as proof of your donations.
- **Will I receive a receipt?**
 - Yes. You will receive a receipt via email, and you will also be able to view transactions in your giving history if you created an account/profile through VANCO. Guest donors will receive a receipt if they choose to enter their email address when completing a donation.
- **How can I participate in the offering during service?**
 - “I Give Electronically” cards are located in every pew rack and can be placed in the offering plate.
- **How safe is electronic giving?**
 - VANCO Payment Solutions meets or exceeds all industry standards to safeguard your data. To help ensure your data stays safe, VANCO leverages technology such as tokenizing card data and encrypting sensitive information for transmission and storage.
- **Can I cancel or place a hold on my donation?**
 - You can cancel or suspend donations by going online and signing into your account.
- **I made a mistake and donated the wrong amount. How can I get a refund?**
 - Contact the church Financial Secretary and he/she 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.
- **What payment methods can I use to donate?**
 - Donations can be made with your checking/saving account or with a Visa, MasterCard, Discover or American Express debit/credit card.