

# Chatham United Methodist Church

## Electronic Donations Through Vanco Services - Frequently Asked Questions



**Q: What does the term “electronic donations” refer to?**

**A:** CUMC has contracted with Vanco, a leading provider of electronic payment services for churches and other organizations nationwide, to handle electronic donations. Using the service, a donor to CUMC may set up **one-time** or **recurring** donations via **savings** or **checking** account (“electronic funds transfer” or “EFT”), **credit card**, or **debit card**. Whichever method the donor chooses, it eliminates the need to write a paper check.

**Q: Do I have to sign up for electronic giving?**

**A:** No. If you prefer giving in the way to which you are accustomed, you may continue giving in that way, and the church, as always, is grateful for your generosity. However, the Trustees, the Finance Committee, and the Stewardship Committee **prayerfully ask all those who are comfortable giving to CUMC electronically through Vanco to use it as their primary method for giving**, as it is preferred over paper checks and other electronic means.

**Q: I already give through online banking. Why should I give through Vanco?**

**A:** There are many advantages to giving through Vanco instead of through your bank’s system or other electronic means such as Quicken. Donors are able to **set up automatic recurring donations, give to multiple funds, post-pay or pre-pay vis-à-vis the current or the following year’s pledge, view a complete donation history, and more**. Also, with Vanco, the church is better able to track and post donations. Vanco integrates with the church’s Shelby system. And eventually, multiple funds will be set up so that even special-purpose giving may be done through the donation page.

**Q: Why is my donating electronically so important to CUMC?**

**A:** Electronic giving **strengthens stewardship** by allowing church members and others to give at any time of the day, 365 days per year. It is convenient for the donor, who maintains control of the amount, timing, and use of donations, just as with a check. **Automatic recurring donations** (an available option) provide the donor **peace of mind** that the church is receiving funds in a **consistent and timely manner** throughout the year—even during vacation periods. This provides CUMC a more predictable, less variable stream of income, which **facilitates budgeting and planning** for the church’s missions and ministries and reduces the risk of liquidity issues. Having most donations centralized through Vanco means that the church benefits from the **reporting and tracking** that the company provides. Lastly, automation of the process and integration with Shelby mean that **less volunteer and employee time** will be spent on manual counting and data entry.

**Q: Can I modify or cease automatic recurring donations, or immediately cancel a donation made in error?**

**A:** Yes, you have total control by accessing your online donation profile or by contacting the church Finance Manager. When setting up an automatic recurring donation, you can also specify an end date, which can be the end of the calendar year or any other date in the future.

**Q: Does giving electronically mean that during church services, I will never again put something in the collection plate?**

**A:** Not necessarily. Members who wish to participate in the physical act of giving during the service may write, “I give electronically” on their envelopes. These will be blessed by our pastor along with the other offerings in the collection plates.

**Q: How do I initiate giving electronically?**

**A:** There are two ways:

(1) The preferred way is to **access the donation page** via computer (see following question). First, create a profile by clicking the **“Create Profile”** button. After you have created a profile, we ask that you wait for a confirmation email from CUMC's Finance Manager before beginning to make online donations under your profile. The one-time process—confirming that your ID numbers at Vanco and CUMC are in agreement and sending a confirmation email to you—may take as long as one week. Once you are ready to donate, **if you use EFT (direct debit), you will need your bank account number and the bank's routing number.** When you set up a donation, a text box on the second page (above the “Process” button) provides a place to add a note or communicate instructions to the church office. If you have any **questions or comments about the online giving page**, please contact Finance Committee member **Kevin Walker** at [cumc.donation@gmail.com](mailto:cumc.donation@gmail.com) (note the dot between “cumc” and “donation”) or at **917-842-7124**.

(2) The alternative way to initiate electronic giving is to contact Finance Manager JoAnn Graziano in the church office (973-635-7740) and submit a paper authorization form. She can set up electronic giving for you, according to your instructions.

**Q: Where do I find the online giving web page?**

**A:** If you go to the CUMC website, [www.chathamumc.com](http://www.chathamumc.com), you will be able to access the donation page by clicking on the prominent link provided there. The donation page may also be accessed directly at [www.tinyurl.com/cumc-donation](http://www.tinyurl.com/cumc-donation) (note the dash between “cumc” and “donation”).

**Q: How much of my electronic donation actually goes to CUMC?**

**A:** A small amount of your contribution is used for fees to Vanco, and the benefits to CUMC of electronic giving far outweigh these fees. **The lowest fees are for EFT transactions.** For example:

- A \$100 donation by **American Express** would be a net contribution to CUMC of **\$96.05** after fees.
- A \$100 donation by **Visa** would net **\$96.80** after fees.
- A \$100 **EFT** donation (direct debit of **checking or savings account**) would net **\$99.75** after fees.

In each of these cases, the full \$100 donation would be recorded for pledge and tax purposes.

**Q: How will the church know when I make an online donation, and when will the church receive my funds?**

**A:** CUMC will receive an email confirmation of every online transaction and will have access to online reports detailing every transaction made. EFT transactions are withdrawn from the bank account of the donor and deposited into CUMC's bank account on the same day. Credit and debit card transactions are processed and deposited within 2 to 4 business days.

**Q: Will I receive a confirmation or receipt for accounting and tax purposes?**

**A:** If an online donor provides an email address, he or she will receive an email confirmation of the donation. Otherwise, the transaction will appear on the donor's bank statement or credit card statement with the church's name and the dollar amount. Your transaction history may also be viewed at any time on your online profile.

**Q: What security measures does Vanco have in place?**

**A:** Data security is the highest priority at Vanco. As a Payment Card Industry Level 1 Service Provider, Vanco passes rigorous, independent on-site audits and other critical assessments. Vanco has taken the extra step of implementing PCI Level 1 security standards across its entire line of payment solutions.

***Electronic giving is an integral part of CUMC's stewardship plan for 2014 and beyond. The church's financial leaders ask you to become a part of this important initiative as they continue efforts on your behalf to manage costs, balance the budget, strengthen finances, and enhance the predictability of income now and in the future. Thank you for your support.***