

Shoal Creek Community Church

Online Giving FAQs

Q: What is online giving?

Online giving is the ability to give cash (one-time or a series of donations using a schedule) with your debit card, credit card, or electronic check. You can also give non-cash assets through Shoal Creek's partnership with iDonate.com.

Q: What is a contribution schedule?

This is similar to a subscription. You choose how often you would like an automatic donation to be made—weekly, every two weeks, monthly, etc.

Q: Why do I have to set up an account and password?

Setting up an account and password allows you to enter a highly secure environment for your transaction. Once your account and password are established, all of your personal information, including debit/credit card information, is safe and protected. We also need your personal information so we may recognize your contribution annually via a contribution statement.

Q: Is it secure?

All debit or credit card information you enter and store for online giving is secured. No one has access to your data unless authorized by you.

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

No, there are no extra fees or costs. You select the dollar amount for your gift and that amount will be recognized as your donation.

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

Yes. You can use a MasterCard or Visa.

Q: Can I use an electronic check (ACH)?

Yes.

Q: Can I just try out online giving by giving one time?

Yes. Select "One Time" in the frequency drop-down box.

Q: If we want to help people get out of debt, why does Shoal Creek Community Church accept credit card donations?

Used within the parameters, debit and credit cards can be effective tools 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.* If you do, we encourage you to contact Sean Hoeflicker at sean.hoeflicker@shoalcreek.org to receive "one-on-one" financial counseling or to get information about the next Financial Freedom class/workshop.

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

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: Can I designate my gift to a particular department or ministry?

Every dollar given to Shoal Creek is put into a general fund used to support the mission of SCCC which is *to turn spiritual seekers into a community of fully devoted followers of Christ*. Therefore, gifts cannot be designated or restricted for use by a specific department or ministry.

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

The Bible 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: How can I keep a record of the amount I have contributed?

You can view your online giving record from the online giving pop-up window in Access ACS at any time. Scroll to the bottom of the window to see your giving history for the current year. There's also a drop-down menu that allows you to view giving from previous years. Press Ctrl+P to print the window. We also provide year-end statements either by mail or email.

Q: When is the automatic contribution charged to my account?

You choose—one time, weekly, bi-weekly, monthly, quarterly, or yearly. 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 gift. 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 online giving or stop it?

From the online window, scroll down to the contribution schedule. There will be options for you to make a change to your contributions schedule or to delete it entirely.

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

Please feel free to contact Jason Perry at Jason.Perry@shoalcreek.org.