

# ST. CAMILLUS PARISH ONLINE GIVING

## Frequently Asked Questions (FAQ)

### **Q. What is Online Giving?**

**A.** Online Giving provide a simple and convenient way for parishioners to tithe, contribute gifts for a specific need, or pay for event tickets and programs. There is no longer a need to locate checkbooks, remember weekly envelopes, or mail in funds. Easily give directly on the parish website.

### **Q. Is it safe? Are there risks?**

**A.** The online donations and payments systems meet the same security standards as online banking. Plus, your online gifts cannot be lost or stolen. So, as long as you are using a secure internet connection, online gifts can have fewer risks than carrying cash and checks. And there is instant tracking and recording of all transactions.

### **Q. How do I give online donations?**

**A.** Visit [www.stcamilluschurch.org/online-giving](http://www.stcamilluschurch.org/online-giving) for online donation and payment information and simply complete the short form on the parish website. You'll need a current email address and checking account or credit card number.

### **Q. Can I make recurring gift?**

**A.** Yes, you may choose to make a recurring gift. Is easy and convenient.

But, if you would like to set your weekly offering automatically, please consider Donations by Direct Deposit Payments as there are no service charge or extra cost to the parish. Per your written instructions, your bank account would be debited monthly or semi-monthly for whatever amount you choose. You can stop Direct Deposit donations whenever you wish. Contact the Parish Office to sign up. Or download this [Direct Deposit form](#), complete it and return to the Parrish Office along with a void check to begin electronic donations.

### **Q. When are my gifts automatically taken from my account?**

**A.** One-time gifts are immediately processed, and the transaction should show on your bank/credit card statement within a few days.

If you chose to make a recurring gift, your first donation will process immediately. Then, you will receive an email to create an online donor account. Your account allows you to choose the frequency of your gifts as well as a date on which the funds will be automatically withdrawn from a checking account or charged to a credit card. You can also pause or cancel a recurring gift at any time.

## **Q. Do I receive confirmation or record of my giving?**

**A.** In order to make an online donation or payment, you must provide a current email address. After submitting your gift, you will receive an email confirmation to the address provided.

If you selected to give a recurring gift, you will receive notification about your gift as well as information to set up your online donor account for future gift scheduling. Records of all recurring gifts are also tracked within your donor account.

## **Q. Can I give different recurring gift amounts for different needs?**

**A.** Yes. Whenever a recurring gift option is made available for a fund at your parish, you can schedule a gift to be automatically sent for that particular need. You can also pause or cancel a recurring gift at any time. When multiple recurring gifts are created from the donation page of your parish's website, each gift will later appear in your online donor account for easy management.

## **Q. What if my bank account or credit card information changes?**

**A.** Upon submitting a one-time gift, all information provided will be verified in order for the gift to process.

If a donor has a recurring gift, they will be able to log into their online donor account to make any necessary changes or updates to banking account, credit card, and contact information. Donor accounts also allow donors to update any details to their gifts including pausing or cancelling a scheduled gift.

## **Q. How do I sign up for an online donor account?**

**A.** Accounts are created upon submitting an online gift from the parish website. When submitting a gift, select the gift type to be recurring. Next, you will be sent an email notification to set up your new online donor account. Follow the simple instructions within the email to get started.

Always be sure to check email spam and junk folders for that first email notification. If you don't see an email after submitting your first gift, simply contact your parish bookkeeper to have account setup information sent to you.

## **Q. What if I try an online donor account but do not wish to continue using it?**

**A.** Recurring gift accounts can be set up or cancelled at anytime. In addition, an individual recurring gift can be paused or cancelled completely. If you attempt to cancel a gift after it has begun processing, you will need to contact your parish bookkeeper for a refund.