

Frequently Asked Questions

Stewardship Online Giving

- Go to the home page of the church website and click on the button “Online Giving” located on the bottom right side to be taken to the Online Giving system
- More questions? Call the Financial Administrator at the church office (630-323-6522).

1) Can I pledge online?

You can make payments online, but the pledge process (communicating your giving intentions to church) is not online yet. To pledge, turn in a pledge card, email accounting@chcpc.org, or call the church (630-323-6522).

2) I am worried about storing my financial information on a vendor’s site:

Vanco Services has a PCI (Payment Card Industry) rating of Level 1; the highest awarded and considered the gold standard. Part of the service we are paying for is their use of a scanning security metric, which continually checks their systems for security.

3) I am currently using the Electronic Funds Transfer Service; do I have to switch?

No! You may continue using the EFTs initiated via the paper form sent with the Stewardship letter in September. The advantage of switching over is you can also make occasional one-time gifts (EFT or on your credit card) and see your donation history online. These online financial instructions are considered “standing orders” and remain until you chose to change them (which you can do at any time online). There is no yearly paper renewal process for EFTs on the Vanco system.

4) Can I make recurring payments and occasional one-time gifts?

Yes. Any combination of EFT and credit card payments are possible. You could set your pledge payment on regular monthly direct debits through EFTs. And you could make one-time gifts via either EFTs or your charge card.

5) I have heard that online giving costs a lot.

Electronic Funds Transfers cost about **\$3/year as a flat fee**. Credit card processing runs about 3% of the transaction amount. We are urging those who pay by credit card to check the box, “Yes! I want to cover my processing fees” (located directly next to where you input your charge card number). Checking this box will automatically increase your donation by 3% to cover your own fees. **Online giving can be a neutral cost to the church if all donors pay their own fees!**

6) What impact will online giving have on the pledge process and budgeting?

None. Think of the online giving option as simply a payment system. **People still need to fill out their pledge cards and turn them in.** Your statement will continue to reflect pledged amount and YTD giving.