



Electronic Giving FAQ

About Vanco Payment Solutions

Vanco Services LLC (dba Vanco Payment Solutions) is a payments company that processes electronic transactions for more than 30,000 businesses and organizations, including more than 15,000 churches and nonprofits, offering proprietary web-based electronic giving platforms. Now processing over \$13 billion in annual transactions, it has served United Methodist churches since 2002 when it was first approved by the General Council on Finance and Administration.

The General Council has vetted Vanco as a Payment Card Industry (PCI) Level 1 Service Provider, a registered Third-Party Processor of Wells Fargo Bank NA and a registered Member Service Provider of Synovus Bank.

What are the methods of e-Giving?

Vanco can facilitate online contributions in the form of eCheck and Credit/Debit Card transactions. eCheck is also known as direct debit or ACH in which Vanco will deduct authorized amounts from your checking or savings account.

Are there any charges to use the program?

St. Peter's incurs subscription and transaction fees to use the program, but we believe they will prove to be well-spent by improving consistency and overall giving levels.

As with any retail merchant, credit card transactions carry higher transaction fees (3.50% for American Express and 2.75% for all other cards), and the system has a feature that allows the giver to absorb that fee by increasing the donation. We hope you will opt to offset these costs, and in that event we will record the full amount as your donation.

Can I give on my schedule?

We have enabled the system to accept one-time donations as well as recurring weekly and monthly donations that allow donations to recur on a regular basis.

What funds can I donate through St. Peter's Give Online Page through Vanco?

St. Peter's currently enabled the following funds: General Fund, Building Fund, Capital Improvement, Endowment, Youth Ministry, Memorial Fund, Benevolence, ELCA World Hunger Fund, ELCA Disaster Relief, Harvest Home, Needy Fund, Weekday Church School, Souper Bowl of Caring and Stew Zerbe Memorial Scholarship Fund.

Do I have to register?

Vanco will accept your electronic payment without creating a profile, but will require basic donor information in any event. You are encouraged to create a profile, which will allow you to review your history, manage recurring payments and simplify future giving.

What are the major advantages of electronic giving?

Electronic giving is all about convenience for you and consistency for the church. It eliminates frequent check writing and helps members stay on track with pledges even when they are unable to attend services. The church in turn benefits from consistent donations and a reduction in the volume of check/cash contributions that must be handled and manually processed in the church once.

How do I sign up for electronic giving?

To sign up, visit our online giving page on the church website. A secure login enables you to make one-time donations, set up a recurring giving schedule, and view personal donation history and print confirmations. If you want to make donations without going online, we have paper authorization forms you can complete and return to the office.

Is electronic giving safe?

It is certainly less risky than writing checks or carrying cash. To process electronic donations, we use Vanco Payment Solutions—a highly regarded company that securely processes contributions for more than 15,000 churches and nonprofit organizations.

What can I use to prove I made a contribution?

If you make donations from the online giving page or using Give + Mobile App and entered your email address, you will be emailed a receipt. You can also access your giving history 24/7 by logging into your profile from the online giving page. If you submitted a paper authorization form, your bank statement will show an itemized list of electronic transactions that can be used as proof of your contributions.

How does a donation move from my bank account to the church's bank account, and when?

For donations from a checking or savings account, money is electronically transferred from your bank account to the church's bank account on the same day using the Automated Clearing House (ACH) network. ACH and recurring debit/credit donations received before 3 pm CT Monday-Friday will be processed that day. ACH and recurring debit/credit donations received after 3 pm CT on Friday will be processed the following business day.

For donations made by credit and debit card, money is electronically deposited into the church's bank account without delay within 2-4 business days.