

Online Giving Frequently Asked Questions

Which account do I choose?

When you give online, you will have the following funds to choose from: Pledge/Contribution and Capital Campaign Gift. Gifts given as a Pledge/Contribution direct funds towards First's operating budget. Gifts given as a Capital Campaign gift directs funds towards First's Growing In This Love Capital Campaign. If you have any questions please contact Andrew Callan, Minister of Administration, andrew@fpcnorfolk.org 757-625-1697 ext. 319.

How long will it take for the transaction to post to my account?

You should receive a confirmation message from the Online Giving page indicating that your contribution was successful. This starts the transaction processing, and your account should be debited for the amount you choose within 3 business (banking) days. For more information on how transactions are processed, please read the section below "**How Online Giving Works.**"

Can I schedule recurring donations?

Yes, you can specify whether you want your contribution made one time, weekly, semi-monthly on the 5th and 15th, or monthly. You can set up as many schedules as you would like, so it is possible to give a monthly gift as well as a weekly one.

Will I still receive a contribution statement?

Yes, we will mail you three quarterly and one year-end giving statement directly to your home address.

What if I change credit cards or want to adjust the date or amount of a contribution?

You can edit or delete a scheduled contribution at anytime, including the credit card, date, frequency and amount.

Is online giving secure?

We've taken steps to ensure that the giving process is safe and secure from beginning to end. All of your giving data is secured by SSL encryption. SSL is an acronym for "Secure Socket Layer," a security protocol that provides communications privacy over the internet. It is the same technology used by banks and e-commerce companies such as Amazon.com to keep your information safe and secure during transactions.

Who do I talk to if I have more questions?

Contact Andrew Callan, Minister of Administration, andrew@fpcnorfolk.org 757-625-1697 ext. 319. and he'll be glad to answer any other questions you may have.

How Online Giving Works

All information is transmitted securely through Vanco. The credit/debit information is transferred in the following manner:

1. Web user makes an online contribution.
2. Information is securely transferred to Vanco via a secure, encrypted messaging protocol (SCMP). Vanco receives order information and performs requested services.
3. Vanco formats the transaction detail appropriately and securely routes the transaction authorization request through its payment gateway to be processed.
4. The transaction is then routed to the issuing bank (your bank/card company)
5. The transaction is authorized or declined by the issuing bank or credit card company.
6. Issuing bank approves transfer of money to First Presbyterian Church bank account, less a 2.75% processing fee.
7. **NOTE:** The contribution can sometimes take 2-3 business days to post to your bank account/credit card company. You may see an initial "pending" charge on your account until the contribution is processed.