

Online giving FAQ's

What is the process to get started? Visit giving.ncsservices.org/ChristisCentral on your web browser and choose Create account. You will establish a user name and password along with your email, cell phone and address details. Or you can start by texting a dollar amount to 336-891-3722. You will then be directed to the same login page to create your account and confirm your donation.

Is my credit or debit card information secure? Yes, It is protected first by your password. You should change your passwords regularly, use passwords that include a variety of upper/lowercase, and are difficult to guess. Do not save your password on any device that is not password protected, or that is used by anyone else. Your account numbers are protected by NCS Services, an industry standard level 1 PCI compliance company. NCS Services' Online Giving solution has top level security and we take your transactional security very seriously! Our solutions are PCI Compliant and meet all the strictest PCI/DSS security stands, such as SSL certificates and encryption, intrusion detection, and transaction security.

Can I deactivate the recurring giving? Yes, at any time before the scheduled date, you can click on my account and deactivate the recurring charge. It will be deactivated until you set it up again. This is private and secure.

Can I get a refund to my account If I make a mistake with the amount or account information? Yes, for any reason if you need to get a refund you will need to contact the church office at 336-629-1425 or jakins@centralmethodist.org. A system admin can log on and initiate a credit.

Can we purchase items from the church with a credit card? At this moment we are only accepting donations.

Will I still get a contribution report at year end? Yes, we are integrating the online giving with our church management software to continue to track all your contributions and provide reporting. In the past you may have received quarterly statements but going forward that may be reduced to annually or upon request. By visiting your online account you will be able to see all your online only contributions for the year.

Why are we accepting credit cards and online payment? This system will reduce the amount of time we spend on administrative tasks. The reporting helps to illuminate all giving trends with the ability to track and forecast monthly trends with graphical reports to view history, recurring giving, and more. Recurring donations are a great way to create a consistent stream of giving particularly during the slower summer months. Members will love this feature as they can easily activate automated recurring donations. As more and more businesses accept electronic payment, people are feeling more comfortable with online giving and are more likely to give, even when they don't have their check book or cash.

Can I split my donation to multiple funds? At this time one donation or recurring payment will go to only one fund. Additional single transactions can be entered to other designated funds. If you are interested in this option let the church office know. To start with we are keeping the system simple.

What are the fees? The fees assessed to the church are 2.6% plus \$0.30 per transaction. The fee is 0.75% for checking account drafts so members are urged to use this method. We also pay \$29 per month for the service and an addition \$5/month for text giving. Donors can opt

in to paying the fee in addition to their donation amount, or not. It is totally up to the individual.

What payment types are accepted online? We accept all major card brands including American Express as well as bank account drafts.

Who gets the money and who sees how much I give? Ultimately, your contributions go to serving our Lord. Money is deposited directly to the church bank account within 2-3 business days in daily batches. The church administrator and accountant are authorized to deal with transaction details. This information is kept secure. You will receive an email confirming each of your donation amounts shortly after you enter your payment.

What kind of device works with online giving? Online giving is web based so it is compatible on any computer, smartphone or tablet. You can make donations anywhere, anytime! You must have an email address. You can change your email address as needed.

Who do I contact if there is a question or problem? Start by calling the church office at 336-629-1425 or emailing jakins@centralmethodist.org. If you don't receive satisfactory resolution, you can log on to www.ncsservices.org/contact. The church finance committee can also be helpful or you can contact Dean Lail at lail@aol.com or 336-953-9335.