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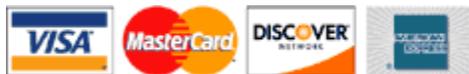
Electronic Giving is a convenient and secure way to provide financial support to our church.

It provides the church with a more consistent flow of income throughout the year and simplifies the process of recording your donations and payments.

Recurring and one-time electronic donations can be withdrawn from a checking or savings account, or charged to a major credit or debit card.

Get started today!

Visit www.fpupchurch.org or scan the code below with your mobile device.



ONLINE GIVING – SOME FREQUENTLY ASKED QUESTIONS

Q: What types of donations and payments can I make online?

A: Any donation or payment that you can make with cash or by writing a check can be made online. This includes recurring donations (like Regular Offerings or pledge payments), one-time donations (like the Christmas Offering), and payments of fees for church-sponsored activities and programs (like ASP).

Q: How are donations and payments that I make online paid for?

A: You can pay for them by having funds electronically transferred to the church's bank account from a checking or savings account (EFT), or you can charge them to a major credit card (Master Card, Visa, Discover, American Express). You can use different payment options for different donations.

Q: How do I schedule a recurring monthly or weekly donation or make a one-time donation or payment?

A: Go to the church's web site at www.fpupchurch.org and click on the Online Giving button or scan the "QR" code on the previous page with your mobile device. Then fill in the details of the amounts you wish to donate on the first page of the form and the details of how you want to pay for these donations on the second page of the form.

Q: Do I need to create a profile or set up a userid on the online donations web page?

A: No, but doing so will make life simpler for you. If you don't create a profile, you will have to re-enter your payment information (your name and address, bank account or credit/debit card number) every time you make an online donation. Having a profile/userid also allows you to view your past history of online giving and easily change your recurring donations if the need arises.

Q: I'm not a computer person. Can I still make recurring online donations?

A: Yes. Just stop by the church office on any Sunday morning and the church treasurer will help you set up the recurring donations you wish to make.

Q: Once I've started a recurring donation, how do I change it or stop it if I need to?

A: If you have established a userid and profile on the online giving web page, you can use the web page to modify or discontinue your recurring donation(s). If you have not set up a userid on the online donations page, send an e-mail to treasurer@fpupchurch.org or call the church office at 452-0684 to request these changes.

ONLINE GIVING – SOME FREQUENTLY ASKED QUESTIONS (Continued)

Q: I need to stop a recurring donation immediately or need to verify that an online request to do this has actually been processed. How do I do this?

A: Call the church office at 452-0684. You'll be provided with the home and cell phone numbers of someone (usually the church treasurer) who can provide immediate assistance.

Q: How are on-line donations and payments processed?

A: The church contracts with a company called Vanco Services to process online donations and payments. Vanco specializes in providing these services to faith-based and other non-profit organizations. Vanco has more than 30,000 clients and processes more than \$13 billion worth of transactions annually.

Q: Why does the church need to use a third party to process online donations?

A: The church cannot maintain the level of security required to process credit card transactions on its own computers. This kind of thing is best left to the professionals.

Q: Where is sensitive data like my bank account and credit card account numbers stored?

A: This data is only stored on Vanco's server systems in their secure data centers. It is not stored on any church computer.

Q: What other data about me is stored on Vanco's server systems?

A: The only about you that is stored on Vanco's servers is that which you enter on the Online Giving web pages and that they require to process your online donations and payments. The church does not provide any additional information about you to Vanco. For example, information about any donations and/or payments that you made to the church using cash or checks are not shared with Vanco.

Q: How secure are the Vanco servers on which my online donation and payment information is stored?

A: Vanco complies with the Payment Card Industry Level 1 Data Security Standard. This is the most stringent security standard defined by Visa, Master Card, Discover, and American Express for organizations that process credit card transactions. PCI DSS Level 1 requirements are extensive and include a yearly on-site audit of Vanco servers and processing procedures.

ONLINE GIVING – SOME FREQUENTLY ASKED QUESTIONS (Continued)

Q: Does anyone at the church have access to my bank or credit/debit card account numbers?

A: Only partially. The church treasurer and assistant treasurer are the only people who can view partial account numbers, and they can only see the last four digits of any account number.

Q: Are any fees deducted from the amounts that I donate online?

A: Yes, but you receive credit for the entire amount that you donated. The church pays a transaction fee of 25 cents for each donation or payment made via EFT from a checking or savings account and 45 cents for each donation or payment that is charged to a credit or debit card. In addition, the church pays a “swipe fee” for each donation charged to a credit or debit card; this fee varies between 2.75% and 3.5% of the transaction amount, based on the credit card that the donation was charged to.

Q: Should I make recurring donations on a weekly or monthly basis?

A: The choice is entirely up to you. However, if you do not have a strong preference in this area, monthly recurring donations result in fewer transaction fees and less paperwork.

Q: Will donations that I make online appear on my giving statements?

A: Yes. Online donations are normally be posted to your church giving account on the Saturday following the day on which they are deposited in the church’s bank account. The exception to this rule is donations that are processed on the last few days of the year. These will be posted to your giving account on the date that the funds leave your bank account or are charged to your credit or debit card.

Q: Will I start getting more spam e-mails if I make start making online donations and payments to the church?

A: No. Neither the church nor Vanco shares any information about you with anyone else.

Q: What if still have questions that haven’t been answered here?

A: Send an e-mail to treasurer@fpupchurch.org or stop by the church office on Sunday morning.