

# GRACE CHURCH INTERNATIONAL ONLINE GIVING FAQ

Below you will find a list of Frequently Asked Questions (FAQ) concerning Online Giving at Grace Church International. If you have a question that you do not see the answer for, please email our Business Office at: [giving@total-grace.org](mailto:giving@total-grace.org)

## 1. How safe is Online Giving?

Our Online Giving system is backed by PayPal, the safest and largest online payments system in the world.

## 2. Can I give online with debit cards?

Yes. You may give online with any debit card that has a Visa or Mastercard logo. Please take your time and enter all of your personal and debit card information in correctly for proper processing.

## 3. Can I give online with credit cards?

Yes. You may give online with credit cards from all of the major credit card companies (Visa, Mastercard, Discover, American Express). We encourage all of our members and friends to use credit cards as a part of larger, responsible financial plan.

## 4. Will I receive rewards points from my debit/credit card companies for Online Giving?

If you are currently enrolled in a reward points program, Online Giving is a good way to earn reward points. Any questions you have concerning this should be directed toward the Reward Points customer service and not to Grace Church International.

## 5. Can I give online with checks or bank drafts?

Yes. To give online with a check or bank draft, you must choose PayPal when you begin the Online Giving process. This will take you to the secure PayPal site and explain how you can give with your personal or business checking or savings account.

## 6. Will my bank or debit/credit card information be shared with anyone at the church or elsewhere?

No. You are the only person that will ever see your bank or debit/credit card information. Grace Church International, our web hosting companies, and even our online payments processor will never have access to your debit/credit card information or your bank account details.

## 7. How soon will my tithe and/or offering be debited from my account?

Generally within 24-48 hours.

## 8. Will I have a record/receipt for what I gave online?

Yes. After the funds have been deducted from your account, a receipt will be sent to the email address that you provided during the Online Giving process.

## 9. Do I have to use my personal computer to give online?

No. You may access the Total Grace website and our Online Giving options from any computer in the world.

## 10. How does Online Giving count toward my church giving record?

Yes. If you are a Grace Church International member and have received a member number, please remember to enter it during the Online Giving Process. This is how we ensure your giving record is credited properly.

## 11. Am I able to give both a tithe and an offering online?

Yes. When you choose to give online with your debit/credit card, you will have the option of giving a tithe, a general offering, giving toward Episcopal Support, as well as giving toward our Capital Campaign. You can select all of these options on the same transaction.

## 12. Who do I contact if I am having technical problems with the Online Giving system?

Please contact our Business Office at [giving@total-grace.org](mailto:giving@total-grace.org)

## 13. Can I choose to have a regular amount deducted from my bank account for Online Giving?

Not yet. We are currently developing this option and will announce to the church when it is complete.

## 14. Can I use my regular Online Bill Pay system to give?

Yes. This is actually a great way for many of our members who rely heavily on an Online Bill Pay system to give. While every Bill Pay system is unique, here is the information that you will likely need:

### FOR TITHES:

Account Number: Enter Your GCI Member #

Business Name: Grace Church International

Business Address: 4000 Covington Highway, Decatur, GA 30032

Business Phone: 404.289.2229

### FOR EPISCOPAL SUPPORT:

Account Number: Enter Your GCI Member #

Business Name: Grace House Ministries

Business Address: 4000 Covington Highway, Decatur, GA 30032

Business Phone: 404.289.2229

## 15. I never received a confirmation message/email after I gave online? Why is this?

If you did not receive an immediate email/confirmation message confirming that you gave, the process was not completed properly. When you have properly completed the giving process, you will receive a "thank-you" note on your screen and an immediate email receipt will be sent to the email address you provided.

The most common cause of a user error is entering slightly incorrect information - i.e: wrong card type, one wrong digit in the card #, wrong 3-4 digit security code, wrong mailing address entered, etc. Please feel free to contact our business office @ [giving@total-grace.org](mailto:giving@total-grace.org) if you have any concerns.

## 16. I gave online, but the funds have not yet been taken from my account. Why is this?

While funds are generally deducted from your account immediately, it can often take as long as 3 business days for the deduction to show up on your account. After this period of time has passed and the funds still have not been deducted from your account, please feel free to our business office @ [giving@total-grace.org](mailto:giving@total-grace.org)