

Online Giving FAQ

Q: Is it safe to give online? Yes. In many ways giving online is safer than writing a check or giving cash. An electronic gift cannot be lost or stolen.

Q: What types of bank accounts can I give from? Your gifts can be deducted from either your checking or savings account.

Q: Can I give with my credit card? Yes, we want to make your giving as convenient as possible. However, we encourage you not to use a credit card unless you are paying off your credit card balances each month.

Q: Are there any fees involved with giving online? Yes, but not to you. All transaction fees are paid by the church.

Q: Does it cost the church more for me to give online? Giving online does incur some costs, but it also allows staff to process your gifts more efficiently.

Q: Can I make a one-time contribution? Yes. You are in complete control of how you give online.

Q: If I want to set up a recurring gift, what are my options for frequency of my gift? You may schedule gifts to be given weekly, twice a month, every two weeks or once a month.

Q: Can I change my personal information or the amount or frequency of my gift once I have set it up? Yes. You can change or cancel your contribution at any time before the date of your next contribution.

Q: Can I review my donation history online? Yes. You can view the history of your contributions to Shades Crest, including on-site, online, and mobile transactions.

Q: When will contributions be taken from my account? Contributions will be taken from your specified bank account within 48 business hours of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or holiday, the transaction will be initiated on the next banking day.

Q: When setting up a recurring contribution, why can't I get to a screen that asks for my account information? Next to Frequency field are 2 fields, No Payments After (a date can be entered) and Payments (a number can be entered). You must enter something in one of those fields. Then click ADD and the screen will change to ask for your account information.