

## Online Giving at ACAC Frequently Asked Questions

***Q: Why is ACAC offering online giving?***

A: For your convenience. As many people write fewer checks and engage in more online transactions, we recognized that your church giving was one area that didn't allow for the convenience of online giving.

***Q: What types of bank accounts are eligible for online giving?***

A: You may give from any checking or savings account.

***Q: Is my banking information stored by ACAC?***

A: No. ACAC does not store your banking info. Your banking info. is stored temporarily by a merchant bank that processes online transactions. The merchant bank complies with standard industry security requirements.

***Q: Can I donate by credit card?***

A: Not at this time.

***Q: Will I be assessed any fees with giving online?***

A: No. You will not pay any fees for an online gift.

***Q: When and how often can I give? Can I designate my giving?***

A: You can give anytime by accessing ACAC's website ([www.acac.net/giving](http://www.acac.net/giving)).

You can make a one-time contribution or set up a recurring gift to be given weekly, every 2 weeks, twice per month, monthly, or quarterly. You can allocate your gifts to various ACAC funds.

***Q: What if I wish to change my giving or change the frequency?***

A: You can change your giving any time before the date of your next contribution. Log in to the system using your user name and password and make the necessary changes online at your convenience.

***Q: I have been making automatic contributions from my bank account. Do I need to do anything?***

A: Donors who filled out a form with us to contribute through automatic electronic transfers will be contacted by mail with instructions on how to transition to our new online system. If you have been initiating your contributions through your bank on your own, nothing will change. However, we encourage you to consider our online giving format for the advantages it brings, such as the ability to change fund designations, make one-time gifts, and change frequencies of recurring gifts.

***Q: If I give online, can I still make other donations through the offering plate?***

A: Yes. Any time

***Q: Does online giving help the church more than cash or checks?***

A: All gifts are welcome as the Holy Spirit directs your heart. Traditional giving through the offering plate requires significant volunteer and paid staff time to process on a weekly basis. Donors who shift to online giving help ACAC reduce the time and money spent on processing our offerings so that our servants' time and talents can be put to other strategic uses for the Kingdom.

***Q: Can I review my donation history online?***

A: Yes. The site will allow you to view your current calendar year contributions online. Please note that your online donations will not be posted immediately to your giving history.

***Q: Will I still receive regular contribution statements from the church?***

A: Yes. ACAC will continue to send contribution statements annually to your address on file for tax purposes. We hope to offer downloadable statements in the future as a convenience to our donors.

***Q: What if I still have further questions?***

A: We are happy to help! Please call the church at (412) 321-4333 and ask for the accounting department. If you do not receive immediate assistance, please leave a message and a member of the accounting staff will return your inquiry.