

FAQ

e-giving Frequently Asked Questions

What is online giving?

Online giving gives you the ability to give a donation or schedule a series of donations using a checking or savings account or your debit or credit card through *theRidge.org* website.

Why do I need to set up an account and password?

This makes sure that your information is kept safe and secure. Once your account and password are set up, all of your personal information, including credit card information, is kept safe.

What if I want to change my online giving or stop it?

You can change your member profile or change or stop a transaction schedule at any time. From the main menu select "View/Edit Member Profile" and use the "Edit" functions as you desire.

When is the automatic contribution charged to my account?

It's up to you. You choose one time, weekly, bi-weekly, monthly, or quarterly. You can set up as many different schedules as you choose. It's important to note that contributions scheduled on a Friday through Sunday may not show up on your bank account or statement until early the following week.

What is a contribution schedule?

It's a schedule you set, indicating the frequency of your online gift. You can choose how often you would like your automatic donation to be made—weekly, every two weeks, monthly, etc.

Are there hidden charges or fees to me for online giving?

No. You select the dollar amount that you want to give and that is exactly what is taken. Not a penny more.

Can I try online giving and give just once?

Yes. You simply select "Process the above fund(s) now" on the "Transaction Type" page.

Can I give through a checking or savings account?

Yes.

Important Note: We would encourage all regular givers to use a bank account as your giving method. The church's fees associated with credit/debit card giving are higher, and that method is only recommended for "one off" donations.

Can I use my debit card or credit card?

Yes, as long as it is a Master Card or Visa.

Important Note: We would encourage all regular givers to use a bank account as your giving method. The church's fees associated with credit/debit card giving are higher, and that method is only recommended for "one off" donations.

Is it better to use a credit/debit card or bank account?

The Ridge pays a small fee for either transaction, but it is better (fee-wise) for you to use a bank account.

How can I keep a record of the amount I have contributed?

You can view your online giving record at any time. From the main menu select "Year-to-Date Transaction Summary." You will also receive hard copy giving updates from the church.

Can I create on-going donations for both the Ministry/Missions Fund and "Imagine a Church"?

Yes. You can do both at the same time or enter separate transactions.

Can I give online to the *Imagine a Church* building campaign?

Yes. Simply select the "Imagine a Church" Fund under "Special Giving Opportunities" on the "Make a Transaction" page.

If The Ridge encourages people to get out of debt, why do they accept credit card donations?

We believe that debit and credit cards work as an effective tool for payments and purchases, as long as they are used responsibly. Many people choose to use them in place of checks or cash and simply pay the balance in full at the end of the month. We strongly discourage anyone with ongoing credit card debt from using this option.

How should I tithe if my income varies from pay period to pay period?

It depends on what works best for you. We can offer a couple of suggestions: either give 10% from each pay period or estimate your annual earnings and give a portion of that total each week or month, throughout the year.

Should I tithe based on my gross earnings or the net amount of my paycheck?

The Bible doesn't use the terms "net" or "gross." We believe that God is more concerned about the heart. The Bible says in 2 Corinthians 9: *You must each decide in your heart how much to give. And don't give reluctantly or in response to pressure. "For God loves a person who gives cheerfully."*

Who can I talk to if I have more questions?

Contact Carol Skiles at 812-376-8455 or info@theRidge.org.