

FAQ for Pushpay Giving Platform

Questions can be directed to
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- 1) **Why are we switching providers?** Pushpay offers features that benefit both the donors and the church. Donors use their phone number for accessing their account; easier to manage recurring gifts; able to give via bank account through the website; new text to give feature. The church has access to better reporting and processing functions through integration with our database.
- 2) **Which fund should I give to?** Sprecher Road Campus, DeForest Campus and Northside Madison Campus funds operate as our general operating funds that meet the needs of our day -today ministry. Benevolence fund is directed to meet the needs of people in crisis. Ministry Expansion is to meet the needs of our vision initiatives. There may be additional funds during different times of the year as well such as Fill the Van (food drive for local schools); Christmas offering; etc.
- 3) **How much does the church pay to process my gift?** It depends on the gift type. Bank account direct debit is the cheapest option. Debit card is next while credit card is the most expensive type of gift to process. Pushpay does offer the option for donors to cover the cost of their gift with a check box you will see during the giving process. This adds an average fee (2.2%) to your gift if chosen.
- 4) **I had a recurring gift in Church Community Builder (CCB). Should I set up a new gift in Pushpay?** Every gift will now go through Pushpay. During this time of transition, we are asking every donor to please setup their recurring donation through Pushpay. At the same time, the schedule in CCB should be canceled. See instructions on the next page.
- 5) **I do not have a cell phone, or I prefer not to use my cell phone number.** There are alternate instructions on the Pushpay site including: giving as a guest; giving with an e-mail and password; and receiving the security code by voice call. When on the 'Verify your Mobile Number' screen, click on 'Need Help' to see these options.
- 6) **What will happen to my giving history in CCB?** Your giving history will still be available in CCB. Two prior years of history will be available in Pushpay, but should you need more information, please reach out to the contact listed above.
- 7) **I am a volunteer with Connections (or another ministry). Does this change my use of CCB for schedules or other functions?** No, this change only affects giving. All other functions of CCB remain the same.
- 8) **Is my information safe?** Pushpay follows the strictest security standards as established by the credit card brands and their security protocols are audited annually.