

1. What is e-giving?
E-giving is short for electronic giving. It is an automatic transfer program which allows you to make contributions without writing checks.
2. What is the advantage of e-giving?
It saves time! It saves work! It simplifies your life! It also helps the church stabilize its budget. It can also be a very convenient tool for supporters or members. You can donate or make payments from anywhere in the world - while on vacation or on a business trip. It gives the ability to participate in donations or payments to FBCF to those who can not reach the church easily.
3. What do I need to do to get started?
Members need to click the link on the giving home page to enroll. Once on login page, click on the "Not signed up yet" link to complete a short member profile. At this point you can use the system for credit or debit card transactions. However, if you want to take advantage of the electronic fund transfer option you must complete a member ACH form. When completed, you will be authorized for EFT's. You can then go back into the system and enter your EFT specifics.
4. Do I need special software to participate in e-giving?
E-Giving is web based - there is no special software requirement - only internet access.
5. Can I use e-giving for items other than gifts?
In addition to donations or contributions, you can use the service for anything that requires a payment. This includes CDO monthly payments, retreats, summer camps, Bible study materials, or special programs.
6. What method is used for my payment or donation?
You can use any major credit card, debit card, checking account or electronic funds transfer.
7. How does a credit card charge appear on my statement? How would the person who makes a charge recognize where the charge went from the description on their statement? The charge appears as NCS.
8. What does ACH stand for and what is it's function?
The Automated Clearing House (ACH) Network (see details below)
The ACH (Automated Clearing House) Network is a highly reliable and efficient nationwide batch-oriented electronic funds transfer system which provide for the inter bank clearing of electronic payments for participating depository financial institutions. ACH payments include: Direct Deposit of payroll, Social Security and other government benefits, and tax refunds, Business-to-business payments, and E-checks.
9. What are the intervals available for scheduling a recurring transaction?
Recurring transactions can be scheduled weekly, bi-weekly (every two weeks), monthly, or quarterly.
10. What type of security measures are in place to protect my transactions?
All servers function behind Cisco Firewall hardware In addition, the servers are NOT public servers and the use of Network Address Translation (NAT) and Port Address Translation (PAT) add additional security layers to this state-of-the-art security system. Restricted session connection inactivity time-out is yet another security feature of the system.